Advisory Committee Meeting

19 October 2010

Council Room
National Library of Australia

Tuesday, 19 October 2010
10.30am - 4.15pm
Council Room
National Library of Australia
LIBRARIES AUSTRALIA ADVISORY COMMITTEE
MEETING
Council Room, National Library of Australia
Tuesday 19 October 2010

DRAFT AGENDA

10:30 am – Coffee on arrival
1. Welcome and introduction, apologies

2. Draft Minutes of the previous meeting and business arising LAAC/2010/2/1


4. Libraries Australia statistics LAAC/2010/2/3

5. Libraries Australia Activity Report July-October 2010 LAAC/2010/2/4

11.45 am Short break

FOR DISCUSSION

6. Report from the National Library (oral)

7. Resource Sharing and Innovation Division Strategic Plan LAAC/2010/2/5

8. Report from the OCLC Asia Pacific Regional Council LAAC/2010/2/6

1.00 pm Lunch

9. Draft ANBD Scope Statement LAAC/2010/2/7

10. Trove Report LAAC/2010/2/8

11. Reimagining Libraries Project 8 (Description and Cataloguing) LAAC/2010/2/9

12. Reimagining Libraries Project 2 (Open Borders) LAAC/2010/2/10

FOR INFORMATION


14. An overview of the Australian Research Data Commons Party Infrastructure Project (ARDCPIP) LAAC/2010/2/12

14. Libraries Australia Forum 2010 (oral)


16. Other business

17. Conclusion & Review of resolutions (if any)

4.15 pm Close of Meeting
DRAFT MINUTES OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE  
National Library, Canberra  
Wednesday 14 April 2010  

<table>
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<th>Committee Members Present:</th>
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| Chair: Ms Anne Horn  
University Librarian  
Deakin University                                           | Dr Warwick Cathro  
Assistant Director-General  
Resource Sharing and Innovation  
National Library of Australia                               |
| Ms Liz Burke  
Director  
Library Services  
Murdoch University                                          | Ms Debbie Campbell  
Director, Collaborative Services  
National Library of Australia                                |
| Mr Vic Elliott  
Director, Scholarly Information Services  
& University Librarian  
Australian National University                               | Ms Deborah Fuller  
Acting Director, Database Services                           |
| Ms Pam Gatenby  
Assistant Director-General  
Collections Management  
National Library of Australia                                 | Ms Rose Holley  
Manager, Trove  
National Library of Australia                                 |
| Ms Karen Hansen  
Section Manager, Library Services  
Department of Families, Housing,  
Community Services and Indigenous Affairs (FaHCSIA)          | Ms Bemal Rajapatirana  
Manager, National Bibliographic Database  
National Library of Australia                                 |
| Ms Noelle Nelson  
Director, Library Services  
State Library of New South Wales                               | Minutes: Ms Mary-Louise Weight  
Libraries Australia Customer Services  
National Library of Australia                                 |
| Ms Ann Ritchie  
Director  
Library Services  
NT Department of Health and Families                           |                                                   |
| Mr Geoff Strempel  
Associate Director, Public Library Services  
State Library of South Australia                               |                                                   |
| Ms Monika Szunejko  
Manager, Access  
State Library of Western Australia                             |                                                   |
| Mr Chris Taylor  
Executive Manager  
Library Resources and Technology Services  
University of Queensland                                       |                                                   |

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A summary of action items and resolutions is included in Attachment A.

The meeting commenced at 10:00 a.m.

Agenda Item 1
Welcome, Introductions and Apologies

Ms Horn welcomed all present to the meeting. Apologies were received from Ms Jan Fullerton, the Director General of the National Library of Australia (NLA) and Mr Rob Walls, Director of Database Services, Libraries Australia.

Ms Liz Burke, Director, Library Services at Murdoch University; Ms Karen Hansen, Section Manager, Library Services, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and Ms Ann Ritchie, Director, Library Services, NT Department of Health and Families were welcomed as new members of the Committee.

Ms Horn advised that the committee would be joined at lunch by Mr Theodore Fons, Director Worldcat Global Metadata Network; and Mr Chris Thewlis, Regional Manager OCLC, Australia/New Zealand.

Agenda Item 2
Draft Minutes of the Previous Meeting and Business Arising

Dr Cathro and Ms Campbell reported on the actions arising from the previous Committee meeting.

Agenda Item 3
Dr Cathro advised that the Digital Deluge business case referred to in the Director-General’s report had been completed in January 2010 and the outcome would be known in the May budget.

Agenda Item 4
Ms Campbell advised that she had provided further commentary on the growth in search statistics, including reasons for exemplary activity during the 2008/09 year, in the December 2009 issue of the Libraries Australia Online newsletter.

Agenda Item 6
Dr Cathro advised that the next Libraries Australia Forum will be held on 20/10/2010 in conjunction with an Australian Committee on Cataloguing seminar on 21/10/2010 and Libraries Australia Advisory Committee meeting on 19/10/2010.

Ms Campbell noted that CAVAL had advised it would reinstate public training for CAVAL non-members as well as members.

It was decided not to set up an expert reference group to give feedback about any new arrangement between Libraries Australia and WorldCat Resource Sharing until the recent survey of Libraries Australia Document Delivery (LADD) members was analysed to ascertain how the service would be received.
Agenda Item 7
Mr Elliott has invited Mr Theodore Fons to attend the OCLC Asia Pacific Regional Council Meeting to be held on 15 April.

Mr Elliott clarified that the report referred to in paragraph 4 was from the Review Board on Principles of Shared Data Creation and Stewardship, not the Members’ Council. Mr Elliott outlined the activities of the OCLC Membership Committee to confirm the definition of inactive membership. The main principle for Membership is contribution to OCLC services such as WorldCat or the global Knowledgebase.

Libraries Australia members currently accessing WorldCat have a grace period of three years of non-contribution before their membership lapses. Mr Elliott advised that there will be further discussion about this as it applies to Libraries Australia members when the agreement is renewed. There was further discussion about the meaning of ‘contribution’.

Agenda Item 8
Dr Cathro confirmed that the wording of the mission statement will be re-examined in conjunction with the review of the Resource Sharing & Innovation Division’s Strategic Plan, scheduled for June 2010.

Dr Cathro outlined the process that had been undertaken to develop a new subscription model for the CAUL sector. He noted that there was some dissatisfaction within the sector about the new model but recommended that it be used for 2010. There was considerable discussion on how best to move forward with the CAUL sector and on model formulation in general.

Dr Cathro advised that some other sectors were due for review in 2011 and 2012. The Committee recommended that the updated CAUL model be adopted for three years, not one, with a review to be done in 2012/13 with the assistance of the CAUL Executive.

Agenda Item 11
Dr Cathro noted the dilemma whereby institutions may be contributing data twice, an example being theses in university repositories and in the ANBD. He advised that there is not a clear solution at this stage and further discussion is required.

Ms Campbell confirmed that all other actions have been completed.

ACTION: The Libraries Australia office to continue the reviews of all sectoral subscription models, and seek input from the sectors as appropriate.

ACTION: Ms Campbell confirmed that Libraries Australia would further discuss the issue of organisations contributing their data twice to Trove (through Libraries Australia and other existing discovery services), and advice would be given in appropriate documents such as the Strategic Plan.

ACTION: The Libraries Australia office to quantify the number of its members not contributing holdings to the ANBD and therefore WorldCat.

RESOLVED: That the minutes of the meeting held on 4 November 2009 be accepted.
Agenda Item 3
Libraries Australia achievements: November – March
LAAC/2010/1/2

Ms Fuller advised that the new version of the cataloguing client software enabled the special characters bar to function correctly; included tags that users wanted and accommodated the introduction of OCLC numbers as well as some other minor improvements. CBS 5.0 is currently being tested. It includes the CBS Job Manager, which will allow Libraries Australia staff to manage database maintenance tasks such as global updates and two way SRU Record Update.

Ms Rajapatirana noted that OCLC bibliographic record identifiers have been added to most records in the ANBD. Libraries Australia is now accepting OCLC numbers in record uploads from local systems. Duplicate detection passes on ISBN are running routinely and the next duplicate detection pass will be on OCLC numbers. Authority data created at the NLA is now being uploaded.

Dr Cathro commented that the application of a SRU synchronization gateway which has been developed by OCLC will allow local systems to contribute data as though it was SRU update even if their system does not support this. This will mean more timely updating of data from local systems instead of libraries using the Record Import Service.

Ms Fuller noted there are now 76 libraries now using ISO ILL-compliant systems to interoperate with LADD. The new version of Document Delivery software is currently being tested and will be implemented on 3 May.

Ms Campbell noted the additional role for the Libraries Australia Customer Services team with the introduction of Trove. A successful campaign to encourage libraries to implement deep linking has resulted in 30 more libraries enabling this function and 23 waiting to do so. In response to a question about Ning activity, which has increased steadily, Ms Campbell advised that a similar Trove forum will also be set up.

Ms Horn farewelled Ms Rajapatirana, who leaves the NLA to take up a position with OCLC. Dr Cathro noted Ms Rajapatirana’s contribution through her work on the Australian Bibliographic Network, Kinetica and Libraries Australia for over 20 years and wished her well in her new role.

The Committee noted the report.

Agenda Item 4
Libraries Australia Statistics
LAAC/2010/1/3

Dr Cathro advised that the Libraries Australia statistics are on target with financial outcomes and database contributions. The increase in holdings added in January was due to a University of Queensland holdings refresh. Search activity is below target because the original target included the whole year’s use of the free Libraries Australia service which has now been decommissioned. It was confirmed that these
statistics still show the search activity in the Libraries Australia subscription service. The Committee noted the report.

**Agenda Item 5**
**Oral Report from the National Library**

Ms Gatenby gave an update on digitisation activity. The Australian Women’s Weekly project is underway, covering from 1933 – 1982 and will have full content available by the end of the year via Trove. Engaging the public to help with missing and damaged issues resulted in 120 issues being found and many stories being collected. Ms Gatenby acknowledged the support the project has received from Ms Deborah Thomas, the former editor of the Australian Women’s Weekly and NLA Council member. Functionality has been incorporated to suppress content if there are copyright issues.

Newspaper digitisation continues with the first stage due to finish in June 2011 by which time 94 titles will have been done. The service will then develop further through contributor data, as the main source of funding will have ceased. Ms Gatenby advised that the contributor guidelines will be available in May and distributed widely. The preferred option is for the NLA to do the digitising using external funding sources rather than try to take in other organisations’ content.

The NLA has embarked on a co-ordinated approach to determine how best to use Web2.0 technologies to deliver its services and engage with the public across a range of areas. A committee has been set up to consider the issues and determine the way forward.

Commenting on the Re-imaging Libraries projects, Ms Gatenby mentioned that the NSLA CEOs and Project Managers met in March 2010 to clarify the way forward. Ms Gatenby noted the recommendation that AskNow be discontinued by the end of the year, and that NSLA would fund a TransTasman “Hackfest” later in the year, to draw public attention to libraries and their data, to create new content and encourage the public to contribute their own content to public institutions. The NSLA CEOs also agreed to hold a digital preservation workshop on 21 July to discuss a co-ordinated collaborative way forward.

Dr Cathro advised that the Resource Sharing & Innovation Division’s Strategic Plan covering Libraries Australia, E-resource Consortia and Trove, will be reviewed in June.

Dr Cathro noted that Electronic Resources Australia (ERA) would be making a submission to the House of Representatives Standing Committee on Education and Training Inquiry into school libraries and teacher librarians in Australian schools, at www.aph.gov.au/house/committee/edt/schoollibraries/index.htm, raising the issue of all of sector funding for e-resources in schools and the opportunities for funding particular products which would be available to all schools in Australia. An ERA product poll has recently been completed, however polling may not be used in future.
Dr Cathro outlined the Australian Research Data Commons (ARDC) Party Infrastructure Project (PIP). Resource Sharing & Innovation staff, Basil Dewhurst and Natasha Simons, are working on this project. The NLA has signed an agreement with Monash University as the lead for this Australian National Data Service (ANDS) funded project. Mr Taylor queried whether researchers would be given yet another identity. Ms Campbell explained that discussions are taking place with other organisations to enable the party identifier to be the ‘umbrella’ identity, which would alleviate this problem, assist the matching process and become useful to the sector itself. There was further discussion about the issue of researchers managing multiple identities. Ms Campbell commented that the PIP reference group is looking at this issue.

Dr Cathro reported on a recent presentation given to the NLA Council by Resource Sharing & Innovation staff member Debbie Hanington, the 2009 Kenneth Binns travelling fellowship recipient, who presented at the Interlending and Document Supply (ILDS) 2009 conference in Hanover. (The paper is available at www.nla.gov.au/openpublish/index.php/nlasp/article/view/1610.) Debbie also visited OCLC in Sheffield and met with the British Library about the possibility of ILL requests being directed to the British Library through LADD. This is likely to commence in 2010.

Ms Horn asked if any research into Web 2.0 done by the NLA could then be shared with the sector. Ms Gatenby agreed that the outcome of the committee process which has been set up would be shared with other libraries and noted that this year’s travelling fellowship recipient will travel to the US to research this further. Ms Campbell referred the committee to Paul Hagon’s research on this topic on NLA Library Labs blog at blogs.nla.gov.au/labs/2009/07/06/the-michael-jackson-effect/. A suggestion was made to include this topic in the Libraries Australia Forum.

**ACTION:** The Libraries Australia office to make the Resource Sharing & Innovation Division’s Strategic Plan available to Committee members for comment in July.

**ACTION:** A paper on the progress of the ARDC Party Infrastructure Project to be tabled at the next Committee meeting.

**ACTION:** The Libraries Australia office to investigate the feasibility of providing a 2010 Forum speaker to address Web 2.0 research.

The Committee noted the report.

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**Agenda Item 6**

**Resource Description and Access (RDA): an update**

**LAAC/2010/1/4**

Ms Gatenby gave an update on RDA and outlined the probable timeline for its implementation. It was noted that the NLA will not take a leading role in training but is working with the Australian Library and Information Association (ALIA) to establish training needs.

The NLA will share its RDA experience to assist with the customisation and
development of training documentation for Australia. It was suggested that libraries continue to be informed about RDA to enable them to factor training into their budgets.

The Committee noted the report.

Agenda Item 7
TAFE Libraries Subscription Model Update
LAAC/2010/1/5

Dr Cathro advised that it was decided in 2005 to move away from usage as the basis of subscription models. TAFE is the only sector which has not yet moved to a new model. Ms Campbell advised that publicly available data was looked at first but acknowledged the difficulty in obtaining complete information about total library budgets. A draft tiered model was developed, TAFE libraries notified and comment received from all but six TAFE libraries.

Ms Campbell distributed an update of the TAFE draft tiered model and added that this information will be made available on the Libraries Australia website when confirmed. Ms Campbell mentioned that the NSW TAFE consortium operates differently from all other TAFE libraries in terms of its operation, and as such has been billed according to the special library sector model.

Mr Taylor questioned the reasoning behind treating a consortium differently in the draft tiered model if setting the tiers depended on student contact hours data. There was further discussion about this. Dr Cathro agreed that Libraries Australia would consider the matter of TAFE Consortium subscriptions further.

Dr Cathro advised that where there are significant changes in subscription rates for libraries, their introduction will be transitioned over three years.

The Committee agreed to approve the draft tiered model and that TAFE consortia should be given further consideration.

RESOLVED: The new TAFE library subscription model was accepted.

ACTION: The Libraries Australia office will consider the matter of TAFE Consortia subscriptions further.

Agenda Item 8
Summary of the 2009 Libraries Australia Forum
LAAC/2010/1/6


It was noted that the attendance was good given the regional location and the keynote speakers were well received although there was some duplication of content with the Charles Sturt University seminar being held the previous day.
The Committee noted the report.

**Agenda Item 9**  
**Report from the OCLC Asia Pacific Regional Council (oral)**

Mr Elliott reported on the Asia Pacific Regional Council meeting held in Auckland on 5 February and noted the meeting to be held on 15 April at the NLA. The keynote speaker in New Zealand was Ms Karen Calhoun and there were presentations on OSMOSIS software for keeping holdings up to date, WorldCat Local and the National Digital Heritage Archive. Mr Theodore Fons from OCLC will be the keynote speaker at the Australian meeting.

The next Asia Pacific Regional Council meeting will be held in Tokyo in early September. The Global Council is to meet on 19 – 20 April in Ohio and each Regional Council will report on activities and concerns. Other agenda items include:

- the new record use policy;
- membership of OCLC – different perception of membership in different parts of the world;
- cost sharing/ pricing strategies - differential pricing is an issue; and
- a values statement.

The keynote speaker will be Mr Paul Courant from the University of Michigan, speaking on the impact of mass digitisation with a focus on Google Books.

The revised draft record use policy was released on 7 April 2010. It is more a code of good practice rather than a legally enforceable policy, where the major focus is on rights and responsibilities of OCLC members in relation to WorldCat. The ability to transfer records is permitted if it accords with OCLC’s public purpose and is in the interest of the cooperative.

Ownership of records is not specifically addressed in the draft policy. OCLC has copyright of the compilation and is not claiming copyright or asserting ownership of the individual records, the copyright of which remains with the creators.

The community is able to comment using an email address, by participating in an online community forum or a webinar and this will then be considered by the board of trustees in May.

The OCLC membership committee has been reviewing the membership principles. The key criterion is contribution to WorldCat or the global Knowledgebase. It was noted that membership rests with the administrative entity, not with the component organisational unit which may have a separate library symbol.

The cost sharing and pricing policy has not yet been released. Four assertions are included:

1. it should support the public good;
2. preferential pricing should be advantageous to OCLC members;
3. there is a list of factors influencing preferential pricing; and
4. member engagement is critical for success.

Mr Elliott commented that the record use policy issue has been a catalyst for change in OCLC, and noted that the Regional Council structure has allowed members to be heard and the membership is now asserting its role in this way. Ms Horn welcomed the recognition by OCLC that it needs to address the perception of it being a vendor.

Ms Horn queried the implication of changes in the record use policy for the existing agreement between Libraries Australia and OCLC. Mr Elliott stated that the new record use policy focuses on the responsibility of OCLC members to act appropriately and Libraries Australia members should be aware of the policy and the responsibilities they should be exercising. Dr Cathro advised that Libraries Australia has started to review the existing agreement with OCLC, which is due to be renewed in July 2010.

Ms Campbell added that there was a discussion with Karen Calhoun when the first draft record use policy came out, and it was agreed that Libraries Australia did not have to change its agreement with OCLC. Individual Libraries Australia agreements were also reviewed at the time to make sure Australian libraries’ responsibilities were clear.

Ms Campbell sought clarification on the record use policy where it states that libraries can use WorldCat records in any way they want - does that mean only records in WorldCat contributed by other organisations or records in WorldCat from other third parties such as Google? Mr Elliott confirmed there would be exceptions, an example being use of records from companies which have been contributed to WorldCat with certain conditions attached.

Mr Elliott noted the change in terminology which will be required to reflect the fact that there are now two categories of membership not three. Dr Cathro confirmed that Libraries Australia needs to look at members with who haven’t contributed and the implications for members’ agents who may be members of Libraries Australia but may not be members of OCLC as well. Dr Cathro noted that the current agreement is mutually beneficial and would like to see it carried forward.

The Committee noted the report.

**Agenda Item 10**

**Results of the WorldCat Resource Sharing survey**

Ms Fuller gave a report detailing the recent WorldCat Resource Sharing (WRS) survey looking at connecting LADD with WRS and noted there are issues with resolving payments. The survey indicated that most libraries are happy to supply copies internationally.

Ms Horn confirmed that the survey had identified a desire to participate in WorldCat Resource Sharing. It would be an opt-in system. There was further discussion about opting in for copies only and putting terms of supply in directory listings.
RESOLVED: The Committee endorsed the recommendation that the Libraries Australia office should work with OCLC with the aim of establishing interoperability between WorldCat Resource Sharing and Libraries Australia Document Delivery.

ACTION: The Libraries Australia office to continue to work with OCLC with the aim of establishing interoperability between WorldCat Resource Sharing and Libraries Australia Document Delivery.

Agenda Item 11
Trove – a progress report
LAAC/ 2010 / 1/ 8

Dr Cathro introduced Ms Rose Holley, Manager of Trove who gave a demonstration of the latest release of Trove (1.05). Ms Holley outlined the ways users can be kept informed of developments in Trove and described some forthcoming developments.

Ms Campbell gave a summary of Trove progress to date. She noted that there has been some negative feedback, mainly from Libraries Australia members who have previously used the subscription service. There has also been lots of commentary including reference queries from overseas.

Trove has highlighted shortfalls in the ANBD which are being looked at by Libraries Australia staff. These include the lack of currency in holdings information and the lack of currency in URLs. The need to facilitate unmediated borrowing in Trove has been noted, taking into account the RL Project 4 that is working on this issue as well. There was further discussion about the reasons for Libraries Australia not receiving files of holdings to be deleted. Libraries Australia will be looking into these issues.

Ms Holley talked further about the feedback that has been received and commented that the most heavily used zone of Trove is newspapers followed by pictures and photographs.

Dr Cathro outlined some of the features which will be included in the next release, such as user-created lists and the improved discovery of catalogued webpages which contain collection summaries. This would be suitable for local history collections.

There will be enhancements to newspapers search and delivery, work on the Application Programming Interface (API) which will allow other systems to interface with Trove, and more usability testing.

Mr Elliott commented that it would be useful to compare book searches in Trove with Libraries Australia free search statistics to see if it has dropped off. Ms Campbell advised she will compile a report at the end of the first six months.

Ms Campbell added that SRU record update protocol will be helpful for keeping holdings up to date. There was some discussion about how public libraries can be encouraged to contribute holdings. Ms Szunjko commented that the language and the message may need to be simplified. She suggested trying to engage public libraries in contributing by showing support for different technologies.

Ms Ritchie noted the importance of special library collections and government
information and having this included on the ANBD. She mentioned a number of special collections which would be a valuable addition to Libraries Australia. Dr Cathro confirmed that Libraries Australia would do more work to find these special library collections and hidden collection information which may be available. Ms Holley noted the increased interest in contributing to Trove but the possible lack of understanding of the existing contribution pathways.

There was further discussion about marketing Trove and it was decided to share the marketing plan with LAAC members for possible further input.

**ACTION:** Ms Campbell to provide comparative search statistics on the use of Libraries Australia and Trove.

**ACTION:** Dr Cathro to follow up with Ms Ritchie and Ms Hansen about special library collections.

**ACTION:** The Trove marketing plan to be distributed to LAAC members for comment at the next meeting.

The Committee noted the report.

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**Agenda Item 12**  
**Reimagining Libraries Project 8 (Description and Cataloguing)**

Ms Gatenby gave an overview of the Description and Cataloguing (Lists) Project and then talked in more detail about the six actions currently being worked on, which are to:

- catalogue all Australian and NZ newspapers in print and microform onto Trove by June 2011 [since extended to 2015];
- make collection lists searchable through Trove;
- develop streamlined approaches for describing pictures for online access;
- review core bibliographic standards required to benefit fully from Trove search and delivery functionality;
- improve performance in making manuscript collections accessible including by developing a set of benchmark practices for state libraries to use; and
- develop approaches and standards for including geographic identification information in bibliographic records to support geospatial mapping of data.

There was further discussion about aspects of the report. In response to a question from Ms Burke about how information from the Reimagining Libraries (RL) Projects is to be promulgated to the wider community, Ms Gatenby advised that information about the Description and Cataloguing Project will include recommendations on models for converting lists that will be relevant and useful to all libraries. It was agreed that libraries with special collections should be informed and encouraged to contribute to Trove. Dr Cathro suggested the project wiki could be opened up for interested stakeholders.
**ACTION:** The National Library to work on ways of disseminating information about particular RL projects to interested Libraries Australia stakeholders.

The Committee noted the report.

**Agenda Item 13**  
**Reimagining Libraries Project 7 (Collaborative Collecting)**

Ms Nelson reported on Project 7, led by the State Libraries of New South Wales and Queensland, which is investigating shared methods for managing both retrospective collections and future acquisitions, specialising in e-resources, serials and monographs. Some developments of interest include:

- a decision to start by specifying the principles for the collaborative collections project. These principles have been endorsed by NSLA CEOs.
- criteria developed for cancelling serials subscriptions, with review by NSLA CEOs. An MOU will be also developed. Ms Nelson acknowledged the useful collaboration between CAUL and NSLA using the CAUL ‘last copy’ guidelines.
- looking at a more strategic alignment with Project 7 with regard to e-resources. The NSLA consortium is working on high quality resources the group would like to offer by developing a core set/ one library approach. Specific arrangements are still to be determined.

In response to a question from Ms Campbell, Ms Nelson confirmed that the necessity of updating holdings on the ANBD will be included in the guidelines.

The Committee noted the report.

**Agenda Item 14**  
**Reimagining Libraries Project 2 (Open Borders)**

Dr Cathro noted that this RL Project relates to Stage 4 of Trove which seeks to fill the content gap of journal articles and e-resources. Indexing records from APAIS and the Australian Medical Index will be added to Trove, which will continue to support access to print materials as well.

Open Borders Project 2 and Discovering Content Project 10 have been merged into a single Project 2, because access to collections using Trove as the key infrastructure will make NSLA and other collections more discoverable. The vision is that ultimately users should be able to discover, at article level, e-resources that meet their information need so that if any of the libraries with which the user is affiliated subscribes to a product containing such an article, the user can easily click through to and read that article. The vision will be achieved through expansion of Trove to include article-level metadata and collaboration with e-resource vendors.

There was further discussion about what users are actually looking for with regard to articles, issues around authentication of users who are offsite, and the willingness
of vendors to co-operate. Dr Cathro drew the attention of the Committee to the authentication discussion paper which can be accessed on the NLA Library Labs wiki https://wiki.nla.gov.au/display/LABS/2.+Trove.

Two questions arising from the first combined Project 2 teleconference were (a) the possibility of sharing the annotations to content with other library catalogues; and (b) the need to review pathways for contribution to reduce incomplete NSLA content offerings in Trove. Project 2 is also considering the readiness of NSLA members to use the API to leverage off the Trove data store and push content out into other spaces such as Wikipedia.

The Committee noted the report.

**Agenda Item 15**

**Innovative Ideas Forum (oral)**

Ms Campbell reported that the NLA’s Innovative Ideas Forum will be held on Friday 16 April and is fully subscribed. The event will be recorded and available at www.nla.gov.au/initiatives/meetings/innovative-ideas-forum/2010/.

**Agenda Item 16**

**LAAC/2010/1/12**

Ms Campbell recommended Tim Sherratt’s article to the Committee.


**Agenda Item 17**

**Other business**

Mr Taylor asked if it was correct that the National Library was involved in purl.org. Ms Campbell advised that the blog entry at http://efoundations.typepad.com/efoundations/2010/03/federating-purlorg-.html which prompted the question was not an official remark, but that the idea of the NLA being part of an international network of national PURL agencies would be discussed at a future meeting of the Library’s Standards Activity Group.

**Agenda Item 18**

**Conclusion and Review of Resolutions (if any)**

**RESOLUTIONS**

1. That the minutes of the meeting held on 4 November 2009 be accepted.
2. That the draft tiered subscription model for TAFEs be approved.
3. That the Libraries Australia office should continue to work with OCLC with the
aim of establishing interoperability between WorldCat Resource Sharing and Libraries Australia Document Delivery.

The meeting closed at 3.45pm.
Attachment A: Actions

Agenda Item 2
Draft Minutes of the Previous Meeting and Business Arising (LAAC/2009/2/1)

ACTION: The Libraries Australia office to continue the reviews of all sectoral subscription models, and seek input from the sectors as appropriate.

ACTION: Ms Campbell confirmed that Libraries Australia would further discuss the issue of organisations contributing their data twice to Trove (through Libraries Australia and other existing discovery services), and advice would be given in appropriate documents such as the Strategic Plan.

ACTION: The Libraries Australia office to quantify the number of its members not contributing holdings to the ANBD and therefore WorldCat.

Agenda Item 5
Oral Report from the National Library

ACTION: The Libraries Australia office to make the Resource Sharing & Innovation Division’s Strategic Plan available to Committee members for comment in July.

ACTION: A paper on the progress of the ARDC Party Infrastructure Project to be tabled at the next Committee meeting.

ACTION: The Libraries Australia office to investigate the feasibility of providing a 2010 Forum speaker to address web 2.0 research.

Agenda Item 7
TAFE Libraries Subscription Model Update
LAAC/2010/1/5

ACTION: The Libraries Australia office will consider the matter of TAFE Consortia subscriptions further.

Agenda Item 10
Results of the WorldCat Resource Sharing survey
LAAC/2010/1/7

ACTION: The Libraries Australia office to continue to work with OCLC with the aim of establishing interoperability between WorldCat Resource Sharing and Libraries Australia Document Delivery.

Agenda Item 11
Trove – a progress report
LAAC/2010/1/8

ACTION: The Trove marketing plan to be distributed to LAAC members for
comment at the next meeting.

**ACTION:** Dr Cathro to follow up with Ms Ritchie and Ms Hansen about special library collections.

**ACTION:** Ms Campbell to provide comparative search statistics on the use of Libraries Australia and Trove.

**Agenda Item 12**
**Reimagining Libraries Project 8 (Description and Cataloguing)**

**LAAC / 2010 / 1 / 9**

**ACTION:** The National Library to work on ways of disseminating information about particular RL projects to interested Libraries Australia stakeholders.
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OVERVIEW

The 2009/10 timeframe can be summarised as the year of Trove, a significant new search platform for the free search service. Other important activities were:

- the refinement of the strategic plan for 2010-2012;
- the implementation of a new subscription model for the TAFE library sector and an updated model for the university library sector;
- deep linking of more than 200 libraries from Libraries Australia and Trove to local catalogues;
- hosting of the inaugural OCLC Asia Pacific Regional Forum for Australia;
- the availability of OCLC numbers in Libraries Australia to support record matching and linking to local library catalogues;
- the enhancement of over 240,000 Australian National Bibliographic Database (ANBD) records with Library of Congress Table of Contents data;
- a LADD Members & Suspensions Directory, introduced in February 2010;
- the release of the Libraries Australia cataloguing client (version 3.3.8.5) on 18 February 2010; and
- the release of Libraries Australia Document Delivery (version 4.1.2) on 3 May 2010.

KEY STATISTICS FOR 2009/2010

**Key statistics**

**ANBD size:** Over 47.1m holdings (last year 46m)

More than 20.3m bibliographic records, with 1.08m added (last year 19.6m)

More than 1.78 million authority records, with 2,567 added

Links to more than 1,099,346 online resources (last year 969,400)

**Searches:** Over 15.56m searches (last year 15.8m), of which 1.33m used the free service (last year 2.5m), reduced due to the introduction of Trove on 4 December

**Document delivery:** 321,000 items requested through the document delivery service (last year 319,000)
STRATEGIC PLAN 2010-2012

The 2009-2011 Strategic Plan was updated to 2012\(^1\). New environmental considerations were added including the adoption by large libraries of integrated discovery tools such as Primo and Summon which are transforming and extending local catalogues; and the expectation of users that they will be able to access information resources through their smart mobile devices.

LIBRARIES AUSTRALIA ANNUAL FORUM 2009

Libraries Australia enjoyed the company of 146 delegates at the 2009 Forum in Hobart on 6 November\(^2\). The Forum featured Jim Michalko, Vice President of OCLC Research, and Janifer Gatenby from OCLC’s Leiden office.

LIBRARIES AUSTRALIA ANNUAL FORUM 2009

Ms Janifer Gatenby  
Mr Jim Michalko  
Ms Margaret Allen  
Dr Warwick Catro

MARKETING AND SPONSORSHIP

- Conferences

Conferences attended or sponsored included:

- New South Wales Family History Group, September 2009  
- ALIA National Library and Information Technicians Conference, October 2009  
- Libraries Australia Forum, November 2009  
- Charles Sturt University seminar, November 2009 - Empowering Users  
- VALA Biennial Conference, February 2010  

In the press

- monthly advertisements were provided to *Incite* magazine\(^3\)
- six issues of the Libraries Australia eNewsletter were distributed via the librariesaustralia-l discussion list. All were archived in PANDORA\(^4\)
- *Gateways* articles including a farewell to long-serving LAAC members and an opinion piece on *Creating Catalogues*\(^5\).

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New products

Libraries Australia eco-pen (photo by Mary-Louise Weight); notepad with Tagxedo tag cloud.

Blog posts

1. Borrow from a Library

Try and borrow the book from your local library. If your library doesn't have it, you can request an interlibrary loan whereby your library will try and obtain it from another library in Australia or abroad. This commonly incurs a nominal fee, anywhere between $1-$10 dollars. If you are a university student or staff member, interlibrary loans can even be free.

You can quickly find out if a book is available in an Australian library by searching the Libraries Australia database, hosted on the National Library of Australia website. If you want to check overseas library catalogues, they have a list of foreign library websites.

Borrowing, of course, may not be a viable option if you need the book immediately and/or have to refer to the book again and again.


Current social, policy and technology influences on libraries and their relevance in this environment - Jim Michalko, RLG Programs Development, OCLC

“Comment: Great post, thanks. I agree with the comment about the profession's (lack of) capacity for leadership in times of change. In my experience the library profession is great at doing what we what we do, good at talking to the general public & captive audiences (eg. students) about what we do, but less than brilliant when it comes to selling our value to the drivers - the politicians and government policy and purse-string decision makers. Libraries aren't on their radar. We need more dynamic, forceful and visionary leadership to take libraries to the head table. Otherwise the world will change around us and we won't have a voice.”

Why do we need to reimagine libraries? - Margaret Allen, CEO State Library of Western Australia
"Comment: I think this is a very perceptive address because it highlights the need to libraries to change given the digital revolution in the delivery of information. I find that almost all research and legal information is used online now and that in many instances, hard copy sources of information are not as relevant."

SUBSCRIPTION MODELS FOR TAFE AND UNIVERSITY LIBRARIES

As part of the ongoing review of all Libraries Australia subscription fees, TAFE libraries were introduced to a new model based on total student contact hours. Three opportunities to respond were provided, and quotes confirmed. A transitioning timeframe of three years was offered in some cases. The few remaining libraries which have not yet moved to a new fee will be managed under the special library sector model.

At the end of its third year, the university sector model was reviewed, and minor adjustments were made across the sector for the three financial years from 2010/11.

All new charging schedules were updated on the Libraries Australia web site.⁶

LIBRARIES AUSTRALIA CONTACT POINTS

- Discussion lists

The general Libraries Australia discussion list has 1,644 subscribers and the Document Delivery discussion list has 740 subscribers. This represents 22% of registered user-ids.

- State and Territory User Group meetings

Each state and territory hosted user group meetings over the year. The full list of meeting convenors and Libraries Australia representation is at Appendix B. Libraries Australia staff were available to attend at least one meeting in each capital city in 2009/10, as shown, to disseminate Libraries Australia news and respond to issues. Visits to Western Australia were scheduled just either side of the financial year.

- Help Desk

The Help Desk received 8,995 enquiries in 2009/10 (last year 8,834). As for 2008/09, 85% of responses were sent within one day, 98% within five days, and 100% within four weeks.

<table>
<thead>
<tr>
<th>Enquiry Method</th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>60.0%</td>
<td>50.6%</td>
<td>21.7%</td>
</tr>
<tr>
<td>Phone</td>
<td>40.0%</td>
<td>49.4%</td>
<td>37.0%</td>
</tr>
<tr>
<td>(Reotracker⁷ was introduced in October 2009)</td>
<td></td>
<td></td>
<td>41.3%</td>
</tr>
</tbody>
</table>

⁶ Subscriptions from 1 July 2010, nla.gov.au/librariesaustralia/charges.html
⁷ Reftracker is the tool used by the Libraries Australia Help Desk to record and respond to enquiries.
General enquiries on areas such as subscriptions, the Record Import and Export Services, deep linking, holdings and Products totalled 2,344. Duplicate record reporting continued to trend downward from 1,443 to 794 enquiries. The Help Desk took on the responsibility of being the first point of contact for Trove, Picture Australia, People Australia and Australian Research Online (the latter two pending their integration into Trove), resulting in a total for all three of 1,256 enquiries.

The introduction of Reftracker in October has permitted more granular reporting in some areas. For example, the number of enquiries responded to in less than 15 minutes was 5,895 and greater than 15 minutes was 782.

Help Desk staff monitor the Libraries Australia presence in ning. Established in February 2009 at <librariesaustralia.ning.com>, joining ning is by invitation to Libraries Australia members only\(^8\). At the end of June 2010, 287 people had joined (up from 237 last year). Topics under discussion have included new plans for authority records and the benefits of adding of OCLC control numbers to all Libraries Australia processes.

**TRAINING COURSES**

The downward trend in training numbers was reversed in 2009/10, for all course types, possibly due to an increased awareness of the value of face-to-face training highlighted by the roadshows, as well as the high levels of professionalism maintained by the training providers.

<table>
<thead>
<tr>
<th>Course</th>
<th>Number of courses</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>Cataloguing Client</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Document Delivery</td>
<td>30</td>
<td>15</td>
</tr>
<tr>
<td>Document Delivery online</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>LADD Seminar</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>54</td>
<td>31</td>
</tr>
</tbody>
</table>

LAAC MEETINGS & OCLC MEMBERS’ REPRESENTATION

The Libraries Australia Advisory Committee (LAAC) provided strategic advice on subscription models and WorldCat Resource Sharing, and commented on the guidelines for Committee membership at its meetings in November 2009 and April 2010. Ms. Linda Luther stepped down as Chair of the Committee at the November meeting, and Ms Anne Horn was appointed to the role. Mr Vic Elliott, Director of Scholarly Information Services and University Librarian at the Australian National University, became a full Committee member. The LAAC recorded its gratitude to Ms. Luther for her representation of the university sector, and role as Chair; Mr Lindsay Harris, who provided strategic advice on behalf of the health sector; and Ms Sherrey Quinn, who served for 11 years representing special and government libraries.

Three new members were elected in time for the April 2010 meeting: Ms Liz Burke, Director of Library Services at Murdoch University; Ms Ann Ritchie, Director of Library Services, Northern Territory Department of Health & Families and Ms Karen Hansen, Manager of Library Services at the Department of Families, Housing, Community Services and Indigenous Affairs. The full list of LAAC members is at Appendix A.

Mr John Shipp, University of Sydney Librarian, represented the National Library at the inaugural Asia Pacific Regional Council meeting in Beijing in September 2009. Mr Elliott, as Australia’s representative, prepared a report of the meeting for all libraries. The inaugural Australian meeting of the OCLC Asia Pacific region was held on 15 April 2010, to which all Libraries Australia member libraries were invited. The keynote speaker was Mr Theodore Fons, Director of the WorldCat Global Metadata Network at OCLC.

MEMBERSHIP

Libraries Australia processed 67 new members (36 last year) and 39 cancellations (35 last year) in 2009/10. New members were from the following sectors:

- special libraries 22.4% (15)
- public libraries 13.4% (9)
- school libraries 38.8% (26)
- individuals 19.4% (13)
- two vendors 3%
- one international university library, and
- one TAFE-based library school.

The reasons given for cancellation were:

- closure of library 28.2% (11)
- no further requirement to use Libraries Australia, including 10 individuals 71.8% (28)

There was a net increase in the number of member libraries from 1,251 in 2008/09 to 1,263 in 2009/10, matched by an increase in the number of user-ids assigned from 6,992 to 7,249.

---

LIBRARIES AUSTRALIA SERVICES AVAILABILITY

Member libraries had access to Libraries Australia services during 99.16% of business hours as well as non-core times. The National Library’s IT Division continued to upgrade hardware which improved search response times. The decision was taken to remove relevance ranking (justified due to the more common search technique of looking for known items), and this had a very positive effect on performance.

LIBRARIES AUSTRALIA SEARCH

The Libraries Australia free search service was switched off on 4 December 2009. The total number of searches in the free service for 1 July - 4 December 2009 was 1,334,204. The two services ran in parallel during November. Trove searches from February to June 2010 totalled 5,313,522 (earlier data is not available).

Deep linking from Libraries Australia to local library catalogues has been implemented for 208 libraries. This is simultaneously arranged in Trove.

The other improvement to the search module was the addition of a ‘check copyright status’ button which links to the National Library’s copyright status calculator for confirming the status of a particular Australian work. The Copyright Status button appears to the right of the Get This Item button in Libraries Australia Search in the Full View screen.

The National Library has made the copyright status calculator software module freely available for downloading, for inclusion on any catalogue platform. Further information about its algorithm is also available.

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12 Refer separate LAAC paper in this set for an analysis of the implementations of deep linking.
14 https://wiki.nla.gov.au/display/LABS/Copyright+status+service
### TOP 20 SEARCHING ORGANISATIONS, BY SECTOR

**Education**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deakin University</td>
<td>338,458</td>
</tr>
<tr>
<td>Monash University Library</td>
<td>337,092</td>
</tr>
<tr>
<td>University of Sydney Library</td>
<td>275,143</td>
</tr>
<tr>
<td>University of Melbourne: The University Library</td>
<td>195,543</td>
</tr>
<tr>
<td>University of Newcastle</td>
<td>182,257</td>
</tr>
<tr>
<td>Flinders University</td>
<td>171,916</td>
</tr>
<tr>
<td>University of Queensland Library</td>
<td>154,510</td>
</tr>
<tr>
<td>University of Western Australia Library</td>
<td>138,854</td>
</tr>
<tr>
<td>University of Western Sydney</td>
<td>131,192</td>
</tr>
<tr>
<td>University of Adelaide</td>
<td>130,455</td>
</tr>
<tr>
<td>La Trobe University Library</td>
<td>110,824</td>
</tr>
<tr>
<td>RMIT University Library</td>
<td>104,848</td>
</tr>
<tr>
<td>University of New South Wales</td>
<td>94,181</td>
</tr>
<tr>
<td>Swinburne University of Technology Library</td>
<td>91,147</td>
</tr>
<tr>
<td>University of South Australia Library</td>
<td>90,017</td>
</tr>
<tr>
<td>Victoria University Libraries</td>
<td>87,119</td>
</tr>
<tr>
<td>Queensland University of Technology</td>
<td>86,957</td>
</tr>
<tr>
<td>University of Ballarat</td>
<td>76,462</td>
</tr>
<tr>
<td>University of Wollongong Library</td>
<td>76,134</td>
</tr>
<tr>
<td>University of Tasmania: Morris Miller Library</td>
<td>70,957</td>
</tr>
</tbody>
</table>

**Notes:**

1. The University of Melbourne reached the end of a retrospective cataloguing project.

**National and State Libraries Australasia**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Library of New South Wales</td>
<td>1,040,308</td>
</tr>
<tr>
<td>National Library of Australia</td>
<td>406,166</td>
</tr>
<tr>
<td>State Library of Victoria</td>
<td>164,977</td>
</tr>
<tr>
<td>State Library of Tasmania</td>
<td>133,645</td>
</tr>
<tr>
<td>National Library of New Zealand</td>
<td>130,263</td>
</tr>
<tr>
<td>Northern Territory Library</td>
<td>118,609</td>
</tr>
<tr>
<td>State Library of Western Australia</td>
<td>96,048</td>
</tr>
<tr>
<td>State Library of South Australia</td>
<td>93,813</td>
</tr>
<tr>
<td>ACT Library and Information Services</td>
<td>55,932</td>
</tr>
<tr>
<td>State Library of Queensland</td>
<td>54,279</td>
</tr>
</tbody>
</table>

**Notes:**

1. The State Library of NSW eRecords project contributed over 140,000 new records to the ANBD since 2008, including 125,000 maps books and serials in the 2009/10 year. These records were previously only searchable via card catalogues and indexes held in the Library.

2. The increase at the State Library of Tasmania was due to collection weeding, training in a new ILMS and three new cataloguing vendors.
# Libraries Australia Annual Report 2009/10

## Public Libraries

<table>
<thead>
<tr>
<th>Library</th>
<th>Readerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston Information and Library Service (Vic)</td>
<td>168,191</td>
</tr>
<tr>
<td>Moreland City Libraries (Vic)</td>
<td>103,912</td>
</tr>
<tr>
<td>Shoalhaven Libraries (NSW)</td>
<td>96,394</td>
</tr>
<tr>
<td>Gold Coast City Council Libraries (Qld)</td>
<td>96,048</td>
</tr>
<tr>
<td>Brisbane City Council Libraries (Qld)</td>
<td>95,458</td>
</tr>
<tr>
<td>Darebin Libraries (Vic)</td>
<td>91,358</td>
</tr>
<tr>
<td>Sunshine Coast Regional Council Libraries (Qld)</td>
<td>84,944</td>
</tr>
<tr>
<td>Ipswich Library and Information Service (Qld)</td>
<td>81,805</td>
</tr>
<tr>
<td>Melbourne Library Service (Vic)</td>
<td>77,888</td>
</tr>
<tr>
<td>Newcastle Region Libraries (NSW)</td>
<td>77,579</td>
</tr>
<tr>
<td>Cairns Regional Council (Qld)</td>
<td>75,540</td>
</tr>
<tr>
<td>Hobsons Bay Libraries (Vic)</td>
<td>73,153</td>
</tr>
<tr>
<td>Blacktown City Council Libraries (NSW)</td>
<td>69,129</td>
</tr>
<tr>
<td>Armidale Dumaresq Council War Memorial Library (NSW)</td>
<td>68,999</td>
</tr>
<tr>
<td>Port Phillip Library Service (Vic)</td>
<td>68,607</td>
</tr>
<tr>
<td>Yarra Plenty Regional Library Service (Vic)</td>
<td>66,285</td>
</tr>
<tr>
<td>City of Sydney Library (NSW)</td>
<td>66,254</td>
</tr>
<tr>
<td>Bayside Library Service (Vic)</td>
<td>64,130</td>
</tr>
<tr>
<td>Liverpool City Library (NSW)</td>
<td>59,502</td>
</tr>
</tbody>
</table>

## Special Libraries

<table>
<thead>
<tr>
<th>Library</th>
<th>Readerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSIRO</td>
<td>99,745</td>
</tr>
<tr>
<td>Department of Primary Industries</td>
<td>49,359</td>
</tr>
<tr>
<td>Curriculum Corporation (Vic)</td>
<td>45,219</td>
</tr>
<tr>
<td>Department of Primary Industries</td>
<td>28,107</td>
</tr>
<tr>
<td>Defence Library Service</td>
<td>27,906</td>
</tr>
<tr>
<td>Dept of Families, Community Services &amp; Indigenous Affairs</td>
<td>27,457</td>
</tr>
<tr>
<td>Digital Education Services (Vic)</td>
<td>26,337</td>
</tr>
<tr>
<td>Art Gallery of New South Wales</td>
<td>26,255</td>
</tr>
<tr>
<td>Defence Science and Technology Organisation</td>
<td>24,628</td>
</tr>
<tr>
<td>Dept of Education, Employment and Workplace Relations</td>
<td>23,918</td>
</tr>
<tr>
<td>National Museum of Australia Library</td>
<td>23,877</td>
</tr>
<tr>
<td>Royal Geographical Society of South Australia</td>
<td>23,183</td>
</tr>
<tr>
<td>Australian Taxation Office</td>
<td>22,443</td>
</tr>
<tr>
<td>Children, Youth and Women's Health Service (SA)</td>
<td>21,399</td>
</tr>
<tr>
<td>Vision Australia: Information and Library Services</td>
<td>19,545</td>
</tr>
<tr>
<td>Royal Adelaide Hospital; Inst of Medical &amp; Veterinary Science</td>
<td>19,368</td>
</tr>
<tr>
<td>IP Australia Library</td>
<td>16,497</td>
</tr>
<tr>
<td>Australian War Memorial</td>
<td>16,464</td>
</tr>
<tr>
<td>St Vincent's Hospital Sydney</td>
<td>15,905</td>
</tr>
<tr>
<td>St Vincent's Hospital Melbourne</td>
<td>15,538</td>
</tr>
</tbody>
</table>

## Notes:

1. The Royal Geographical Society of South Australia is using volunteers to catalogue more than 10,000 rare books, of which 3,000 have had titles added to the ANBD. Of these 20-30% were not already on the database.
2. The Children, Youth and Women’s Health Service (SA) merged three separate library collections.
3. St Vincent’s Hospital in Sydney migrated to a new platform.
DATABASES PROVIDED THROUGH LIBRARIES AUSTRALIA

The Australian National Bibliographic Database remains the most heavily used database with over 12 million searches in 2009/10. Individual database usage may be summarised as follows:

<table>
<thead>
<tr>
<th>Database</th>
<th>2006/07</th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANBD</td>
<td>10,066,070</td>
<td>10,287,908</td>
<td>11,123,505</td>
<td>11,823,134</td>
</tr>
<tr>
<td>SILAS (Singapore)</td>
<td>32,921</td>
<td>62,816</td>
<td>66,397</td>
<td>96,250</td>
</tr>
<tr>
<td>Te Puna (New Zealand)</td>
<td>351,816</td>
<td>425,292</td>
<td>476,396</td>
<td>490,250</td>
</tr>
<tr>
<td>RLG</td>
<td>193,400</td>
<td>-1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>SCIPIO</td>
<td>2,604</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>ARO</td>
<td>17,233</td>
<td>15,162</td>
<td>6,772</td>
<td>5,328</td>
</tr>
<tr>
<td>British Library Catalogue</td>
<td>56,232</td>
<td>74,040</td>
<td>75,454</td>
<td>66,967</td>
</tr>
<tr>
<td>Chinese Uni of Hong Kong</td>
<td>8,686</td>
<td>8,878</td>
<td>16,480</td>
<td>10,985</td>
</tr>
<tr>
<td>CISTI</td>
<td>107,994</td>
<td>144,911</td>
<td>130,164</td>
<td>123,545</td>
</tr>
<tr>
<td>CURL</td>
<td>30,049</td>
<td>24,413</td>
<td>7,026</td>
<td>10,736</td>
</tr>
<tr>
<td>Hong Kong Uni of Science &amp; Technology</td>
<td>8,844</td>
<td>9,129</td>
<td>15,958</td>
<td>10,255</td>
</tr>
<tr>
<td>Informit e-Library</td>
<td>-</td>
<td>-</td>
<td>6,619</td>
<td>3,442</td>
</tr>
<tr>
<td>Library of Congress</td>
<td>115,478</td>
<td>125,826</td>
<td>133,505</td>
<td>128,555</td>
</tr>
<tr>
<td>Picture Australia</td>
<td>5,771</td>
<td>17,420</td>
<td>4,437</td>
<td>3,446</td>
</tr>
<tr>
<td>University of Hong Kong</td>
<td>10,245</td>
<td>11,028</td>
<td>19,506</td>
<td>12,194</td>
</tr>
<tr>
<td>APAIS (Titles Index)</td>
<td>168</td>
<td>1,012</td>
<td>2,531</td>
<td>2,154</td>
</tr>
<tr>
<td>WorldCat</td>
<td>27,135</td>
<td>849,564</td>
<td>1,232,077</td>
<td>1,409,800²</td>
</tr>
<tr>
<td>APAFT - Full Text-RMIT Subscription</td>
<td>207</td>
<td>217</td>
<td>187</td>
<td>68</td>
</tr>
<tr>
<td>ANBD Free</td>
<td>1,605,031</td>
<td>2,172,784</td>
<td>2,521,344</td>
<td>1,334,204³</td>
</tr>
<tr>
<td>Picture Australia direct</td>
<td>818,162</td>
<td>1,275,075</td>
<td>1,686,964</td>
<td>845,629³</td>
</tr>
<tr>
<td>TOTAL</td>
<td>12,639,884</td>
<td>14,281,226</td>
<td>17,525,322</td>
<td>16,376,942</td>
</tr>
</tbody>
</table>

Notes:
1. RLG and SCIPIO were absorbed into WorldCat.
2. WorldCat searching continues to rise significantly.
3. With the introduction of Trove, the Libraries Australia Free service ceased from 4 December 2009, reducing the simultaneous use of both the ANBD and Picture Australia through the Libraries Australia interface.
THE EFFECT OF DATA SYNDICATION ON SEARCHING

Data syndication is one of the value-added services facilitated by Libraries Australia on behalf of its members to ensure Australians find material in Australian libraries easily. The Libraries Australia search box in Facebook was replaced by a Trove search box in December 2009.  

<table>
<thead>
<tr>
<th></th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OpenSearch</strong></td>
<td>4,391 searches since August 2007</td>
<td>5,150 searches</td>
<td>8,490 searches</td>
</tr>
<tr>
<td><strong>WorldCat</strong></td>
<td>46,534 click-throughs to Australian libraries from WorldCat.org</td>
<td>148,639 click-throughs to Australian libraries from WorldCat.org</td>
<td>148,784 click-throughs to Australian libraries from WorldCat.org</td>
</tr>
<tr>
<td><strong>Google</strong></td>
<td>Google referred to 138,714 pages in Libraries Australia</td>
<td>Google referred to 160,330 pages in Libraries Australia</td>
<td>Google referred to 100,888 pages (still the top referring engine)</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>62 searches from Facebook during April-June 2008</td>
<td>858 searches</td>
<td>699 searches, 168 users</td>
</tr>
</tbody>
</table>

Notes:
1. The figures given above for OpenSearch refer to access via the search engines' search box in browsers which users select. A much higher rate of use of this protocol has been observed for agencies which provide a Libraries Australia/Trove search box on their own websites to generate the searches automatically. This incurred 26.4m searches in 2009/10 (last year 19.2m).

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Usage of the LADD service continued to grow. Its target of 320,000 requests was exceeded by 1,000 (up from 318,972 last year) with 737 subscribers. The Libraries Australia team continued to facilitate system interoperability testing with libraries using ISO ILL Protocol compliant systems, including VDX, Relais and Aleph. LADD now has ISO ILL protocol interconnections with ILL systems in 88 libraries. Testing of ISO ILL interoperability continues with several libraries and the number of ISO ILL systems interoperating with LADD is expected to exceed 100 by the end of 2010. A significant amount of testing is also done to support libraries that are changing or upgrading their ISO-compliant ILL systems.

The following libraries implemented ISO-ILL protocol interconnections with LADD during the year:

- Avondale College (NAVC)
- Charles Sturt University Albury (NCSU:A)
- Charles Sturt University: Bathurst (NCSU:B)
- Charles Sturt University: Electronic Collection (NCSU:E)
- Charles Sturt University: Orange (NCSU:O)
- Charles Sturt University Wagga Wagga (NCSU:W)
- City of Greater Dandenong libraries (VDGV)
- Melton Library and Information Service (VMLT)
- Mitchell Regional Library Service (VSLS)
- Mornington Peninsula Library (VMPN)
- NSW Police Force Library Services (NPAG)
- Prince Charles Hospital Library (QPCH)
- Queensland Health Central Library (QDH)
- Queensland Health: Nambour General Hospital Library (QNGH)
- Southern Cross University: Lismore (NSCU:L)
- Southern Cross University: Coffs Harbour (NSCU:CH)
- West Gippsland Regional Library (WVGP)
- Yarra Libraries (VYML).

From July 2009 to June 2010 inclusive, there were 5,820 items supplied to New Zealand libraries from Australian collections (last year, 5,020) and 2,917 items supplied to Australian libraries from New Zealand collections (last year, 2,580). The LADD service also supported delivery of 12,626 copies from Inforrieve and 8,616 from CISTI.

A new version of the Document Delivery software (VDX version 4.1.2) was implemented on 3 May. The upgrade included user interface improvements with an updated look and feel, including streamlined screen layouts and configurable ILL actions and work queues.

During the year a number of improvements were made to the configuration of the system including:

- new auto complete actions of Checked In (Loan), Received (Copy), Answer Non Supply (Copy and Loan) and Cancel Reply-Yes (Copy and Loan) that do not require manual input
- an alert to prevent users including their own location in a request rota, and
- a dynamic web page listing LADD members and current suspensions.
### Top 20 Document Delivery Requesters

<table>
<thead>
<tr>
<th>Rank</th>
<th>Institution</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Monash University Library</td>
<td>12,891</td>
</tr>
<tr>
<td>2</td>
<td>University of New South Wales</td>
<td>12,847</td>
</tr>
<tr>
<td>3</td>
<td>University of Sydney Library</td>
<td>12,759</td>
</tr>
<tr>
<td>4</td>
<td>University of Queensland Library</td>
<td>11,508</td>
</tr>
<tr>
<td>5</td>
<td>Queensland University of Technology</td>
<td>8,600</td>
</tr>
<tr>
<td>6</td>
<td>Flinders University</td>
<td>8,594</td>
</tr>
<tr>
<td>7</td>
<td>La Trobe University Library</td>
<td>8,040</td>
</tr>
<tr>
<td>8</td>
<td>Macquarie University Library</td>
<td>7,726</td>
</tr>
<tr>
<td>9</td>
<td>University of Western Australia Library</td>
<td>7,505</td>
</tr>
<tr>
<td>10</td>
<td>Griffith University Library</td>
<td>6,018</td>
</tr>
<tr>
<td>11</td>
<td>National Library of New Zealand (via Trans Tasman Interlending)</td>
<td>5,820</td>
</tr>
<tr>
<td>12</td>
<td>University of Tasmania</td>
<td>5,326</td>
</tr>
<tr>
<td>13</td>
<td>RMIT University Library</td>
<td>5,022</td>
</tr>
<tr>
<td>14</td>
<td>University of Newcastle</td>
<td>4,886</td>
</tr>
<tr>
<td>15</td>
<td>Gold Coast City Council Libraries</td>
<td>4,797</td>
</tr>
<tr>
<td>16</td>
<td>Curtin University of Technology</td>
<td>4,435</td>
</tr>
<tr>
<td>17</td>
<td>University of Melbourne</td>
<td>4,002</td>
</tr>
<tr>
<td>18</td>
<td>Deakin University</td>
<td>3,903</td>
</tr>
<tr>
<td>19</td>
<td>Victoria University Libraries</td>
<td>3,762</td>
</tr>
<tr>
<td>20</td>
<td>University of South Australia Library</td>
<td>3,607</td>
</tr>
</tbody>
</table>

### Top 20 Document Delivery Suppliers

<table>
<thead>
<tr>
<th>Rank</th>
<th>Institution</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>National Library of Australia</td>
<td>30,397</td>
</tr>
<tr>
<td>2</td>
<td>Infotrieve Inc</td>
<td>12,685</td>
</tr>
<tr>
<td>3</td>
<td>University of Queensland Library</td>
<td>11,209</td>
</tr>
<tr>
<td>4</td>
<td>CSIRO</td>
<td>9,291</td>
</tr>
<tr>
<td>5</td>
<td>University of Sydney</td>
<td>9,136</td>
</tr>
<tr>
<td>6</td>
<td>Monash University Library</td>
<td>8,914</td>
</tr>
<tr>
<td>7</td>
<td>CISTI</td>
<td>8,714</td>
</tr>
<tr>
<td>8</td>
<td>University of Adelaide</td>
<td>7,911</td>
</tr>
<tr>
<td>9</td>
<td>La Trobe University Library</td>
<td>7,876</td>
</tr>
<tr>
<td>10</td>
<td>Griffith University Library</td>
<td>7,762</td>
</tr>
<tr>
<td>11</td>
<td>Macquarie University Library</td>
<td>7,438</td>
</tr>
<tr>
<td>12</td>
<td>State Library of New South Wales</td>
<td>6,846</td>
</tr>
<tr>
<td>13</td>
<td>University of New South Wales</td>
<td>6,764</td>
</tr>
<tr>
<td>14</td>
<td>University of Western Sydney</td>
<td>6,241</td>
</tr>
<tr>
<td>15</td>
<td>Charles Sturt University</td>
<td>5,905</td>
</tr>
<tr>
<td>16</td>
<td>Australian National University Library</td>
<td>5,769</td>
</tr>
<tr>
<td>17</td>
<td>University of Newcastle</td>
<td>5,627</td>
</tr>
<tr>
<td>18</td>
<td>Australian National University Library</td>
<td>5,559</td>
</tr>
<tr>
<td>19</td>
<td>Deakin University</td>
<td>4,628</td>
</tr>
<tr>
<td>20</td>
<td>Flinders University: Central Library</td>
<td>4,599</td>
</tr>
</tbody>
</table>

### Notes:
1. The significant increase for Monash University is due to the Relais implementation and its seamless integration with SFX which led to a large increase in requests.
2. The change for the University of South Australia is due to the introduction of unmediated requesting via Infotrieve.
3. Infotrieve and CISTI formed a partnership in late 2009 whereby Infotrieve handles all document supply requests to CISTI.
4. Deakin University has introduced unmediated requesting of books, and lost two overseas suppliers, so are requesting more within Australia. The addition of more libraries to LADD has resulted in a higher success rate.

LIBRARIES AUSTRALIA CATALOGUING SERVICE

Libraries Australia released a new version of the Cataloguing Client (WinIBW 3.3.8.5) to users on 18 February 2010. The software included:
- improvements to record copying and importing
- support for additional user customisation
- improved handling of OCLC numbers
- improved support for Arabic and Hebrew scripts, and
- improved functionality in the special characters toolbar.

Several configuration upgrades were also implemented during the year. Resulting service improvements included:
- better matching and merging in the Record Import Service (RIS)
- new detailed help screens for the RIS
- better handling of OCLC identifiers during record merging
- improved brief display of authority records
- a new cataloguing template for Serial component parts (language material), and
- updating of the novice cataloguing template.

The addition of OCLC identifiers to Libraries Australia bibliographic records was completed on 29 November when a new TeraText database was implemented for Libraries Australia Search. The database had been built offline over a period of weeks as part of a project to add OCLC identifiers to all records in the database. The addition of OCLC identifiers supports better record matching and more reliable deep linking from WorldCat to library catalogues.

Development of the RIS Authorities Service has continued during the year. RIS Authorities enables libraries that create significant numbers of authority records to contribute them to the
ANBD through an offline service. So far 3,894 National Library authority records have been loaded. The State Library of New South Wales and the University of Adelaide have both contributed test data. To better support automated control number matching of authority records Libraries Australia staff in December transferred superseded control numbers and current control numbers into separate fields. This required the updating of all 1.7 million authority records. New control number indexes were also created.

### SUMMARY OF GROWTH OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

The quantity of processing was:

Number of record updates processed (add, edit delete):

<table>
<thead>
<tr>
<th></th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing Client (WinIBW)</td>
<td>859,645</td>
<td>1,099,536</td>
<td>972,987</td>
</tr>
<tr>
<td>Web Input</td>
<td>25,772</td>
<td>48,147</td>
<td>67,867</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>3,658,120</td>
<td>4,863,916</td>
<td>6,066,659</td>
</tr>
<tr>
<td>Holdings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing Client (WinIBW)</td>
<td>362,833</td>
<td>338,088</td>
<td>359,347</td>
</tr>
<tr>
<td>Web Input</td>
<td>983,177</td>
<td>1,063,368</td>
<td>1,019,997</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>2,122,033</td>
<td>3,365,131</td>
<td>3,951,284</td>
</tr>
</tbody>
</table>

The following table shows overall database size:

<table>
<thead>
<tr>
<th></th>
<th>2005/06</th>
<th>2006/07</th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic records</td>
<td>16,227,592</td>
<td>17,444,614</td>
<td>18,579,657</td>
<td>19,654,641</td>
<td>20,305,574</td>
</tr>
<tr>
<td>Authority records</td>
<td>1,761,438</td>
<td>1,776,060</td>
<td>1,781,567</td>
<td>1,784,766</td>
<td>1,786,997</td>
</tr>
<tr>
<td>Holdings</td>
<td>41,534,327</td>
<td>41,846,932</td>
<td>43,769,326</td>
<td>46,058,029</td>
<td>47,175,190</td>
</tr>
</tbody>
</table>

### IMPROVING THE QUALITY OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

The duplicate detection program has been run regularly during the year resulting in the removal of over 580,000 duplicate records from the ANBD. The program currently removes duplicates detected using Library of Congress Numbers and ISBNs. It has also been configured to remove duplicates using the OCLC number as the match key. These runs will provide another benefit from Libraries Australia’s contribution to WorldCat by leveraging off WorldCat’s record matching algorithms.

Over 240,000 ANBD records were enhanced with Library of Congress Table of Contents (LC TOC) data. The project took the innovative approach of harvesting the TOC from the Library of Congress web site, reformatting it to create MARC 505 fields, and then adding it to matching ANBD records. Following the completion of the base data load, monthly harvests of the LC web site have been implemented to pick-up new TOC data.
Highlights of the ongoing program of data quality improvement in 2009-2010 were:

- global holdings updates and transfers performed for 69 libraries resulting in the deletion or updating of over 800,000 holdings;
- major holdings refreshes performed for the following libraries resulting in the deletion and reloading of over 1.2 million holdings:
  - Botany Bay City Council: Central Library, Eastgardens (NBNY)
  - Dalton McCaughey Library (VJTL)
  - Northern Regional Library & Information Service (NORL)
  - University of Queensland (QU), and
  - University of Tasmania (serials) (TU);
- global bibliographic changes including:
  - over 97,000 updates to remove obsolete ANB PRECIS SIN number and move the PRECIS string from field 500 to the correct 650 field
  - correction of common typographical errors (e.g. ausitlia, eduction, enviroment, governent) in bibliographic records (where permitted by cataloguing rules), and
  - routine maintenance to ensure that subject heading geographic subdivisions follow the Australian practice of direct subdivision by Australian state or territory; and
- the removal of 1,556 duplicates reported by Libraries Australia users.

IMPROVING THE COVERAGE OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

During the year over one million new bibliographic records were added to the ANBD and over 3.2 million holdings were added or updated.

Over 10 million bibliographic and/or holdings records were processed through the Record Import Service (RIS). This included data from the 242 Australian libraries, data contributed by library suppliers on behalf of 16 libraries, and from agencies including: Library of Congress, British Library, Blackwells TOC, OCLC and Serials Solutions. Libraries Australia staff reviewed approximately 141,468 potential duplicate RIS records.

Libraries Australia was pleased to welcome 39 libraries that commenced using the RIS service. These include several smaller libraries that contribute in DB/Textworks format.

Libraries Australia has continued to liaise with OCLC regarding the development of SRU Record Update. Records from several libraries have been successfully received and loaded into the NLA CBS test system in Leiden. SRU Record Update provides a future alternative to the RIS.

In 2008 Libraries Australia conducted a major survey of ANBD coverage. The survey aimed to provide data to support the development of strategies to improve the overall coverage of the ANBD. Follow-up from the survey has continued with Libraries Australia staff visiting several state and university libraries to discuss their contribution to the ANBD.

Significant additions to the coverage of the ANBD include:

- several libraries opting to load their OCLC WorldCat Cataloguing Partners (WCP) service records
- 50,207 records from the Waverley Council Library including their children's book collection
- the Australian Film Institute Research Collection from RMIT University Library
- City of Stirling loaded their local history photograph collection
62,214 records for the National Library’s biographical clippings file, and
6,133 records for the State Library of South Australia Oral History Collection.

More than 1,127,785 ANBD records contain non-Roman scripts (last year 1,022,343), as follows:

<table>
<thead>
<tr>
<th>Authority records</th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Chinese scripts</td>
<td>3,972</td>
<td>3,976</td>
<td>3,979</td>
</tr>
<tr>
<td>With Japanese scripts</td>
<td>99</td>
<td>101</td>
<td>107</td>
</tr>
<tr>
<td>With Korean scripts</td>
<td>61</td>
<td>62</td>
<td>62</td>
</tr>
<tr>
<td>With other scripts</td>
<td>0</td>
<td>9</td>
<td>150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bibliographic records</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic language scripts</td>
<td>22,324</td>
<td>28,318</td>
<td>60,199</td>
</tr>
<tr>
<td>Chinese</td>
<td>445,449</td>
<td>503,181</td>
<td>526,671</td>
</tr>
<tr>
<td>Cyrillic</td>
<td>2,557</td>
<td>9,130</td>
<td>22,499</td>
</tr>
<tr>
<td>Greek</td>
<td>19</td>
<td>40</td>
<td>300</td>
</tr>
<tr>
<td>Hebrew</td>
<td>8,776</td>
<td>12,992</td>
<td>31,773</td>
</tr>
<tr>
<td>Japanese</td>
<td>340,881</td>
<td>353,332</td>
<td>362,620</td>
</tr>
<tr>
<td>Korean</td>
<td>102,007</td>
<td>106,513</td>
<td>113,783</td>
</tr>
<tr>
<td>Tamil</td>
<td>12</td>
<td>1,894</td>
<td>1,940</td>
</tr>
<tr>
<td>Thai</td>
<td>1,951</td>
<td>2,804</td>
<td>3,702</td>
</tr>
</tbody>
</table>

Many other records describing resources in languages other than English are created in Roman script.

The number of holdings in the ANBD also increased overall, as shown below.

**State and Territory Library Holdings**

<table>
<thead>
<tr>
<th>Library</th>
<th>Holdings</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Library of Australia</td>
<td>4,225,194</td>
</tr>
<tr>
<td>State Library of New South Wales</td>
<td>1,262,856</td>
</tr>
<tr>
<td>State Library of Victoria</td>
<td>1,100,686</td>
</tr>
<tr>
<td>State Library of Queensland</td>
<td>690,474</td>
</tr>
<tr>
<td>State Library of Western Australia</td>
<td>673,076</td>
</tr>
<tr>
<td>ACT Library and Information Services</td>
<td>569,135</td>
</tr>
<tr>
<td>State Library of South Australia</td>
<td>544,914</td>
</tr>
<tr>
<td>Northern Territory Library</td>
<td>318,423</td>
</tr>
<tr>
<td>State Library of Tasmania</td>
<td>171,501</td>
</tr>
</tbody>
</table>

**University Library Holdings**

<table>
<thead>
<tr>
<th>University</th>
<th>Holdings</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Melbourne</td>
<td>1,727,057</td>
</tr>
<tr>
<td>Monash University</td>
<td>1,677,792</td>
</tr>
<tr>
<td>University of Sydney</td>
<td>1,605,099</td>
</tr>
<tr>
<td>La Trobe University Library</td>
<td>1,156,668</td>
</tr>
<tr>
<td>University of Queensland</td>
<td>1,133,762</td>
</tr>
<tr>
<td>University of Adelaide</td>
<td>1,012,208</td>
</tr>
<tr>
<td>Australian National University</td>
<td>910,473</td>
</tr>
<tr>
<td>University of Newcastle</td>
<td>870,809</td>
</tr>
<tr>
<td>University of Western Sydney</td>
<td>826,399</td>
</tr>
<tr>
<td>University of Western Sydney</td>
<td>786,884</td>
</tr>
<tr>
<td>University of New South Wales</td>
<td>815,664</td>
</tr>
<tr>
<td>University of Western Australia</td>
<td>768,721</td>
</tr>
<tr>
<td>Deakin University</td>
<td>755,930</td>
</tr>
<tr>
<td>Murdoch University</td>
<td>396,784</td>
</tr>
<tr>
<td>Australian Catholic University</td>
<td>382,115</td>
</tr>
<tr>
<td>RMIT University</td>
<td>376,035</td>
</tr>
<tr>
<td>Curtin University of Technology</td>
<td>367,835</td>
</tr>
<tr>
<td>University of Wollongong</td>
<td>352,652</td>
</tr>
<tr>
<td>University of New England</td>
<td>341,129</td>
</tr>
<tr>
<td>University of NSW@ADFA</td>
<td>315,442</td>
</tr>
<tr>
<td>Victoria University</td>
<td>314,235</td>
</tr>
<tr>
<td>University of Technology Sydney</td>
<td>302,325</td>
</tr>
<tr>
<td>University of Canberra</td>
<td>257,663</td>
</tr>
<tr>
<td>James Cook University</td>
<td>255,479</td>
</tr>
<tr>
<td>Charles Darwin University</td>
<td>224,511</td>
</tr>
</tbody>
</table>
Holdings of libraries other than University/NSLA members

<table>
<thead>
<tr>
<th>Library</th>
<th>Holdings</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Australian Public Library Network</td>
<td>381,408</td>
</tr>
<tr>
<td>Brisbane City Council Libraries</td>
<td>344,841</td>
</tr>
<tr>
<td>Newcastle Region Libraries</td>
<td>302,292</td>
</tr>
<tr>
<td>CAVAL</td>
<td>282,727</td>
</tr>
<tr>
<td>Moreland City Libraries</td>
<td>235,333</td>
</tr>
<tr>
<td>Cairns Regional Council</td>
<td>234,552</td>
</tr>
<tr>
<td>Sunshine Coast Regional Council Libraries</td>
<td>225,524</td>
</tr>
<tr>
<td>Ipswich Library and Information Service</td>
<td>223,808</td>
</tr>
<tr>
<td>Yarra Libraries</td>
<td>194,299</td>
</tr>
<tr>
<td>City of Sydney Library</td>
<td>191,641</td>
</tr>
<tr>
<td>Kingston Information and Library Service</td>
<td>185,046</td>
</tr>
<tr>
<td>Richmond-Tweed Regional Library</td>
<td>174,956</td>
</tr>
<tr>
<td>TAFE SA</td>
<td>174,063</td>
</tr>
<tr>
<td>Frankston Library Service</td>
<td>155,650</td>
</tr>
<tr>
<td>City of Boroondara Library Service</td>
<td>153,614</td>
</tr>
<tr>
<td>Gold Coast City Council Libraries</td>
<td>152,590</td>
</tr>
<tr>
<td>Whitehorse Manningham Regional Library Corp</td>
<td>145,782</td>
</tr>
<tr>
<td>Bayside Library Service</td>
<td>145,523</td>
</tr>
<tr>
<td>Sutherland Shire Libraries</td>
<td>141,870</td>
</tr>
<tr>
<td>Yarra Plenty Regional Library Service</td>
<td>141,799</td>
</tr>
</tbody>
</table>

RECORD SETS AND PRODUCTS

Electronic Collection record sets

Libraries Australia currently offers bibliographic record sets for 13 Australia electronic resource collections. Twenty-one libraries receive regular e-collection products and during the year a total of 196 e-collection products were supplied.

Record Export Service and customised products

Twenty-five libraries joined the Record Export Service (RES) during the year bringing the total number of RES users to 346 libraries. A total of 783,354 records were downloaded via RES during the year.
Between 1 July 2009 and 30 June 2010 there were 1,494 product runs (last year 1,581). The total number of records provided was 49,323,455 (last year 69,549,086). The observed decrease is primarily due to the particularly large number of records that were extracted for collection analysis purposes in 2008/2009.

Key activities included:
- development of a new product to enable libraries to receive files of their records that have been enhanced with Library of Congress Table of Contents data
- development of a new control number concordance product to enable libraries to obtain files of matching ANBD numbers, Local systems number, and/or OCLC number, that relate to their bibliographic records
- extraction of serials bibliographic and holdings data to support the NSLA Reimagining Libraries Project 7 serial holdings overlap study, and
- a product listing their unique holdings was produced for the University of Western Australia after their flood to assist in disaster recovery.

The Recent Australian Publications (RAP) and GovRAP services continue to be well used.

<table>
<thead>
<tr>
<th>Views including downloads</th>
<th>2007/08</th>
<th>2008/09</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recent Australian Publications</td>
<td>164,452 uses</td>
<td>149,559</td>
<td>73,065*</td>
</tr>
<tr>
<td>GovRAP</td>
<td>13,626 uses</td>
<td>28,392 uses</td>
<td>33,744 uses</td>
</tr>
</tbody>
</table>

* There was a three-month backlog in supplying records early in 2010 which was restored subsequently.

APPENDIX A: MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Ms Linda Luther, University of Tasmania (until November 2009)
Ms Anne Horn, Deakin University (from December 2009)

Members

Ms. Liz Burke, Murdoch University (from December 2009)
Mr Vic Elliott, Australian National University (from December 2009)
Ms Pamela Gatenby, National Library of Australia
Ms Karen Hansen, Department of Families, Housing, Community Services & Indigenous Affairs (from December 2009)
Mr Lindsay Harris, Queen Elizabeth Hospital, South Australia (until November 2009)
Ms Anne Horn, Deakin University
Ms Noelle Nelson, State Library of New South Wales
Ms Sherrey Quinn, Libraries Alive! Pty Ltd (until November 2009)
Ms Ann Ritchie, Northern Territory Department of Health & Families (from December 2009)
Mr Geoff Strempel, Public Library Services (South Australia)
Ms Monika Szunejko, State Library of Western Australia
Mr Chris Taylor, University of Queensland

Observers

Ms Jan Fullerton, Director-General, National Library of Australia

Mr Vic Elliott, Director, Scholarly Information Services & University Librarian, Australian National University and Australian representative, OCLC Regional Council Asia Pacific (until November 2009)

Resource Sharing and Innovation Division

Dr Warwick Cathro, National Library of Australia

Ms Debbie Campbell, National Library of Australia

Mr Rob Walls, National Library of Australia
APPENDIX B: STATE USER GROUP CONVENORS AND SECRETARIES

Australian Capital Territory

2009
Convenor: Mrs Gillian Laughton, FaHSCIA
Email: Gillian.Laughton@fahcsia.gov.au

Secretary: Anne-Marie Slattery, CSIRO, Black Mountain Library
Email: ameslattery@yahoo.com.au

2010
Convenor: Mrs Kathleen Cobcroft, University of Canberra Library
Email: kath.cobcroft@canberra.edu.au

Secretary: Anne-Marie Slattery, CSIRO, Black Mountain Library
Email: ameslattery@yahoo.com.au

New South Wales

2009 & 2010
Convenor: Ms Cheryl Grant, State Library of New South Wales
Email: cgrant@sl.nsw.gov.au

Secretary: Ms Karen Flynn, State Library of New South Wales
Email: kflynn@sl.nsw.gov.au

Northern Territory

2009
Convenor: Ms Diana Richards, Northern Territory Library
Email: diana.richards@nt.gov.au

Assistant Convenor: Mr John Richards, Northern Territory Library
Email: john.richards@nt.gov.au

Assistant Convenor: Ms Kaye Henderson, Charles Darwin University Library
Email: kaye.henderson@cdu.edu.au

2010
Convenor: Ms Marilyn Hawthorne, Northern Territory Library
Email: marilyn.hawthorne@nt.gov.au

Assistant Convenor: Ms Christine Turner, Northern Territory Library
Email: christine.tuner@nt.gov.au

Assistant Convenor: Ms Pat Whalan, Northern Territory Library
Email: patricia.whalan@nt.gov.au

Queensland

2009
Convenor: Ms Lynn Evans, Queensland University of Technology Library
Email: l.evans@qut.edu.au

Secretary: Ms Trish D’Arcy, Australian Catholic University, McAuley Campus
Email: p.darcy@mcauley.acu.edu.au
2010
Convenor: Ms Lynn Evans, Queensland University of Technology Library
Email: l.evans@qut.edu.au

Secretary: Ms Margery Barnes, State Library of Queensland
Email: margery.barnes@slq.qld.gov.au

South Australia
2009
Convenor: Ms Helen Butler, State Library South Australia
Email: butler.helen@slsa.sa.gov.au

Secretary: Ms Sharron Zuodar, University of South Australia
Email: sharron.zuodar@unisa.edu.au

2010
Convenor: Mr Anthony Stevens, University of South Australia Library
Email: anthony.stevens@unisa.edu.au

Secretary: Chris Swadling, ALS Library Service
Email: chris.swadling@alslib.com.au

Tasmania
2009
Convenor: Mr Michael Baker, State Library of Tasmania
Email: michael.baker@education.tas.gov.au

Secretary: Ms Amanda Steen, University of Tasmania Library
Email: Amanda.Steen@utas.edu.au

2010
Convenor: Ms Di Worth, University of Tasmania Library
Email: di.worth@utas.edu.au

Secretary: Leonie Atkins, Tasmanian Polytechnic
Email: leonie.atkins@polytechnic.tas.edu.au

Victoria
2009 & 2010
Convenor: Mr Richard McCart, RMIT University Library
Email: richard.mccart@rmit.edu.au

Secretary: Ms Lamis Sukkar, CAVAL Ltd
Email: lamiss@caval.edu.au

Western Australia
2009
Convenor: Ms Jane Jones, State Library of Western Australia
Email: jjones@liswa.wa.gov.au

2010
Convenor: Ms Gaye Sweeney, W.A. Department of Corrective Services
Email: gaye.sweeney@justice.wa.gov.au
Convenor: Ms Robyn Hull, Graylands Hospital Library
Email: robyn.hull@health.wa.gov.au

Attendances by Libraries Australia staff at User Group meetings during 2009/2010:

<table>
<thead>
<tr>
<th>Group</th>
<th>Date</th>
<th>Libraries Australia staff present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Capital Territory</td>
<td>2 December 2009</td>
<td>Debbie Campbell</td>
</tr>
<tr>
<td></td>
<td>3 March 2010</td>
<td>Warwick Cathro</td>
</tr>
<tr>
<td></td>
<td>2 June 2010</td>
<td>Laurel Paton</td>
</tr>
<tr>
<td></td>
<td>9 June 2010</td>
<td>Mary-Louise Weight</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Debbie Hanington (LADD meeting)</td>
</tr>
<tr>
<td>New South Wales</td>
<td>4 December 2009</td>
<td>Debbie Campbell</td>
</tr>
<tr>
<td></td>
<td>3 May 2010</td>
<td>Laurel Paton</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>16 June 2010</td>
<td>Laurel Paton</td>
</tr>
<tr>
<td>Queensland</td>
<td>18 May 2010</td>
<td>Debbie Hanington</td>
</tr>
<tr>
<td>South Australia</td>
<td>3 June 2010</td>
<td>Debbie Campbell</td>
</tr>
<tr>
<td>Tasmania</td>
<td>February 2010</td>
<td>Debbie Campbell</td>
</tr>
<tr>
<td>Victoria</td>
<td>12 May 2010</td>
<td>Debbie Hanington (LADD meeting)</td>
</tr>
<tr>
<td></td>
<td>10 June 2010</td>
<td>Warwick Cathro</td>
</tr>
</tbody>
</table>
2009/2010 Libraries Australia Statistics
Report for Libraries Australia Advisory Committee

<table>
<thead>
<tr>
<th>July 2009 to June 2010</th>
<th>% of Target</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Result</td>
<td>Target</td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td>$4,011,931</td>
<td>$4,062,000</td>
</tr>
<tr>
<td>Expenses</td>
<td>$4,550,587</td>
<td>$4,540,000</td>
</tr>
<tr>
<td>Search Activity</td>
<td>14,197,109</td>
<td>14,500,000</td>
</tr>
<tr>
<td></td>
<td>exlcudes LA Free Service that ceased from December 2009</td>
<td></td>
</tr>
<tr>
<td>Holdings Added</td>
<td>3,218,083</td>
<td>1,500,000</td>
</tr>
<tr>
<td>Bibliographic Records Added</td>
<td>1,086,203</td>
<td>950,000</td>
</tr>
<tr>
<td>Libraries Australia Doc Del Requests</td>
<td>321,000</td>
<td>320,000</td>
</tr>
</tbody>
</table>

Libraries Australia Revenue and Expenses

Holdings added

University of Qld holdings refresh

Search activity

Libraries Australia document delivery requests

Includes depreciation, overheads, IT Staff & hardware maintenance costs

Excludes LA Free Service that ceased from December 2009

Includes depreciation, overheads, IT Staff & hardware maintenance costs

Excludes LA Free Service that ceased from December 2009
LIBRARIES AUSTRALIA ACTIVITY REPORT
JULY-SEPTEMBER 2010

BACKGROUND

This is a companion document to the 2009/10 Annual Report and the Libraries Australia statistics summary included elsewhere in this set of meeting papers.

KEY ACHIEVEMENTS

Cataloguing
A new version of the Libraries Australia Cataloguing software (CBS version 5.0) was implemented 6 August. The new software includes:

- further development of 2-way SRU Record Update to support transmission of data from WorldCat and library management systems to Libraries Australia;
- improved support for transliteration of Greek and Cyrillic, and
- the CBS Job Management module (CJM) which will allow Libraries Australia staff to configure and run many Australian National Bibliographic Database (AND) database maintenance jobs that currently require intervention by OCLC Leiden or the National Library’s Information Technology Division including large global changes and the configuration of offline duplicate detection algorithms.

YAZ Z39.50 proxy software was implemented in the Libraries Australia Z39.50 Gateway on 24 August. This software supports the correct display and importing of UTF-8 encoded MARC records containing Thai, Tamil, Devanagari and Georgian scripts from external databases such as WorldCat.

A project is underway to migrate the Libraries Australia Cataloguing service to a new server. This is part of the National Library’s ongoing hardware replacement program. Extensive testing is being performed to ensure that the software performs well on the new server and to minimise the risk of any disruption to users when the change over occurs in late October or early November.

An email was sent to librariesaustralia-l to invite smaller libraries with less than 200,000 holdings to participate in the development of a possible new service whereby they would send all of their holdings to Libraries Australia via the Record Import Service (RIS). Libraries Australia will then use this data to deduce which holdings are no longer in the library’s collection and therefore need to be deleted from the ANBD. A number of libraries responded to the email and testing is currently underway. This project is a response to Trove users highlighting a lack of currency in the holdings of some libraries.

A guideline on how to create MARC records in the ANBD which can provide a link to full text resources suitable for subsequent indexing by Trove was developed in conjunction with Reimagining Libraries Project 8.
**Electronic Resources Australia**

During the past year bibliographic record sets have been created for the titles in a number of the e-resource products that are available for purchase through the Electronic Resources Australia (ERA) consortium. A total of 157 Libraries Australia libraries have so far opted to have their holdings added to these records. The ERA products and the number of holdings are:

- Alternative Health (Gale: Cengage Learning): 45 records, each with 12 holdings
- APA-FT (RMIT Publishing): 509 records, each with 28 holdings
- Britannica Online (Encyclopædia Britannica Australia): 1 record with 57 holdings
- Business Collection (RMIT Publishing): 151 records, each with 4 holdings
- Health Reference Center Academic (Gale: Cengage Learning): 1080 records, each with 11 holdings
- Humanities & Social Sciences Collection (RMIT Publishing): 936 records, each with 5 holdings
- Macquarie Thesaurus (Macquarie Dictionary Publishers): 1 record with 10 holdings
- MacquarieNet (Macquarie Dictionary Publishers): 1 record with 9 holdings
- Science Online (Warner Books): 1 record with 2 holdings
- Today’s Science (Warner Books): 1 record with 1 holding, and
- World Book (Forward Learning): 1 record with 80 holdings.

Work is continuing to develop record sets for more of the 25 products available through ERA.

**Australian National Bibliographic Database**

Developments included:

- a further 54,000 duplicate records removed by the nightly runs of the duplicate detection software;
- a global change of the Library of Congress Subject Heading “Cookery” to the new term “Cooking” that updated over 12,000 bibliographic records;
- a large refresh of University of Sydney (NU) holdings that updated over one million holdings;
- a large holdings refresh for Hurstville City Library (NHUR), which is underway;
- Murdoch University Library [WMDU] contributed 56,258 bibliographic records from a previously unreported segment of their collection; and
- the Australian Prime Ministers Centre Library/ Museum of Australian Democracy (AOPAR) collection was added.

**Deep linking**

Deep linking is a very easy way to provide seamless connection from Libraries Australia or Trove to local catalogues, significantly enhancing the search experience for the Australian public. This analysis of the spread of deep linking is for the 211 libraries.
activated up until August 2010. A library may host more than one catalogue if its parent organisation has several campuses or is included in a cross-sectoral consortium. This value-added feature has been well-received in the university library sector.

Deep linking has been implemented for a range of different platforms, and also works for online bookshops. Requests to set it up are welcome at any time. The process is started by filling out a simple form and sending it to the Libraries Australia Help Desk.1

<table>
<thead>
<tr>
<th>Library Type</th>
<th>Number of Organisations</th>
<th>Number of Catalogues Deep Linked</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>University libraries</td>
<td>35</td>
<td>96</td>
<td>45.5%</td>
</tr>
<tr>
<td>National, State and Territory libraries</td>
<td>8</td>
<td>8</td>
<td>3.8%</td>
</tr>
<tr>
<td>Special libraries</td>
<td>39</td>
<td>67</td>
<td>31.7%</td>
</tr>
<tr>
<td>Public libraries</td>
<td>35</td>
<td>35</td>
<td>16.6%</td>
</tr>
<tr>
<td>Tertiary And Further Education libraries</td>
<td>4</td>
<td>4</td>
<td>1.9%</td>
</tr>
<tr>
<td>School libraries</td>
<td>1</td>
<td>1</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

After the roadshow
On the roadshow evaluation form, a question regarding willingness to be approached post-event was included. The purpose of this was to ascertain the longer term impact of the roadshow, and its value as an outreach strategy. After 25 invitations were sent, seven interviews were conducted.

The roadshows were carefully arranged to complement rather than overlap the content of training courses. Each day was structured so that staff with different responsibilities could attend separate sessions.

Less than 50% of respondents believed that the roadshow session changed workflows, although a few libraries have since started using services they were unaware of, such as Recent Australian Government Publications (GovRAP). There were also several requests for training sessions to be held in the areas visited by the roadshow. The Libraries Australia team will consider this in conjunction with the Training Service Providers.

The Customer Services Help Desk was complimented for its service – succinct messages to the list, and courteous, professional responses. The most frequent compliment was for the attendance by Libraries Australia staff, helping to overcome a sense of isolation and providing a networking opportunity.

Outreach

Two new products were developed - a USB flash drive, and an eco-bag:

---

Eight issues of the Libraries Australia eNewsletter have been released. The rate of access has increased slowly:

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Sent</th>
<th>Recipients</th>
<th>Opened</th>
<th>Clicked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries Australia August 2010</td>
<td>31 Aug 2010</td>
<td>1,858</td>
<td>34.07%</td>
<td>39.41%</td>
</tr>
<tr>
<td>Libraries Australia June 2010</td>
<td>24 Jun 2010</td>
<td>1,673</td>
<td>33.35%</td>
<td>29.91%</td>
</tr>
<tr>
<td>Libraries Australia April 2010</td>
<td>30 Apr 2010</td>
<td>1,705</td>
<td>33.37%</td>
<td>27.22%</td>
</tr>
<tr>
<td>Libraries Australia February 2010</td>
<td>3 Mar 2010</td>
<td>77</td>
<td>29.87%</td>
<td>30.43%</td>
</tr>
<tr>
<td>Libraries Australia December 2009</td>
<td>10 Dec 2009</td>
<td>78</td>
<td>50%</td>
<td>34.21%</td>
</tr>
</tbody>
</table>

New statistical snapshots
Two new reports have been developed for all Libraries Australia members. The first is an activity report available to any member on request. Two hundred reports were provided to pay-per-search members during September. Requests can be sent to the Libraries Australia Help Desk.
The second is a summary snapshot of search activity by sector over the last financial year, documents requested and delivered, and holdings on the ANBD in a comparison format for the years 2005 and 2010.

<table>
<thead>
<tr>
<th>Library</th>
<th>Sector / type</th>
<th>Library type</th>
<th>LADD Member</th>
<th>Holdings Jan-05</th>
<th>Holdings Jun-10</th>
<th>% variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT Department of Education and Training Library</td>
<td>Government-State</td>
<td>Special</td>
<td>Yes</td>
<td>6,055</td>
<td>6,270</td>
<td>37%</td>
</tr>
<tr>
<td>ACT Department of Justice and Community Safety Library</td>
<td>Government-State</td>
<td>Law</td>
<td>Yes</td>
<td>2,892</td>
<td>2,377</td>
<td>-17%</td>
</tr>
<tr>
<td>ACT Health Library, Calvary Hospital</td>
<td>Government-State</td>
<td>Health</td>
<td>Yes</td>
<td>7,023</td>
<td>6,940</td>
<td>13%</td>
</tr>
<tr>
<td>Airservices Australia Business Intelligence Services Library</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Alcohol and Other Drug Control of Australia; ACA, National Resource Centre &amp; Openhouse</td>
<td>Government-Federal</td>
<td>Health</td>
<td>Yes</td>
<td>0,940</td>
<td>0,940</td>
<td>0%</td>
</tr>
<tr>
<td>Assembly &amp; Government Library</td>
<td>Government-State</td>
<td>Parliamentary</td>
<td>Yes</td>
<td>10,380</td>
<td>10,526</td>
<td>5%</td>
</tr>
<tr>
<td>Attorney-Generals Department, Lionel Murphy Library</td>
<td>Government-Federal</td>
<td>Law</td>
<td>Yes</td>
<td>19,411</td>
<td>19,129</td>
<td>-2%</td>
</tr>
<tr>
<td>Australian Agency for International Development, AIDC</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>16,450</td>
<td>17,311</td>
<td>5%</td>
</tr>
<tr>
<td>Australian Bureau of Statistics, Castes Library, Canberra</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>44,950</td>
<td>37,018</td>
<td>-15%</td>
</tr>
<tr>
<td>Australian Competition and Consumer Commission</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>8,983</td>
<td>7,001</td>
<td>-20%</td>
</tr>
<tr>
<td>Australian Customs Service Library and Research Centre, Canberra</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>4,379</td>
<td>5,519</td>
<td>26%</td>
</tr>
<tr>
<td>Australian Department of Health and Aged Care, Health Library</td>
<td>Government-Federal</td>
<td>Health</td>
<td>Yes</td>
<td>2,270</td>
<td>5,716</td>
<td>152%</td>
</tr>
<tr>
<td>Australian Department of Treasury Information Services</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>11,204</td>
<td>6,839</td>
<td>-44%</td>
</tr>
<tr>
<td>Australian Electoral Commission Library</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>2,160</td>
<td>2,260</td>
<td>22%</td>
</tr>
<tr>
<td>Australian Federal Police Library</td>
<td>Government-Federal</td>
<td>Special</td>
<td>Yes</td>
<td>8,007</td>
<td>8,713</td>
<td>12%</td>
</tr>
</tbody>
</table>


**Recommendation**

The Libraries Australia Advisory Committee to note the report.

**Contact:** Debbie Campbell  
Director Collaborative Services  
dcampbel@nla.gov.au

**Contact:** Rob Walls  
Director Database Services  
rwalls@nla.gov.au

23 September 2010

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2 Recent statistics are available at nla.gov.au/librariesaustralia/statistics/index.html
STRATEGIC PLAN

JULY 2010 TO JUNE 2012
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1. EXECUTIVE SUMMARY

This document sets out the plans of the Resource Sharing and Innovation Division for the development and ongoing delivery of its services between July 2010 and June 2012.

The Division serves four groups of users:

- those Australian libraries that are members of Libraries Australia;
- those Australian libraries that participate in consortial e-resource licensing arrangements that are co-ordinated by the Division;
- the researchers and public of Australia, who discover, access and annotate collection resources through the Library’s flagship discovery service (Trove) and other discovery services which Trove will eventually replace; and
- the libraries, cultural institutions, universities and other organisations with whom the Library collaborates, including those who contribute data for the Division’s services.

These user groups relate to the four “service bundles” that are described in the body of this Plan. The Plan takes account of changes in user expectations, technology, and the wider environment, including:

- the upsurge in community participation in social networking activities;
- the expectation of users that access to much content will be free;
- ongoing pressure on library budgets, which continues to press libraries to review their activities, increase the efficiency of services and do more with less;
- the adoption by many libraries of integrated discovery tools such as Primo and Summon which are transforming and extending local catalogues; and

For Libraries Australia, planned activities include:

- extending and maintaining partnerships with member libraries, promoting the Libraries Australia value proposition;
- extending the subscriber base, particularly for special and school libraries;
- maintaining the subscription model to ensure an equitable sharing of financial support for the service;
- scoping and commencing a project to redevelop the Libraries Australia Search software module;
- exploring the feasibility of migrating the Australian Libraries Gateway and the Inter Library Resource Sharing Directory into the WorldCat Library Registry;
- exploring with selected member libraries (particularly state and territory libraries) the feasibility of enabling their local discovery services to become “views” of Trove;
- working systematically with member libraries to eliminate gaps in their data contributions and to encourage methods of more timely contribution of data;
- supporting the implementation of the new cataloguing standard RDA (Resource Description and Access); 
- improving reporting of holdings deletions from public library de-selection activities;
- encouraging member libraries and system vendors to implement new technical mechanisms for more timely reporting of data to the ANBD;
continuing to enrich the ANBD by harvesting additional value-added content, such as Table of Contents data from the Library of Congress and other sources; renewing the agreement with OCLC which was signed in 2007; maintaining strong relationships with OCLC staff in Ohio, Leiden and Melbourne; investigating and if possible implementing the interconnection of WorldCat Resource Sharing with LADD; and supporting Australian representation on the Asia Pacific Regional Council of OCLC, and participating in forums organised by the Council.

For the E-Resource Consortia, planned activities include:

promoting the ERA products widely to appropriate libraries;
updating the ERA product offerings annually;
lobbying for funding to support a core set, either for the whole community or for a specific sector such as schools;
negotiating with vendors in an effort to obtain more attractive whole-of-sector prices;
obtaining whole-of-NSLA prices for the new NSLA core set, with the objective of taking up those licences wherever possible;
streamlining the ERA pricing process, including the abolition of “product polls”; and participating in Project 7 (“Collaborative Collections”) of the NSLA Reimagining Libraries initiative.

For Trove and the other Discovery Services, planned activities include:

actively marketing Trove, and encouraging users to register, so that they can interact with and contribute to the content in Trove;
introducing an online User Forum;
ensuring that the Australian Womens Weekly and other journal content can be delivered through Trove;
adding a range of interface and search improvements in response to the outcomes of a usability review;
scoping a standards-based programmer API, to allow other discovery services to use Trove as a target;
adding journal article content and e-resource metadata, with support for access to the full text of e-resources where that can be easily implemented;
engaging with a wide range of collecting institutions, including archives, museums and galleries, universities and other research repositories;
adding data from major cultural institutions; and establishing an online Trove Contributor Forum so that data contributors can communicate more easily with each other and with the Division’s staff.

The Division will also engage in a broad set of collaborative activities which support the Library’s Directions and also support the future development of the three service bundles discussed above. These activities include:

- participation in Reimagining Libraries projects;
- participation in relevant standards activities, such as the Australian Committee on Cataloguing and the development of Encoded Archival Context (EAC); and
participation in the Party Infrastructure Project, including extending the People Australia Data Administration module to enable distributed name authority control and providing machine interfaces to data about researchers and research organisations.

2. INTRODUCTION

The National Library Act 1960 identifies four functions for the Library. The third and fourth of these functions are:

- to make available “such other services in relation to library matters and library material (including bibliographical services) as the Council thinks fit” ...
- to cooperate in library matters ....

These are the functions that relate most closely to the work of the Resource Sharing and Innovation Division.

The Library’s Directions for 2009-2011 includes these statements:

- We will use innovative technologies ... to streamline our services, providing users with simple and easy access to our collections and access to the world’s knowledge.
- We have a national focus and are committed to taking a leadership role in the Australian cultural community.
- We will collaborate with a variety of other institutions to improve the delivery of information resources to the Australian public.
- We will continue to maintain and develop the Libraries Australia service to ensure that it meets the developing needs of its member libraries and their users.

The Directions for 2009-2011 also identifies these activities:

- Introduce a new online service incorporating all the information available through our existing discovery services (this will include access to greater full-text content along with facilities for users to comment and add to our data)
- Develop Electronic Resources Australia in order to deliver a core set of information resources to the Australian public
- Create partnerships with libraries, cultural institutions, universities and government agencies to improve the data available through our new online discovery service.

These over-arching statements of intent have guided the development of this Strategic Plan.

The Division serves four groups of users:

- those Australian libraries that subscribe to Libraries Australia;
- those Australian libraries that participate in consortial e-resource licensing arrangements that are co-ordinated by the Division;
- the researchers and public of Australia who discover, access and annotate collection resources through the Library’s flagship discovery service (Trove) and the other discovery services which Trove will eventually replace; and
- the libraries, cultural institutions, universities and other organisations with whom the Library collaborates, including those who contribute data for the Division’s services.
These user groups are served by each of the four “service bundles” that are described in the body of this Plan. For each of these service bundles, the Plan will provide a Service Overview and a set of Strategies for July 2010 to June 2012.

3. ENVIRONMENTAL SCAN

There are a number of trends in user expectations, in the library sector, and elsewhere in the environment which have the potential to influence this Plan.

User expectations and characteristics

Notable trends in user expectations and characteristics include:

- increased end-user demand for easily accessible online resources for their research and information needs, irrespective of the user’s location;
- the widespread practice of users to commence their information seeking at search engines, rather than in library catalogues or portals;
- the expectation of users that access to much content will be free;
- the expectation of users that they will be able to access information resources through their smart mobile devices;
- an increase in the older population, with an associated increase in independent research by the “citizen-scholar”; and
- the upsurge in community participation in social networking activities, both through spaces such as Facebook and through annotation, commenting, tagging and content creation in information delivery spaces.

Changes in libraries and other collecting institutions

Notable trends in the library sector include:

- ongoing pressure on library budgets, which continues to press libraries to review their activities, increase the efficiency of services and do more with less;
- a modest decline in the number of Australian libraries due to public library amalgamations and the abolition of some special libraries;
- declining print collections, especially in university and special libraries;
- a greater emphasis by libraries on their collections of licensed e-resources;
- increasing ‘homogenisation’ of collections due to a preference for more economical ‘bundled’ subscriptions, rather than more expensive subscriptions to individual titles;
- the widespread free availability of metadata, including MARC records, which undermines any business model based largely on charging for provision of such data;
- a realisation by university libraries that their special, unique or ‘hidden’ collections need to be made more accessible;
- the need for special libraries to increase awareness of the national value of their unique and often hidden collections, a finding supported by recent surveys;
- the existence of the Reimagining Libraries initiative of National & State Libraries Australasia;
- the adoption by many libraries of integrated discovery tools such as Primo and Summon which are transforming and extending local catalogues;
the outsourcing of technical services processes by many libraries, particularly public and school libraries;

- patchy but continuous progress in digitising library collections, and collections of other cultural institutions;

- an interest by many stakeholders in the provision, perhaps by the National Library, of a national digital archive to store and manage digital collection content where no local solution is available;

- the survival of inter-library lending, or at least the slow pace of its decline, despite the fact that most users are strongly discouraged by barriers to ‘getting’ resources;

- the development and maintenance of institutional research repositories in university libraries;

- a growing trend for library systems to become more modular, open and potentially cloud-based; and

- libraries looking more to externally hosted services and outsourcing IT infrastructure support.

Other environmental issues

Other notable environmental issues include:

- ongoing development of search engines, including the proliferation of new Google services;

- the impending global availability of the Google Books database as an e-resource offering;

- the continued expansion of OCLC’s WorldCat;

- increased interest in use of “linked data”, the semantic web and Application Programming Interfaces (APIs);

- increased use of the Web to “mash up” data and to repurpose data in other spaces;

- hesitation by some e-resource vendors about making their metadata available to libraries for re-purposing in cross-vendor discovery services; and

- lack of action to date by government in funding national licensing for a core set of e-resources.

Discussion

It follows from the above that:

- Libraries Australia will continue to support national shared cataloguing and inter-library loan services;

- Libraries Australia will need to operate as efficiently and cost effectively as possible, in order to moderate its subscription fees;

- Trove will aim to facilitate end user access to resources that form part of libraries’ e-resource subscriptions;

- Libraries Australia will continue to broker deals which make useful metadata content available to the member libraries (as has happened with WorldCat and Blackwells);

- Libraries Australia will work with university, state, public and special libraries on strategies to make “hidden collections” more accessible;

- Libraries Australia could undertake a project to improve both awareness and accessibility of hidden collections in special libraries;
the licensing of e-resources should be as affordable and flexible as possible for the libraries that use the Division’s services; 
the library sector should attempt to persuade Government to fund at least some library sectors (eg schools) in licensing a core set of e-resources; 
the Division will need to maintain contact and dialogue with library system vendors; 
the Division should enter into a dialogue with e-resource vendors concerning the release of their metadata for re-purposing in Trove; 
the content of Trove should be exposed comprehensively in search engines; 
Trove will develop an API; 
Trove will aim to include digitised collection content wherever possible; 
the Library should strive to make metadata freely available in Trove wherever possible; 
Trove will encourage its users to exploit its annotation, tagging and content creation facilities; and 
Trove will need to develop interfaces for smart mobile devices.

4. LIBRARIES AUSTRALIA

Service overview

Australian libraries have traditionally placed a high value on collaboration and resource sharing. In this context, Libraries Australia and its predecessor services, based on the Australian National Bibliographic Database (ANBD), have been provided by the Library since 1981. The service is a fundamental part of Australia’s library and information infrastructure.

The purpose of Libraries Australia is to support the collection management workflows of its member libraries. It supports collaboration between those members, including cooperative cataloguing, enabling the member libraries to reduce the costs of their cataloguing by using records created by other libraries in Australia and worldwide. In order to improve access to library collections, Libraries Australia supports interlending and efficiently manages the associated payments.

Libraries Australia serves over 1,200 Australian libraries including all state, university and most special, government and public libraries.

Libraries Australia’s key asset is its underlying database (the Australian National Bibliographic Database, or ANBD) containing records of around 47 million items (in April 2010) held by about 700 member libraries. Subscribers can also access major international databases including WorldCat (provided by OCLC) and Te Puna (New Zealand libraries national union catalogue).

Libraries Australia and its predecessor services have always operated on a partial cost recovery basis. While the National Library has always provided a subsidy, the service has historically operated at or slightly above marginal cost recovery, allowing the Library to support continued growth in the service.
Consultation with member libraries on their needs and the future development of the service occurs through the Libraries Australia Advisory Committee, and through regular meetings with member libraries in all states and territories.

A new subscription model for Libraries Australia was announced in 2006 and progressively implemented between 2007 and 2010. The new model aims to encourage unlimited use by member libraries. It was applied to university libraries in 2007 (and updated in 2010); to state, territory and public libraries in 2008; to special and school libraries and commercial users in 2009; and to TAFE libraries in 2010. The implementation of the model, including the subscription tiers, will be reviewed for each sector at three year intervals.

**Value Proposition**

This Plan assumes that there remains a strong imperative for the provision of the Libraries Australia service. The aggregation of collection data serves to meet the need of libraries in cataloguing and resource sharing, and also provides great opportunities for repurposing the data in Trove. Libraries Australia provides a mechanism for aggregating information about the distributed works of authors and other creators spread across Australian collections. It also plays a role in ‘syndicating’ the aggregated data into discovery services which contribute to the broader information infrastructure.

The value that is provided to member libraries in return for the subscription fee can be summed up as follows:

- Member libraries are able to use all of the ANBD data to meet their copy cataloguing needs, and find all of that data in one place;
- This data includes Table of Contents data from Blackwells and the Library of Congress, which enhances the member libraries’ catalogues;
- Member libraries are eligible to receive and use the Libraries Australia Cataloguing Client;
- Member libraries have unlimited access to WorldCat – and other external databases – with their subscription, giving them a high copy cataloguing hit rate;
- Member libraries will receive assistance in making transitions such as migration to new cataloguing standards (including Resource Description & Access);
- Member libraries are able to make full use of the national interlibrary loan system, LADD (Libraries Australia Document Delivery); if they have a local ILL system they receive support to fully test the interconnection of this system with LADD and therefore with other ILL systems, as part of their subscription;
- Member libraries are able to access support through the Libraries Australia Help Desk, whenever they need it;
- Member libraries are able to offer their end users alerting services and enhanced ILL requesting services through the personalisation features of Libraries Australia Search;
- The catalogue data of member libraries is synchronised to WorldCat in real time, and is therefore visible to a global community;
- The syndication of data to WorldCat means that member libraries are able to take advantage of services such as the OCLC Collection Analysis service, which can assist with collection development and de-selection; and
The catalogue data of member libraries is also exposed globally to other services such as Google.

The full Libraries Australia Value Statement, which documents service features and their value to Australian libraries, may be found at www.nla.gov.au/librariesaustralia/directions.html.

Underlying system

The system which supports Libraries Australia was redeveloped during 2004 and 2005. That redevelopment lowered the costs of providing the service, and reduced the risks involved in any future system redevelopment by segmenting the system into four modules, namely:

- Libraries Australia Search, which enables member libraries to find and get the resources recorded in the ANBD. This module is currently supported by the TeraText search software from SAIC;
- Libraries Australia Cataloguing, a data creation and maintenance service, which enables member libraries to create and edit relevant data, and also enables managers of the ANBD to obtain, convert and maintain relevant data. This module is currently supported by the CBS software from OCLC in Leiden;
- Libraries Australia Document Delivery, an interlending and payment service, which enables member libraries to manage the process of requesting, shipping and paying for loans and copies. This module is currently supported by the VDX software from OCLC in Sheffield; and
- Libraries Australia Administration, which enables member libraries to manage their user account information and register for the Record Export Service (RES) and the Products Service. This module is currently based on the Open LDAP directory software.

The metadata which is aggregated by Libraries Australia is being repurposed in the Library’s flagship national discovery service (Trove). In this way, Libraries Australia enables Australians to access resources held in Australian library collections and Australian publications available online.

Between 2006 and 2009 there were two versions of the Libraries Australia Search service: a “subscription” version and a “free” version. The free version was decommissioned at the end of 2009 because its function was subsumed by Trove. For the moment, the subscription version includes “personalisation” features for end users, such as alerts and enhanced requesting. Member libraries have previously been encouraged to make these features available to their end users, but the Division envisages that in the future they will be provided by Trove. Consequently, further development of the Libraries Australia Search service will focus on the needs of member libraries, including any specific search needs of cataloguing and interlibrary loan staff. However, in the longer term Libraries Australia Search and Trove will share a common back-end based on a common Lucene database.

Strategies for July 2010 to June 2012

Strategy 1.1: Encourage and strengthen affiliation and usage of Libraries Australia

Background
The Australian library community benefits from a high level of participation in Libraries Australia. It is in the interests of all libraries for services such as shared cataloguing and interlibrary loan to have the widest possible reach.

Widespread participation will also assist the National Library’s ability to support the service by maintaining revenue at or above the current level.

Libraries Australia has implemented its new subscription model, although some member libraries are still transitioning to their new subscription levels. Member libraries are now charged in a manner which is equitable (in the sense that it is based on intrinsic library size) and which does not discourage high levels of use by the libraries and their users. The new subscription model will be implemented for TAFE libraries in July 2010. The subscriptions for university libraries will be updated in July 2010 to reflect their updated library budgets.

It is planned to review the application of the model for each sector at three year intervals. Thus, the subscriptions for state, territory and public libraries will be reviewed in late 2010 for implementation in July 2011, and those for special libraries will be reviewed in late 2011 for implementation in July 2012. It is incumbent on the Division to communicate and explain these changes to all affected libraries.

Specific activities

To deliver this strategy, the Division will:

- extend and maintain partnerships with member libraries, promoting the Libraries Australia value proposition;
- encourage more special libraries and school libraries to join Libraries Australia;
- maintain the subscription model to ensure an equitable sharing of financial support for the service;
- ensure that the availability and performance of the four system modules are maintained at target service levels;
- provide support to member libraries that are implementing their own ISO-compliant ILL systems, by ensuring that these systems can inter-operate with LADD;
- support the Libraries Australia Advisory Committee, and seek the Committee’s involvement and advice;
- support a project to improve both awareness and accessibility of hidden collections in special libraries;
- communicate well with member libraries through:
  - an improved Libraries Australia web presence, including an online member forum;
  - professional and friendly Help Desk service;
  - provision of written information through the annual report, other LAAC papers, and the e-newsletter;
  - regular visits to state user groups; and
  - an attractive programme each year for the Libraries Australia Forum;
- continuously improve the documentation for Libraries Australia services including online user manuals and tutorials;
- educate member libraries on how to maximise use of and derive the greatest benefit from Libraries Australia; and
- support the training agents.
**Strategy 1.2: Enhance Libraries Australia services**

**Background**

To meet the changing needs of the member libraries, the Libraries Australia software will be regularly improved and extended. These changes will eliminate sub-optimal features and develop new service offerings. The changes will be made to all four modules of the software.

It has been assumed that, for the duration of this Plan, Libraries Australia Cataloguing will continue to be supported by the CBS software, and that Libraries Australia Document Delivery will continue to be supported by the VDX software.

During 2008 and 2009 the Libraries Australia Search service performed below its target levels for availability and performance. These performance shortcomings were due to some inherent limitations in the software application. A number of configuration changes, including the removal of the relevance ranking of search results, have now improved search availability and performance, but some limitations remain in meeting target update volumes. The medium to long term strategy to address this issue will be to migrate this Libraries Australia module to the same software platform (Lucene and Solr) that is used by Trove.

The Division is leading the National Library’s collaboration with state and territory libraries in the Reimagining Libraries Open Borders Project. One aim of this Project is to identify options for the state and territory libraries to leverage off Trove in developing their own discovery services. The Division plans to work with some of these libraries to explore the feasibility of enabling these local services, including the local catalogues, to become “views” of Trove. Achievement of this outcome may depend on improvements to the software which would allow data of local significance to be recorded and managed within or in association with the ANBD.

Following these investigations, the Division would need to undertake a thorough analysis prior to any decision to implement a “local catalogue” service offering. It is unlikely that such an offering would be made before July 2012.

**Specific activities**

In support of this strategy the Division will, during the period of this Plan:

- scope, specify and commence the project to migrate Libraries Australia Search to the Solr/Lucene platform, assuming that this can be corporately funded as an “asset replacement” project;
- deliver one more release of Libraries Australia Search on the existing platform (TeraText), including changes required by RDA, and priority improvements to the Record Export Service and Products (examples: develop authority record products; allow Division staff to have more control over the running of products);
- continue to add “deep links” to local catalogues from Libraries Australia Search;
- through our contract with OCLC Leiden, deliver two new releases of Libraries Australia Cataloguing, including the completion during 2010 of the CBS “Job Manager”, which will enable staff of the Libraries Australia office to undertake tasks which currently must be performed by IT staff at the National Library or at OCLC Leiden;
through our contract with OCLC Leiden, undertake configuration changes to CBS to support RDA;
make priority changes to the Record Import Service (examples: complete the development of the Global Refresh Fileset; develop capability to produce RIS files from OAI and Harvest Control List gathering of local data);
through our contract with OCLC, deliver two new releases of Libraries Australia Document Delivery;
as an alternative to integrating them through local software development, explore the feasibility of migrating both the Australian Libraries Gateway and the Inter Library Resource Sharing Directory into the WorldCat Library Registry;
deliver one new release of Libraries Australia Administration (including any changes required to support changed directory infrastructure and support for authenticated access to e-resources in Trove); and
explore with selected member libraries (particularly state and territory libraries) the feasibility of enabling their local discovery services, including their local catalogues, to become “views” of Trove.

**Strategy 1.3: Improve the ANBD**

The Division’s knowledge of bibliographic standards, and its commitment to quality assurance, are valued by the member libraries and ensure a high quality Libraries Australia service. Consequently, the Division will continue to develop the ANBD in terms of its coverage, timeliness and consistent data quality.

Data can be contributed to the ANBD by three methods:

1. The Libraries Australia Cataloguing Client;
2. The Record Import Service; and
3. The simple Web Cataloguing Form.

The Division has no preference between these methods, but encourages each member library to identify the combination of methods that best suits its local needs. The Division does aim, however, for:

- widest possible coverage of member library data, including data about e-resource subscriptions and original materials;
- timeliness in data contribution; and
- contribution of high priority authority data from state and appropriate university libraries.

With the release of CBS 5.0 in mid 2010, the Division will be in a position to begin to support a new contribution method, based on the SRU Record Update protocol. Where local library systems cannot support this protocol, the Division will aim to test the implementation of the OCLC Synchronisation Gateway with interested member libraries. This Gateway widget will support near real-time update of the ANBD, with the data exported from the local system in conformity to the SRU Record Update protocol.

During 2008 the Division undertook a major survey of the practices and capabilities of member libraries in contributing to the ANBD. As expected, many member libraries are not contributing all of their eligible data. Where data is being contributed, it is sometimes not contributed in a
timely manner. It will benefit all member libraries if the scope and timeliness of data contribution can be improved.

It is likely that, in the second half of 2011, the national libraries of several countries, including Australia, will implement the new cataloguing rules called Resource Description and Access (RDA). The Division will encourage the member libraries of Libraries Australia to adopt this new standard.

The Collections Management Division of the National Library is coordinating collaboration with state and territory libraries in the Reimagining Libraries Description and Cataloguing Project. One aim of this Project is to ensure that collection summaries, finding aids and lists are contributed to the ANBD and/or Trove. Usually this will involve the contribution of a brief collection-level record to the ANBD, with the full text of the collection summary indexed in Trove. The Resource Sharing and Innovation Division will work closely with this Project.

The strong public use of Trove has led to responses from a number of end users, who have discovered that the holdings data in Trove (and therefore in the ANBD) is not up to date. A key issue here is the fact that the outcomes of public library de-selection activities are often not reported to the ANBD. During the life of this strategic plan, the Division will give priority to identifying and implementing efficient solutions to this problem.

It should also be noted that the Division undertakes constant maintenance of the ANBD so that it can be used with confidence by the member libraries.

In support of this strategy, the Division will, during the period of this Plan:

- support the implementation of the new cataloguing standard RDA (Resource Description and Access) so that member libraries can create and exchange RDA-compatible data (the timing of this action will depend on decisions by national libraries concerning the RDA implementation date);
- in following up the ANBD Survey, work systematically with member libraries to discuss gaps in their data contributions, and to implement measures to eliminate or reduce these gaps (priority to be given to state and territory libraries, then university libraries);
- improve reporting of holdings deletions from public library de-selection activities;
- encourage member libraries and system vendors to implement the SRU Record Update protocol, or the WorldCat Synchronisation widget, so that local systems of member libraries can update the ANBD as a real-time background task;
- continue to refine the database matching and merging algorithms;
- continue to configure and refine the operation of the offline duplicate record removal facility;
- continue to configure and encourage use of the service which supports batch mode import of authority records (including an examination of options for loading LC authority files);
- improve ANBD authority files: for example, link bibliographic and authority records, and merge name and name/subject headings, with consequent improvements to bibliographic records; and
- continue to enrich the ANBD by harvesting additional value-added content, such as Table of Contents data from the Library of Congress and other sources.
**Strategy 1.4: Maintain and develop business relationships**

The quality of services that are offered to member libraries depends in part on the business relationships that the Division develops. For example, these relationships can extend the range of cataloguing data and the range of document supply options that are available to the member libraries.

Of particular importance is the relationship with OCLC, which involves:

- software support by OCLC for Libraries Australia Cataloguing (CBS) and Libraries Australia Document Delivery (VDX);
- a network licence allowing member libraries to make unlimited use of WorldCat as a supplementary source of cataloguing data;
- contribution of the ANBD to WorldCat, with data synchronisation; and
- participation of member libraries in OCLC governance.

The Division will continue the relationship with New Zealand’s library network (Te Puna), especially in the support of trans Tasman interlibrary lending. It is also planning a strengthened relationship with the British Library Document Supply Service, so that LADD users can easily forward requests to BL DSC.

In support of this strategy, the Division will:

- renew the agreement with OCLC which was signed in 2007;
- maintain regular contact with the OCLC offices in Ohio, Leiden and Melbourne, with information sharing leading to joint activities where needed;
- investigate and where possible implement inter-operability improvements, such as interconnection of WorldCat Resource Sharing with LADD;
- support Australian representation on the Asia Pacific Regional Council of OCLC, and participate in forums organised by the Council;
- maintain an active interest in the RLG Programs and Research activities of OCLC;
- contribute to, and exploit, the Virtual International Authority File;
- maintain the relationship with Te Puna;
- maintain and develop relationships with key document supply agencies such as Infotrieve and the British Library; and
- maintain dialogue with library system vendors.

5. **E-RESOURCE CONSORTIA**

**Service overview**

Electronic journals and databases now represent a major part of the value which libraries offer to their users. Australian libraries subscribe to a variety of such electronic resources, sometimes through sectoral or state-based consortia. However, many Australians do not have access to the e-resources they would like to use, because they are not affiliated with a library which subscribes to them. Increased availability of e-resources will contribute to the social, educational and economic well-being of the community.
The Division manages and co-ordinates two consortia for licensing of e-resources: the NSLA E-Resources Consortium, and Electronic Resources Australia (ERA).

The short to medium term goals for these consortia are:

- to assist the member libraries to obtain the best possible prices for e-resource licences;
- and
- to assist the member libraries to achieve aligned and favourable licence conditions.

The National Library also has two long term aspirations with respect to the e-resources that are licensed by the Australian library community:

- to give every Australian resident the right to access a core set of e-resources, free to the user but paid for by the Australian library community, assisted where possible by direct Government funding; and
- to allow Australian library users to easily discover and link through to those e-resources which they are entitled to access by virtue of their multiple library memberships.

Achieving the second of these aspirations will be a major undertaking for the Discovery Services, discussed below.

Achievement of the first aspiration will necessarily be incomplete unless the National Library, and other library stakeholders, can lobby successfully for Government funding of a core set – either covering the whole Australian community, or covering a specific sector such as schools. The Library has already discussed this matter with some government agencies, including the Department of Broadband, Communications and the Digital Economy.

**NSLA E-Resources Consortium**

The Division manages the NSLA E-Resources Consortium on behalf of National & State Libraries Australasia (NSLA). The members of the Consortium are Australian state and territory libraries and the National Library of Australia. Members may also elect to act on behalf of one or more public libraries in their state or territory.

The Division negotiates and signs licence agreements on behalf of members, makes payments to the vendors and recovers these from the Consortium members. The licences are renewed, where appropriate, towards the end of each calendar year.

The NSLA E-Resources Consortium has a Business Plan for the period October 2008 to September 2010. A Committee, representing all members of the Consortium, meets quarterly to make decisions and recommendations about operational issues. In addition, Reimagining Libraries Project 7 (“Collaborative Collections”) is providing advice on the longer term strategies for the Consortium.

In the first half of 2010 the NSLA E-Resources Consortium developed selection criteria for a “core set” of e-resources suitable for take-up by all NSLA member libraries. Using these criteria, it then identified a proposed core set. The Division will seek from vendors “whole of sector” prices for each product in the core set, and will provide information to the NSLA Chief Executive Officers to enable them to decide whether to take up these whole-of-sector licences.
Electronic Resources Australia (ERA)

Following the 2003 recommendations of the Senate Inquiry into the Role of Libraries in the Online Environment, the National Library convened a series of forums with representatives from library groups and various consortia. These forums led to the establishment of Electronic Resources Australia (ERA). The Library began to manage ERA in early 2006, calling the first ERA open tender in August 2006, with the results announced in May 2007.

Because of the prior existence of other consortia, in the short to medium term ERA is likely to be of most benefit to small libraries (school, special and some public libraries). ERA will work to improve coverage for a basic set of e-resources, with the long term goal of achieving a situation in which every Australian library user can access the basic set through any library with which they are affiliated.

ERA has a Business Plan covering the period July 2009 to June 2011. By June 2010 over 1,000 libraries from all sectors were taking subscriptions through ERA, either individually or through consortia. At that time the ERA Product Panel included 25 products, from eight participating vendors.

In May 2010, ERA made a submission to the House of Representatives Inquiry into School Libraries and Teacher Librarians in Australia Schools. Among other things, the submission advocated Government funding of $4.8M per year for a “core set” of e-resources relevant to school libraries.

Currently, ERA comprises a set of arrangements for particular products which may approximate the “core set” which we wish to make available to every Australian. The arrangements involve individual libraries electing to "opt-in" by referencing the relevant Head Deed in their contracts signed directly with the vendors.

The Division has investigated the option of the National Library negotiating with vendors as a single consortial entity, resulting in a single contract with each vendor. This is the approach adopted by New Zealand's national consortium Electronic Purchasing in Collaboration (EPIC). While there may in theory be administrative savings for vendors and participating libraries in such a model, discussions to date have not provided a compelling case for taking this approach. This approach would require a greater staffing resource in the Division, requiring an administration fee to be added to the process for users. Vendors have downplayed the possibility of administrative savings and do not favour an approach which creates more distance between them and the subscribing libraries. Consequently the Division will not pursue this model during the life of this Strategic Plan.

The discussions which occurred in early 2010 have however identified a number of improvements that can be made in the pricing process, including the abolition of the “product poll” which to date has been complex and confusing for participating libraries.
The operation of ERA involves:
- maintaining a “multi-use list” panel of e-resource vendors, including annual advertisements on AusTender to provide an opportunity for new potential suppliers to apply for inclusion, or for existing members to modify their product packages;
- reviewing the ERA product offerings annually in consultation with the ERA Executive Committee;
- managing the procurement and establishment Head Deed agreements with these vendors, which include licence conditions and annual subscription prices;
- promoting ERA and the product offerings to Australian libraries and supporting the promotion of e-resources to their users;
- evaluating the performance of the consortium; and
- operating under a governance framework.

**Licence conditions**

Ideally, libraries that licence e-resources wish to do so under conditions such as the following:
- all on-site users, including “walk-in” readers who are not registered library users, have access to the e-resource;
- all registered library users have off-site access to the e-resource;
- the e-resource can be used in delivering standard library reference services, including reference services delivered via email or online chat, such as AskNow;
- the library can provide the e-resource to another library under the interlibrary loan provisions of the Copyright Act (ie the licence should not over-ride these rights);
- library users can make any use that is permitted under Australian copyright law, including fair dealing provisions;
- the library will have perpetual access to the e-resource, including access to backfiles if the licence was discontinued; and
- it will be possible to obtain usage statistics that meet the agreed international set of standards and protocols governing the recording and exchange of online usage data.

These conditions, except for perpetual access, have been negotiated in the ERA Head Deeds. The above conditions are not yet fully reflected in the NSLA E-Resources Consortium: in particular, conditions relating to remote access and virtual reference need to be clearly articulated.

**Strategies for July 2010 to June 2012**

**Strategy 2.1: Increase participation in the NSLA and ERA products**

Both consortia will benefit from a high level of take-up of the licensed products. Greater participation will bring the consortia closer to achieving whole-of-sector and national prices, which will lead to cost savings for all participating libraries. “Whole-of-sector” prices have been offered for some products by some ERA vendors. Acceptance of such offers would mean that all Australian libraries in a given sector (eg school libraries, NSLA libraries, university libraries) would be able to offer the product in question to their users. However, initial testing has revealed that these prices have been set at levels which do not encourage any whole-of-sector take-up.
In support of this strategy, the Division will:

- update the Business Plans for ERA and the NSLA E-Resources Consortium;
- streamline the ERA pricing process, including the abolition of “product polls”;
- promote the ERA products widely to appropriate libraries;
- facilitate training by vendors in use of the products; and
- review the ERA product offerings annually.

**Strategy 2.2: Establish a framework that supports national licensing**

While the Division will not pursue the “single contract” model during the life of this Strategic Plan, it will undertake a number of activities designed to strengthen the national licensing framework. The Division will:

- in consultation with other stakeholders such as ALIA, continue to lobby relevant government agencies for funding to support a core set, either for the whole community of for a specific sector such as schools;
- if necessary, liaise with state authorities in an effort to obtain coverage for all libraries in a particular sector in that state;
- negotiate with vendors in an effort to obtain more attractive whole-of-sector prices;
- in particular, obtain whole-of-NSLA prices for the new NSLA core set, with the objective of taking up those licences wherever possible;
- aim to bring the NSLA E-Resources Consortium and ERA closer together in a national approach to providing access to e-resources; and
- participate in Project 7 (“Collaborative Collections”) of the NSLA Reimagining Libraries initiative.

**6. DISCOVERY SERVICES FOR THE PUBLIC**

**Overview of existing services**

The Library began to provide free online discovery services for the public within two years of establishing its web site. These services provide a single point of discovery for a range of information resources that are held in multiple Australian collections.

These services are now undergoing a process of integration and transition. In November 2009 the Library released Trove, a new service which will over time replace all of the separate discovery services that were developed between 1997 and 2008. In December 2009, two of these services (Libraries Australia Free Search Service, and Register of Australian Archives and Manuscripts) were decommissioned. It is expected that the stand-alone Australian Newspapers service will be decommissioned during 2010, and will thereafter exist only as part of Trove.

The stand-alone services and programs supported by the Resource Sharing and Innovation Division in mid 2010 were:

- **Picture Australia**, which provides a single point of discovery for pictures that have been digitised by Australian collecting institutions (libraries, museums, archives and other institutions). By June 2010 it was providing access to over 1.8 million images
- **Music Australia**, which presents a specialised subset of the ANBD (over 260,000 records in June 2010) containing a wide range of resources relating to Australian music,
including books, pictures, biographical information, music scores, sound recordings and websites. The underlying database is a copy of this subset, presented with its own online interface

**Australian Research Online** (formerly known as the ARROW Discovery Service), which in June 2010 was providing access to more than 440,000 Australian research outputs, including theses; preprints; postprints; journal articles and book chapters. The service aggregates the metadata from participating Australian university repositories, and selected government research repositories.

**Australian Newspapers**, which in June 2010 was providing access to more than 21 million articles as part of an ongoing program to digitise historical Australian newspapers.

The Division also supports a program that is aggregating metadata describing people and organisations - the **People Australia** program. This program provides unique identifiers for these parties. It supports the presentation, within Trove, of a virtual web page for each person or organisation encompassed by the program (over 880,000 entries in June 2010). Users of Trove can navigate from these web pages to entries in the ANBD for works by and about the person concerned, and can also navigate to biographical information, and organisational profile information, contained in other web-based services.

Trove is not only a discovery service: it is also an annotation and content contribution space. Any of the information resources exposed by Trove can be the subject of user activity to add comments and tags, create lists, correct the text of digitised newspaper articles, and contribute content including digital photographs.

### Strategies for July 2010 to June 2012

**Strategy 3.1: Expand and enhance Trove**

The cornerstone strategy for the next two years is to expand and enhance Trove, and to integrate the stand-alone services which Trove is replacing. We will integrate Australia Dancing and the Australian Newspapers service into Trove.

Trove has already improved the discovery experience for the Australian public by providing access from one place to the resources previously discoverable via eight discovery services. It is already providing access to a significantly greater range of resources from a wider range of sources, including more full-text content. It has enhanced ease of discovery through improved relevance ranking, refinement by facets, and grouping of related items. It is now allowing users to engage with the content by supporting annotation (tagging and commenting) services and the creation of lists.

The Resource Sharing and Innovation Division is the business owner for Trove, with responsibility for ensuring that data is successfully harvested for the service. However, other Divisions and Branches of the Library take responsibility for particular content as appropriate. This responsibility includes defining the policies for data collection, and maintaining some of the stakeholder relationships.
The Resource Sharing and Innovation Division and the other relevant Divisions and Branches of the Library will collaborate to:

- actively seek out additional content, whether structured metadata or full text, and with an emphasis on data held by Australian partner institutions; and
- identify appropriate external targets for inclusion in the new service.

This Project will assist the State and Territory libraries to improve their discovery services as part of the “Open Borders” Project of the NSLA Reimagining Libraries initiative.

During July 2010 to June 2011, the following activities are planned to expand and enhance Trove:

- Creating an online User Forum to enable social engagement and enhancements to data engagement functions including lists and tags;
- Adding support to deliver the *Australian Womens Weekly* and other journal content;
- Adding a range of interface and search improvements in response to the outcomes of a usability review;
- Integration of Australian Digital Theses (ADT) into Trove;
- Scoping a standards-based programmer API, in consultation with identified stakeholders (this development will allow other discovery services to use Trove as a target); and
- Adding a base set of journal article content, including indexing data from the APAIS (Australian Public Affairs Information Service) and AMI (Australian Medical Index) services, and e-resource metadata from Informit, with support for access to the full text of e-resources in cases where that can be easily implemented.

After June 2011, and subject to corporate approval in light of other National Library priorities, further development of Trove may involve activities such as:

- Completing harvesting and delivery improvements required to integrate Picture Australia and Australian Research Online;
- Extending access to e-resources to encompass additional vendors (e.g. Cengage Gale) and additional access options (e.g. authentication of users who are offsite);
- Conducting a pilot of interlibrary loan requesting by end users for selected libraries;
- Developing the standards-based programmer API, in consultation with identified stakeholders; and
- Investigating and if possible implementing a mobile device interface.

**Strategy 3.2: Encourage a high level of use of Trove**

The Division will encourage a high level of use and user acceptance of the service.

In early 2010 the Division, in collaboration with the National Library’s Communications and Marketing Branch, developed a Marketing Plan for Trove. In April 2010 a publicity campaign saw significant media exposure and a temporary surge in the use of Trove.

In June 2010 an online User Forum was introduced as a trial, based on the vBulletin forum software. This Forum is intended to improve the engagement of Trove support staff with the users, and will allow dialogue between users.
In support of this strategy, the Division will:

- work with the Communications and Marketing Branch to deliver the Trove Marketing Plan, by:
  - taking opportunities to raise awareness of Trove on the part of potential user groups such as education communities and creative industries;
  - encouraging users to register, to annotate the content and to participate in the online forum;
  - undertaking social networking activities (eg blogging and twittering) to promote Trove;
  - speaking about Trove at conferences and seminars;
- use the Trove information pages to encourage more user-generated content; and
- acknowledge individuals for their contributions.

**Strategy 3.3: Develop the communities of contributors and partners**

The Division will aim to attract new Trove contributors, and new partners whose content can be accessed as external targets. In support of this strategy, the Division will:

- engage with a wide range of collecting institutions, including archives, museums and galleries, universities and other research repositories;
- engage with other institutions and projects that are active in the aggregation of collection metadata, such as the ANDS-funded “Cultural and Historical Collections Metadata Exchange” Project, which involves 15 museum partners;
- give priority to the addition of data from major national cultural and collecting institutions;
- establish an online Trove Contributor Forum so that data contributors can communicate more easily with each other and with the Division’s staff;
- convene an annual face-to-face Trove contributors meeting or workshop;
- identify suitable contributors through knowledge built up from other National Library activities (example: Community Heritage Grants);
- extend the scope of the Trove Harvester software to support harvesting by SRU and OpenSearch/RSS; and
- investigate making contribution more flexible to overcome any barriers to contributing data.

### 7. THE WIDER COLLABORATIVE AGENDA

The Resource Sharing and Innovation Division is engaged in a broad set of collaborative activities which support the Library’s Directions and also support the future development of the three service bundles discussed above.

**Reimagining Libraries**

The Division will play a strong role in leading or supporting several of the projects that form part of the Reimagining Libraries initiative of National & State Libraries Australasia. These projects will strengthen the other services offered by the Division. Among these projects are:
Open Borders (led by the Division) which will plan how NSLA member libraries will make use of Trove in their own discovery services, and will develop a shared strategy to improve access through Trove to e-resources of the member libraries and Australia’s public libraries;

Collaborative Collections (led by the State Libraries of Qld and NSW) which will support the efforts to move toward national licensing of e-resources, and including e-resource holdings data, with associated licence information, onto the ANBD;

Description and Cataloguing (led by National Library of Australia, Collections Management Division) which identify more streamlined and efficient processes for creating metadata and for sharing this metadata through Libraries Australia and Trove;

Delivery (led by the State Library of WA) which will provide an impetus towards transforming document delivery and interlibrary loan, and will pick up the aims of the ‘Rethinking Resource Sharing Reference Group’ which has investigated the possibility of end user requesting and home delivery of items; and

Virtual Reference (led by the State Library of Victoria) which will plan for the next generation of virtual reference services and define connections with other services such as the Trove User Forum.

**Party Infrastructure Project**

Between January 2010 and June 2011 the Division is undertaking a project in partnership with the Australian National Data Service (ANDS). The Australian Research Data Commons (ARDC) Party Infrastructure Project, funded by ANDS, aims to enable improved discovery of research outputs and data through persistently identifying Australian researchers and research organisations.

This project will extend the software established for the People Australia program, to build a sustainable architecture to identify researchers and research organisations well into the future. In particular, the Project will:

- extend the People Australia Data Administration module to enable distributed name authority control by information officers in research organisations;
- improve the automatic matching algorithms currently in use;
- provide standard machine interfaces to data about researchers and research organisations;
- extend the data standards used in the service to cater for the record standards used in the research sector; and
- provide access to persistent identifiers for researchers and research organisations.
- enhance the People Australia Data Administration module to allow data managers in universities to manage the data that they contribute about researchers.

**Standards activities**

The Division will continue to be involved in standards development and implementation activities, where these relate to the Division’s services. These activities will include:

- participation in Standards Australia Committee IT/19;
- participation in the development of the Encoded Archival Context (EAC) standard, which supports the exchange of biographical information;
 participation in the Australian Committee on Cataloguing; and
 encouraging the implementation of protocols such as SRU Record Update, which will improve efficiencies and timeliness in the exchange of bibliographic data.
Under its constitution, the OCLC Asia Pacific Regional Council is required to hold one in-person membership conference each year. The first of these conferences was held in Beijing in September 2009 and attracted over 100 delegates from throughout the region with a particularly strong attendance from China and Taiwan. The second membership conference was held last month, on 6-7 September, at Waseda University in Tokyo. Again, the level of participation was encouraging, with a total attendance of 110 of whom around 60 delegates came from Japan. The overseas delegates were from Australia, China, Hong Kong, New Zealand, Singapore, South Korea, Taiwan, Thailand and the United States.

The underlying theme of the conference was ‘Libraries in Support of Research and Scholarship’. The program focused on Web-scale management services (or services delivered from the cloud), digitisation and access to digital resources, and digital preservation, and featured three keynote speakers: Jay Jordan, the President and CEO of OCLC, reporting on the cooperative’s current plans and activities, and in particular its strategic directions in a global context; Victoria Reich from Stanford University Libraries speaking on ‘CLOCKSS and digital preservation’; and Matt Goldner, the Product and Technology Advocate at OCLC, talking about Web-scale management services in a presentation entitled ‘Cloud computing and libraries’. In addition, there were presentations from many of the countries within the Asia Pacific region.

As the host nation, Japan provided three speakers: Dr Makoto Nagao, the Librarian at the National Diet Library who talked about ‘Exploring information in the Internet Age’; Makoto Nakamoto from the Waseda University Library who discussed ‘Library cooperatives and consortia in Japan’; and Hiroshi Sogo, Group Managing Director of Kinokuniya Book Stores of Singapore, Pte Ltd, who spoke on the ‘Distribution of academic information in the Asia Pacific region and the role of book stores’. The speakers from other countries included Dr Warwick Cathro, Assistant Director-General, Resource Sharing and Innovation, at the National Library of Australia who spoke on ‘Public engagement with collections: the Australian experience with the annotation of digitised newspapers and other collections’ and Steve Knight, Programme Director, Preservation, Research and Consultancy, at the National Library of New Zealand, who talked about ‘Digital preservation: a view from the National Library of New Zealand’.

The Regional Council was also fortunate to have three members of the OCLC Board of Trustees, including its Chair, Larry Alford, and the President of Global Council, Jennifer Younger, in attendance at the meeting. Their presence gave the conference the ability to treat in some depth issues of governance and strategic direction.
The response by delegates to the conference was very positive and proved the efficacy of such meetings in communicating with the membership of the cooperative and conveying to OCLC governance and management not only local issues and priorities but also the particular needs of members within the Asia Pacific region. There are challenges in organising such meetings, given the geographical spread and ethnic diversity of the region. It is unrealistic to expect strong attendance from areas distant from the host country. And in Tokyo, for example, it was necessary to provide live sequential translation into English or Japanese for all presentations. But limitations of this kind do not detract from the value and central importance of the annual membership conference. Earlier this year the Regional Council experimented with the holding of local meetings, in Auckland and Canberra, in order to reach out to the membership in Australia and New Zealand. The Council proposes to continue this experiment by organising a similar meeting elsewhere, possibly in Southeast Asia, in 2010/2011.

To allow those who could not come to the meeting to have direct access to the proceedings of the Tokyo conference, all presentations were videotaped. These recordings will be available from the OCLC website later this month.

**Recommendation**

The Libraries Australia Advisory Committee to note the report.

Contact: Vic Elliott  
Director, Scholarly Information Services and University Librarian  
Australian National University

8 October 2010
REVIEW OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE
SCOPE STATEMENT

Introduction

The Committee at its last two meetings has discussed the relationship between Libraries Australia and Trove particularly regarding data contribution workflows.

The implementation of the Trove discovery service provides an opportunity to review the scope of the Australian National Bibliographic Database (ANBD) to ensure that it is fully aligned with Libraries Australia’s primary purpose of supporting the collection management workflows of Australian libraries especially cooperative cataloguing, collection development, and interlibrary loan.

The National Library’s aim is to provide a variety of data contribution workflows for both Trove and Libraries Australia with the respective purpose of each service determining whether the data is surfaced through one or both of the services. Libraries Australia staff are able to offer advice on how to choose the most appropriate data contribution pathway via the ANBD or other pathways recognised by Trove.

This paper reviews the current description of the ANBD and presents a new statement that aims to unambiguously describe the scope of the ANBD.

Current ANBD scope statement

The scope and purpose of the ANBD is described on the Libraries Australia web site thus:

The Australian National Bibliographic Database (ANBD) is Australia’s largest single bibliographic resource covering the collections of most Australian libraries. The ANBD currently contains over 20 million bibliographic records for items including books, journals, maps, newspapers, pictures, CDs, printed music, sound and video recordings, manuscripts and reports, and, over 47 million holdings recording their location.

The holdings information is supplied by Australian libraries and enables users to locate material held anywhere in Australia. This means greater access to information for all Australian library users through the provision of local and interlibrary lending.

The ANBD supports copy cataloguing thereby reducing the cost of making resources available to library users. It also assists libraries with collection

development including co-operative acquisition and cancellation programs. It is particularly valuable in the field of serials cancellation, where holdings can be checked to establish whether a potential cancellation is the last subscription in the region, state or country.

The ANBD has been developed and maintained through the efforts of the Australian library community and the National Library since 1981 and is updated continuously with contributions of cataloguing and holdings from Australian libraries.

Additional considerations

In addition to the elements included in the preceding description of the ANBD, the new scope statement should also reflect a policy regarding analytic records that has been followed over the life of the ANBD. This policy has not previously been explicitly included in descriptions of the ANBD.

Libraries Australia’s primary purpose is to support collection management workflows in Australian libraries therefore the ANBD is primarily a database of Manifestation level records. Analytic records are generally out of scope however records for component parts of monographs are acceptable if the part is judged by the contributing library to be of sufficient value to warrant a separate description. If contributed, such records should be coded with the appropriate Bibliographic Level. In addition, Collection level records may be contributed if manifestation level records are not available or in addition to manifestation level records.

As well as bibliographic records contributed by, or on behalf of, Australian libraries, records from a number of other sources are added to the ANBD to support copy cataloguing and data enrichment.

Any discussion of ANBD scope should also consider the Libraries Australia minimum record standard. The minimum record standard is intended as a guide to contributing libraries. Its primary goal is to ensure that contributed records contain sufficient data to uniquely identify the resource and to support record matching when the record is added to a large database such as Libraries Australia. Brief records that do not contain sufficient data to support duplicate detection may still be contributed provided they are flagged to prevent subsequent matching.

Libraries Australia supports contribution of data to the ANBD in a number of commonly used formats including: MARCXML, MARC21, Dublin Core, Inmagic DB/Textworks, Excel spreadsheet and Comma-delimited text files. It is the responsibility of the contributing library to supply data that meets these technical and data standards. Libraries Australia staff are able to offer advice on how to choose the appropriate format for the data they wish to contribute.

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2 Records are currently loaded from Library of Congress, OCLC, Blackwell Table of Contents Service and Serials Solutions.
the most appropriate data contribution pathway via the ANBD or other pathways recognised by Trove. However, it should be noted that any library planning to use a cloud-based solution for the hosting of its catalogue will still need to continue creating catalogue records.

The ANBD scope statement and minimum record standard are intended to be flexible in order to facilitate the fullest possible reporting of Australian library collections. Libraries Australia staff are happy to offer advice if libraries are in doubt as to whether a resource or collection is in scope or if the data meets the minimum record standard.

**Proposed ANBD scope statement**

The scope of the ANBD is:

- Bibliographic records representing resources that are part of an Australian library collection, including published resources, unpublished resources such as original pictures, archives and manuscripts, unique items, and resources provided in any media;
- Other bibliographic records (e.g. Library of Congress) required to support copy cataloguing in Australian libraries;
- Manifestation level records in order to support copy cataloguing and interlibrary loans;
- Collection level records if manifestation level records are not available or in addition to manifestation level records;
- Analytic records for component parts of monographs if the part is judged by the contributing library to be of sufficient value to warrant a separate description, such as map plates in a rare atlas;
- Holdings data supplied in bibliographic records or as a separate holding records;
- Name and Subject Authority records;
- Records that meet Libraries Australia minimum record standard, and
- Records that are supplied to Libraries Australia in one of the formats supported by the service.

**Recommendation**

That the Committee discuss and approve the proposed ANBD scope statement.

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20 September 2010
TROVE REPORT 2010

Introduction

Trove is the Library’s flagship service for discovering content within Australian collections. It has already become an essential starting point for discovering information about Australia and Australians. Trove offers a single search across more than 100 million items, including books, video and sound files, images, manuscripts, original research and newspaper articles. Many of the items are available for viewing online; and others are found in Australian library collections.

A number of improvements to Trove have been made since April 2010\(^1\). They include:

- a lists feature, which can be used for both private and public selections
- sorting of results by date in all zones except Archives Websites and Lists
- the display of shortened library names in the brief results, and a count of the number of libraries a work is held in
- a community Forum
- further interface clarity as a result of intensive usability testing
- RSS feeds for newspaper articles to advise when there are new newspaper titles, new issues, or when an article that was undergoing quality control is now available.
- a link from the Libraries Australia record identifier in the version/edition record to the original bibliographic record in Libraries Australia.


The process of integrating several more discovery services is underway. These are Australia Dancing, and Australian Research Online. Work to replace the separate Australian Newspapers interface commenced, with implementation due to be completed by the end of 2010.

Relationships with existing services

Although Trove is a new service, it is able to exploit relationships with existing services hosted and maintained by the Resource Sharing and Innovation Division. The first and most obvious relationship is the provision of data from the Australian

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National Bibliographic Database, Picture Australia, Australian Research Online and Music Australia into the Trove data corpus.

More recently, the information provided by libraries and other collecting institutions to the Australian Libraries Gateway has been utilised in Trove in new ways. They are:

- the provision of short library names in brief results sets;
- for those institutions which are also members of Libraries Australia, the ability to include them in the ‘in my libraries’ search option; and
- the display of the access conditions pertaining to parent libraries and their branches. One of three conditions is displayed: Open to the public, May not be open to the public (restricted), and Not open to the public. The condition selected will be applied to all libraries with the same NUC symbol, and the most open status will be selected. This means that if a branch library is more open than its parent, then the access condition of the branch library will be the default.

The information in the Australian Libraries Gateway has never been more critical in assisting the public to navigate to collections.

Usage

The usage of Trove has been steadily increasing since it was moved out of prototype status on 3 December 2009. The usage has exceeded 21,000 visits per day:

<table>
<thead>
<tr>
<th>Visitors</th>
<th>Current month</th>
<th>% Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique visitors by month</td>
<td>350,667</td>
<td>18.62%</td>
</tr>
<tr>
<td>Unique visitors -cumulative for 2010</td>
<td>1,927,070</td>
<td></td>
</tr>
<tr>
<td>Highest number of visits per day over period</td>
<td>21,184</td>
<td>4%</td>
</tr>
</tbody>
</table>

![Daily visits chart](image)
Prior to usability testing in August, a brief user survey was also conducted from the home page. Of the people who participated in the survey:

- more than half were 55 or over
- three quarters use Trove from home
- four people said they usually use Trove from a mobile device
- two thirds use Trove at least several times a week (but 10% said it was the first time they had used Trove)
- most people said they accessed Trove through their own bookmark. (A few type in a URL “that is etched into my memory”).

While registration to use the service is optional, more than 14,000 users have done so including those who had already registered for the Australian Newspapers service.

The number and types of enquiries about Trove are summarised below.

<table>
<thead>
<tr>
<th>Categories</th>
<th>November - August</th>
</tr>
</thead>
<tbody>
<tr>
<td>holdings/purchasing</td>
<td>249</td>
</tr>
<tr>
<td>adding ‘Buy a copy’ sites/web links</td>
<td>32</td>
</tr>
<tr>
<td>amend bib records and holdings</td>
<td>87</td>
</tr>
<tr>
<td>functionality feedback</td>
<td>84</td>
</tr>
<tr>
<td>functionality clarification</td>
<td>201</td>
</tr>
<tr>
<td>contributing</td>
<td>34</td>
</tr>
<tr>
<td>newspapers</td>
<td>379</td>
</tr>
<tr>
<td>deep linking</td>
<td>8</td>
</tr>
<tr>
<td>technical problems</td>
<td>23</td>
</tr>
<tr>
<td>usernames/login issues</td>
<td>50</td>
</tr>
</tbody>
</table>

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2 Release 1.05 on 13 April improved the holdings display and was expected to reduce queries.

3 Release 2.01 of Trove (8 June) was expected to address this issue.
| marketing                         | 19 |
| reference questions              | 116|
| requests for EndNote             | 6  |
| offering related services        | 1  |
| selling an item                  | 3  |
| valuing items                    | 11 |
| contacting other members<sup>4</sup> | 7  |
| reusing Trove content            | 19 |
|                                  | 1,329 |

Trove business analyst from the IT development team, Joanna Meakins, also responded to 111 enquiries about Trove received through the temporary feedback link until May 2010, which was used to inform further development.

**Statistics always available**

It is possible for anyone to view user interaction activity from the Trove Home Page, including:
- the most recent searches and viewed works
- the most prolific newspaper text correctors, month by month
- the most recent works merged or split
- a tag cloud showing the tags added in the most recent hour, day, week or month, and
- the most recent comments added to records.

This was recently augmented by the total number of records in the service, and the number of items in each zone. A task requested by the NSLA Reimagining Libraries project 2, Open Borders, to add source institution to the comments report online is being considered as a precursor to sharing annotations with interested services.

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<sup>4</sup> The establishment of the user forum is expected to address this issue.

Any institution contributing to Trove is also able to view its own referral statistics by following the option to view statistics on the About page, selecting ‘external links’, and searching on domain names.5

Feedback

24 May:
“While trying out the National Library of Australia’s useful new "Trove" search service, I discovered perhaps the most valuable thing I’ve ever found on the web: A book collating all the Acts—Apostolic Letters, allocutions and so on—from which the errors condemned in Bl. Pius IX.’s Syllabus of Errors were excerpted. It is available here: http://www.archive.org/details/actassdnpiippix00piusgoog”

http://cardinalpole.blogspot.com/2010/05/important-find-sources-for-syllabus-of.html

5 July:
“Despite Google’s often-expressed wish to digitise everything, sometimes you still need to return to the printed word. If you’re trying to track down an elusive work, Trove’s Australia-wide library catalogue might just be the answer.

Chances are your local library already makes its catalogue available online, so that will be your first port of call (in which case Library Elf might be a useful complementary app). However, if you need to cast you search further afield, then Trove, powered by the National Library Of Australia, will let you search for books across pretty much every Australian library, and links you to the catalogue listings for those individual libraries. You can search Trove without signing up for an account, but doing so lets you specify your own list of preferred libraries.”


30 August, from THATCamp:
“THATcamp Canberra is now finished, I’ve learnt so much in the past two days that it would take three days to write a coherent report. No time for that at present, so for now I’ll just list in a random way the things I got from ThatCamp…

###. the opportunities of variabilities of crowdsourcing, and how important a good work flow design is for users. Best example i can think of is the NLA’s australia newspaper project http://trove.nla.gov.au/newspaper…”


5 The current shortcut is trove.nla.gov.au/system/stats?env=prod&redirectGroupingType=host#links.
1 September:
A blog presenting local news taken from newspaper archives, recording the
minutiae of everyday life in a bygone age, for which all content is sourced
from the Australian Newspapers service.
http://thelatestoldnews.wordpress.com/

Resources

The Trove management team has prepared several pieces of marketing information
such as articles, a flyer and a PowerPoint presentation template for reuse at
which will also be made publicly available, is being developed by the National and
State Libraries Australasia (NSLA) Reimagining Libraries Marketing Working
Group.]

Articles and presentations online include:

Trove: Innovation in Access to Information in Australia, Rose Holley, in Ariadne
Issue 64, www.ariadne.ac.uk/issue64/#main-articles

“Utilising Trove in your organisation”, Debbie Campbell

“Trove – explore like never before”
A slideshare presentation of Trove available from
www.slideshare.net/natlibraryofaustralia/trove-4820355

Treasure Trove of Information, Rose Holley, in Public Service News, Issue 232,

Find and Get with Trove, Rose Holley

Digital volunteers do amazing things, Rose Holley

Trove – more than a treasure? How finding information just got easier, Rose Holley
2 September 2010

The search engine for all things Aussie, ABC radio interview 7 September 2010
http://blogs.abc.net.au/canberra/2010/09/the-search-engine-for-all-things-
aussie.html?site=canberra&program=canberra_mornings.

The Trove team is also preparing screencasts for use by staff at institutions other than
the National Library and by members of the general public. The team was inspired
by an early effort at http://csusap.csu.edu.au/~afahey05/findingpatterns.html. The
screencasts created in-house will be made available through the Trove website.

**Products**

![Trove T-shirt](image1)

While the Trove T-shirt is only available via the National Library’s online shop[6],
other items such as the mouse mat are being trialled. Eco notebooks and pens have
been distributed at appropriate conferences and seminars.

**Impact**

The interest in Trove has inspired individual libraries to share information about the
service:

![Coffs Harbour City Library & Information Service](image2)

**Family History Talk by Sharon Brennan**

5:30pm Tuesday 3rd August
@ Coffs Harbour Library

For Family History Week, the Library presents …

**Sharon Brennan**, a published author on genealogy, who
will talk about ways you can build your family history and
bring it to life. Come along and learn about:

- Creating your own ancestral map
- Delving into the treasures of “Trove” … the National
  Library of Australia’s new search interface/portal.
- Using your own family name “tags” to organise your
  research on relatives in digitised newspapers
- Using “Picture Australia” to set the scene on the
  family street!

The Australian digitised historic newspapers content is changing research practices in its own right. Examples are:

- confirming the history of printed sheet music, subject of a thesis by Graeme Skinner at the University of Sydney;

Acknowledgements

The Trove management team would like to express its gratitude for the extraordinary commitment of the Libraries Australia Help Desk team and the IT development team in developing and supporting the service during its early days.

Recommendation

The Libraries Australia Advisory Committee to note the report.

Contact: Debbie Campbell
Director Collaborative Services
dcampbel@nla.gov.au

7 October 2010
Re-imagining Libraries Project 8 – Description and Cataloguing

Report to the Libraries Australia Advisory Committee (LAAC) on the project and workshop on making collection lists searchable through Trove.

Background

1. Project 8 of the NSLA Re-imagining Libraries (RL) Program aims to improve access via Libraries Australia and Trove to documentary heritage materials especially unique materials, by using more productive and streamlined ways of processing and cataloguing. Most NSLA libraries have important heritage research collections that are not accessible at the national level; instead, access is via lists of the contents of the collections that are only available at the local library level. In recognition of this situation, the Project 8 Work Plan [www.nsla.org.au/projects/rls/description-and-cataloguing] includes an action to make collection lists searchable through Trove.

2. In March 2010 NSLA agreed to fund the National Library to employ a project officer to develop models and guidelines for converting collection lists into bibliographic data for national, online access. Funds were also requested to hold a workshop to present the outcomes of the project.

The project

3. Linda Newbown, who works in the Library’s ILMS team, was assigned to the project, which she worked on full-time for 12 weeks ending in late June. The key deliverables identified for the project were:

   • improved understanding of the current situation in member libraries concerning collection lists and the nature of the lists;

   • an analysis of systems issues associated with local library systems, Libraries Australia and Trove that are relevant to the conversion of lists;

   • documented models for converting lists into searchable data for national online access, and guidelines for choosing and applying the models;

   • conversion of a number of lists to test the models;

   • a workshop involving all Group 8 member libraries to present outcomes from the project and to seek endorsement of the project report.

4. Linda carried out the project by gathering a wide range of examples of lists from most member institutions and identifying representative examples that could be
used as case studies. She researched the local system situation by sending a questionnaire to member libraries and following up where necessary by telephone, and by visiting two institutions. She worked with Trove and Libraries Australia staff to understand the functionality and bibliographic standards associated with the national resource discovery systems. Conceptual metadata models for converting lists were developed based on the research undertaken and were tested out against the list selected for case study purposes. Linda also tested the data models by conversion of seven of the case study lists. Some of the seven lists were converted to more than one model for comparison and all converted data was returned to institutions owning the lists. Use of selected contributed lists for case study purposes proved to be an effective way of maximising understanding of the issues in a short period of time. Linda also wrote the project report and helped to organise and conduct the lists workshop.

**Outcomes of the Lists Project**

**Key findings**

5. The key finding from the research undertaken during the project was that member libraries hold many lists that are accessible at the local level only, that the lists come in a wide variety of formats and styles, and that several factors need to be taken into account when determining the best way to convert lists to data that can be searched through national discovery services. The main ones are the nature of the lists and the characteristics of the data recorded on the lists; local cataloguing system constraints, Trove and Libraries Australia functionality and the bibliographic standards required; and practical considerations to do with the readiness of each institution to implement a lists conversion project.

**The project report**

6. The report will soon be available from the RL web site at www.nsla.org.au/projects/rls/. All deliverables identified for the project were achieved and the project report provides a detailed record of the outcomes and of information collected during the course of the project. In particular, it:
   - explains the proposed metadata models (see below) and the main advantages and disadvantages of each (chpt. 3);
   - explores the nature of lists and provides examples of the types of lists that can be found in libraries (chpt. 4);
   - provides essential background information on Trove and Libraries Australia functionality that both enables and inhibits access to metadata created from lists (chpt. 5);
• explains the extent that configuration of local catalogues can determine which data models can be applied (chpt. 5);

• provides guidelines and advice on selecting the appropriate metadata model to use (chpt. 6);

• provides guidelines on planning a project and getting started and the key steps involved in applying the conversion data models (chpt. 7).

7. An appendix to the report tabulates all the lists collected from member libraries and provides very useful commentary on the key features of each list.

The data models

8. The four data models proposed for improving national level access to information about collections that is contained in lists are outlined below.

Model 1 – List can be discovered but not searched: List is scanned to create a non-searchable digital image that is placed on a public web site and attached to a collection level record that is made available through local and national discovery services.

Model 2 – List can be discovered but searched only through Trove: List is converted to a machine-readable form and placed on a public web site where it can be indexed by Trove. It is attached to a collection level record that is made available for searching through local and national discovery services but the contents of the list itself can only be searched via Trove.

Model 3 – Content of list is incorporated into an enhanced collection level record and can be searched: the list data is recorded in searchable fields in a collection level record which is made available for searching through local and national discovery services.

Model 4 – Data for items on the list is converted to individual records that can be searched: the lists data is in a structured format that allows individual records to be created for items using a bulk record creation method. The individual records are made available for searching through local and national discovery services.

The workshop

9. The workshop was held at the National Library on August 26 and 27. Twenty four people attended with all member institutions represented except for New Zealand and the Northern Territory.

10. The key objectives of the workshop were to:
• present the draft Lists Project Report to Group 8 members for endorsement before submitting it to NSLA;

• consider the relevance and implications of the Lists Project findings for the goals of Group 8 and for the Group’s Action Plan;

• clarify whether are any significant barriers to Project 8 achieving its goal of national, online access for heritage collections represented by lists;

• discuss progress with the survey of processing manuscript collections (Action 5 of the Group 8 Action Plan) and discuss follow-on actions;

• learn more about what is happening in individual member institutions with regard to sharing bibliographic data at the national level.

11. The agenda for the workshop was shaped largely around the structure of the Lists Project report and was designed to ensure the contents of the Report are understood and to provide plenty of time for discussion. A practical session on how to go about applying the different data models to lists was included to some “hand on” experience. The agenda also included discussion of the implications of the Lists Project for providing access to collections of pictures and whether we need to reconsider Action 2 in our Action Plan (which concerns documenting streamlined ways of describing pictures), and a presentation by Marie-Louise Ayres, Senior Curator of Manuscripts at the National Library, on the survey on the state of archival control of manuscripts collection development and processing (Action 5 of the Group 8 Action Plan.)

12. Discussion was wide-ranging over a number of topics. Two key issues arose from the discussion relating to collection lists.

(i) How to expose non-MARC and non-standard metadata for collections at the national online level

Not all NSLA libraries have MARC based cataloguing systems and some have not contributed records for their heritage collections to Libraries Australia. This poses an obstacle to Group 8 achieving its goal of national online access to “hidden” heritage collections. Local practices have developed to compensate for the inability of library systems including Libraries Australia, to deal with records describing hierarchical collections that involve a range of relationships.

There are several issues to do with record linking which remain obstacles to sharing metadata associated with collections. Different local systems structure data differently and use different record identification standards for instance, which makes it difficult to extract and export the data, and to convert it to MARC form for
loading onto Libraries Australia. The MARC standard itself does not support encoding of large archival collections well so libraries resort to recording data in Institution Specific fields. Currently, migration of data to Libraries Australia can result in the loss of data that would be required for bibliographic linking.

The data models proposed in the Project Report are still relevant for libraries which are not MARC based in that, instead of using the models to create MARC records, the models could be used to create records in any recognised bibliographic standard. However, non-MARC libraries need to consider the strategy for exposing their collections at the national level if they continue to create non-MARC records. Libraries Australia needs to be involved in determining this strategy and have advised that they will work with NSLA libraries individually to address data issues.

(ii) Documenting guidelines for applying Model 2 – documents indexed by Trove

At the Workshop the SLWA and ACT Library Service shared their experience with making existing lists on their web sites available for indexing by Trove. Both libraries agreed to trial the new service prior to the workshop to assist Trove with its implementation. The Project Report includes detailed requirements for preparing lists for indexing by Trove and guidelines on how to overcome some problems with how the indexing works. It was agreed that to avoid pitfalls associated with using Trove indexing of large numbers of web pages, public documentation is required to support use of the service.

Workshop outcomes

13. The workshop objectives were met and in particular, the project report and the data models were endorsed. In addressing the objectives a number of follow-up actions and were identified.

(i) All member libraries will audit their collection lists and develop an implementation plan for converting their lists for discovery at the national level, taking into account the advice contained in the Lists Project report (chapters 6 and 7). NLA will develop a template to use for the audit.

(ii) All member libraries that have records in their local systems for heritage collections that have not been contributed to Libraries Australia, will contact Libraries Australia staff to discuss options for contributing the records.

(iii) Recommend to Libraries Australia that, taking into account the information in Chapter 5 of the Lists Project report on catalogue relationships and the functionality and standards issues that enable and inhibit sharing of metadata for collections, guidelines be issued to assist libraries in creating records for uncatalogued
collections so that the records can be contributed to the national service without requiring manual manipulation and loss of data.

(iv) Recommend to Trove that they prepare public documentation on Data Model 2 (Trove Indexing of web documents) to assist libraries to prepare documents and to achieve the best search results from using the model.

(v) A review of the Project 8 Action Plan will be carried out in light of workshop outcomes to ensure remaining actions are still relevant and a priority. (It is likely that some actions will be refocused and others from the workshop added.)

(vi) Guidelines for taking different approaches to controlling pictures collections, including the archival collection level approach and the item level approach, will be developed taking into account systems requirements and implications for digitisation of collections.

Recommendation

The Libraries Australia Advisory Committee to note the report.

Contact: Pam Gatenby
Assistant Director General, Collections Management

8 October 2010
REIMAGINING LIBRARIES’ PROJECT 2
OPEN BORDERS

Background

The Open Borders Project encompasses four aims for the NSLA group:

- a plan for leveraging Trove data,
- the use of Trove to cater for access to e-resources,
- pushing content into popular social spaces, and
- a mechanism for ensuring user annotations contributed to Trove can be shared with local systems.

Progress since April 2010

Leveraging Trove data

The National Library issued a survey to agencies which had expressed interest in using a Trove Application Programming Interface (API). Questions sought information on the intended purposes for reusing Trove content, preferences for the range of content on offer, and the most suitable protocols.

No final decision has been made regarding what API will be developed, although the National Library intends to support a similar range of protocols and data formats to those offered now in the existing services which make up Trove.

Authenticated access to eresources via Trove

An overview of the possible scenarios for providing seamless access in Trove to licensed eresources was provided in a paper to the Advisory Committee at its April meeting\(^1\). These scenarios of different types of authentication, based on library memberships and libraries’ licences, will be tested in Stage 4 of the Trove project.

Stage 4 will commence in October 2010. Some draft scope documents have been made available to the NSLA group, as the State and Territory libraries will support automated access to membership information and test the functionality.

RMIT Publishing has signed a Memorandum of Understanding to work with the National Library on the project. Subscribing libraries will initially be given access through Trove to five Informit products: the Humanities and Social Sciences Collection, the Health Collection, the Engineering Collection, the Business Collection and the Backfiles Collection.

\(^1\) NSLA Open Borders Project, LAAC/2010/1/11, April 2010

Pushing content into popular social spaces
Each NSLA member has established their own arrangements for services including Wikipedia, Facebook, YouTube, Flickr Commons, iTunesU, Vimeo, Twitter and Slideshare.

Where appropriate, Trove pulls reviews from Amazon and keywords from Wikipedia as well as allowing individuals to link back to various services.

Sharing user annotations contributed to Trove
The possibility of sending user annotations from Trove to individual community services was canvassed. All annotations are able to be viewed at any time by clicking the comments link on the Trove home page.

The National Library agreed to analyse the percentage of high quality comments. Initial results show that of all the comments provided, 44% are longer than 10 words, and of those, 83% add useful information to the record or newspaper article. The next step will be to determine how best to extract and share the annotations.

Recommendation
That the Committee notes the paper.

Contact: Debbie Campbell
Director Collaborative Services
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23 September 2010
THE RESOURCE SHARING MANIFESTO

Introduction

The attached paper *A Manifesto for Rethinking Resource Sharing* is provided for information.

According to its web site\(^1\) the Rethinking Resource Sharing Initiative (RRSI) is “an ad hoc group that advocates for a revolution in the way libraries conduct resource sharing”.

The Manifesto was adopted by the RRSI Steering Committee in 2007.

Poul Erlandsen (Past Chair, RRSI Steering Committee, and Head, Interlibrary Loans / Resource Sharing, Royal Library / Copenhagen University Library, Denmark) provided an introduction to the Rethinking Resource Sharing Initiative and the Manifesto at the ALIA Access 2010 Conference in September.

Recommendation

That the Committee notes the paper.

Contact:  Rob Walls  
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20 September 2010

\(^1\) [http://rethinkingresourcesharing.org/](http://rethinkingresourcesharing.org/)
A Manifesto for Rethinking Resource Sharing

Affirmed by the Rethinking Resource Sharing Steering Committee February 2007
Affirmed by the ALA/RUSA/STARS Executive Committee January 2007
Affirmed by the ALA/RUSA/STARS Rethinking Resource Sharing Policies Committee January 2007

If libraries want to expand and promote information accessibility, and to continue to be valued resources, we believe that libraries must improve their information delivery system. Aligning resource sharing workflow, collection policies, and discovery-delivery systems by significantly reducing service barriers and cost, and offering user service options are critical pieces that promote information access.

We believe that the user should be able to get what s/he wants on the terms that s/he chooses without undue hurdles from the library community. As libraries are making their collections visible on a global scale, so should they provide an international resource delivery system or a service model that combines the strengths of all participating libraries. Toward that end, we believe the following principles embraced by libraries and librarians will encourage the sort of resource sharing and delivery that will enhance the role of libraries in the expanding information environment while maintaining the integrity of the institution’s mandate and collections:

1. Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user.

2. Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.

3. Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.

4. Sharable resources shall include those held in cultural institutions of all sorts: libraries, archives, museums, and the expertise of those employed in such places.

5. Reference services are a vital component to resource sharing and delivery and shall be made readily accessible from any initial “can’t supply this” response. No material that is findable should be totally unattainable.

6. Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.

7. Library registration should be as easy as signing up for commercial web based services. Everyone can be a library user.
Each of these general principles is being implemented today to various degrees by various institutions in concrete ways, from floating stock to digitization on demand, from revised circulation policies to fee-for-personalized-service, from unmediated request to unmediated delivery. The report “Rethinking Resource Sharing: Current and Future Innovative Directions” further expands on some of the projects and possibilities in this area.

Recent studies underline the experiences of our users with personalized convenient service (including options on cost, time, and packaging) and the general disconnect of that experience with the library resource discovery and delivery mechanisms. While many users find Internet searching results good enough, the desire for high quality collections invariably lead them to libraries. To deliver that information requires that libraries meet some of the service expectations that users experience with Internet book sellers, which means easy registration, providing free or fee-based home delivery services, and providing the best value.

Because libraries want to remain a center for providing the best information, we believe every institution must re-evaluate its service model in light of the above seven principles, revise its policies and workflow to meet the global resource sharing and delivery mandate, and expose its resources to more general discovery.

Respectfully Submitted by members of the Rethinking Resource Sharing Initiative Policy and Cultural Issues Group

Robert Daugherty, Circulation Librarian, University of Illinois at Chicago
Janifer Gatenby, New Business Development Manager, OCLC Pica
Eric Hansen, Director of Statewide Resource Sharing, Kansas State Library
Jennifer Kuehn, Head, Interlibrary Services, Ohio State University Libraries
Pat Libera, Interlibrary Loan Supervisor, Weld Library District, Greeley, CO
Carrol Lunau, Library and Archives Canada
Cyril Oberlander, Director of Interlibrary Services, University of Virginia, Alderman Library
Becky Ringwelski, Associate Director, MINITEX
Candy Zemon, Senior Product Strategist, Polaris Library Systems
AN OVERVIEW OF THE AUSTRALIAN RESEARCH DATA COMMONS PARTY INFRASTRUCTURE PROJECT

Introduction

The Australian Research Data Commons (ARDC) Party Infrastructure Project is a National Library of Australia (NLA) project funded by the Australian National Data Service (ANDS). The project is adapting the People Australia infrastructure to enable the distributed management and persistent identification of records about Australian researchers and research organisations. In doing so it will encourage the better management and curation of data generated by Australian research and supports the long-term access, use and re-use of this data. Detailed information about the project is available via the project wiki located at http://wiki.nla.gov.au/display/ardcpip.

Project overview

The project is divided into two stages: a Consultation/specification stage (February – July 2010) and a Development and Implementation stage (August 2010 – June 2011).

In Stage 1 the project team consulted with ANDS, the Project Advisory Group (http://wiki.nla.gov.au/display/ardcpip/Advisory+Group) and organisations in the broader research sector about requirements for the identification and description of researchers and research groups. A party data survey was carried out to determine how data about researchers and organisations are managed in Australian research institutions. The results of this survey are available on the project wiki (http://wiki.nla.gov.au/display/ardcpip/Party+Data+Survey).

The Project Advisory Group was comprised of the following members and organisations:

Australian Research Council

Monica Omodei  
Senior Research Analyst  
Australian National Data Service

Sten Christensen  
Sydney eScholarship Repository Coordinator  
Sydney eScholarship  
University of Sydney

Basil Dewhurst  
Project Manager
ARDC Party Infrastructure Project
National Library of Australia

Peter Haines
Director of Statistical Services
Australian National University

Tricia Kelly
CSIRO Information Management & Technology (IM&T)
CSIRO

Rebecca Parker
Research Services Librarian
Swinburne University of Technology

Simon Porter
Information Manager (Research)
eScholarship Research Centre
University of Melbourne

Dr Peter Sefton
Manager, Software Research and Development Laboratory
Australian Digital Futures Institute
University of Southern Queensland

The Project Advisory Group was disbanded in August 2010. Organisations from the Project Advisory Group are now participating in the Early Implementers Group.

A Names Roundtable event was held at the NLA on Friday, 18 June 2010 (http://wiki.nla.gov.au/display/ardcpip/Names+Roundtable). This event briefed key stakeholders in the research sector about the proposed Party Infrastructure, provided presentations from a number of ANDS projects who will be using the infrastructure and enabled the discussion of key issues that will need to be addressed by the project, ANDS and party data contributors more broadly.

A key deliverable for Stage 1 was the development of the ARDC Party Infrastructure Description (http://bit.ly/9CpX7X). This document provides a detailed overview of the party infrastructure and defines how it will work in the research sector. In particular it articulates the expected roles and responsibilities of the various parties in the research sector in interacting with the infrastructure and defines four scenarios for its use.
The information obtained from the Names Roundtable, the consultation process and the survey has been most valuable and has enabled the development of the detailed specifications for development of the NLA Party Infrastructure.

Work in Stage 1 was also carried out to prove that the infrastructure could provide party data to the ANDS collection registry. As a result of this work the preliminary bidirectional exchange of metadata between NLA services and the ANDS collections registry was established.

The first stage of the project was completed in July 2010 and Stage 2 commenced in August 2010. Stage 2 will build the Party Infrastructure as defined in and agreed at the conclusion of Stage 1 and will focus on:

- supporting the new version of the ANDS Registry Interchange Format for Collections and Services (RIF-CS) on ingest and dissemination;
- providing the existing Party Administration Tool to allow contributors to match their records with existing Party Infrastructure records or to create new records;
- implementing usability and reporting improvements to the Party Administration Tool;
- the development of technical documentation and a party data administrator's guide;
- upgrading the Party Infrastructure to support the Encoded Archival Context for Corporate bodies, Persons and Families (EAC-CPF) standard. Currently the base record format is EAC 2004 (beta) and EAC-CPF better aligns with research sector requirements; and
- the development of an improved automatic matching algorithm to cater for contemporary person and organisation data from the research sector.

In September 2010, the project team released the current version of the Party Administration Tool for use by early implementers. This will allow them to manage their data and obtain NLA party identifiers for submission to the ANDS Research Data Australia service. ANDS staff have received training in the use of the Party Administration Tool and will be providing training to staff working on ANDS funded projects in its use. The delivery of this training will ensure the uptake and ongoing use of the Party Infrastructure.

In August and September 2010 the project team ingested data from two early implementers, Griffith University and the Queensland University of Technology, and over the course of the next eight months will work with a number of other organisations, such as those engaged in ANDS metadata store projects and the CSIRO, to increase the number of early implementers of the Party Infrastructure.

At the start of October 2010 work commenced on the migration from EAC 2004 (beta) standard to EAC-CPF and the improvement of automatic matching rules. Work on the design for the new version of the Party Administration Tool has also commenced. It is expected that the new version of this tool will be available in the second quarter of 2011.

**Recommendation**

The Libraries Australia Advisory Committee to note the report.

**Contact:**

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Debbie Campbell  
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8 October 2010
LIBRARIES AUSTRALIA AND TROVE - A SPECIAL NETWORK FOR SPECIAL LIBRARIES

Background

A brief version of this article was published in *Incite*, in the August 2010 issue.

Introduction

All libraries are special. Libraries Australia, the national cooperative information service, recognises this by supporting each sector of libraries through a separate funding model. The group of libraries known as special libraries has to be broad-ranging in the scope of its responsibilities, because each special library has a particular remit to meet the subject-specific demands of its community. It is the premise of this article that Libraries Australia and its new offspring, Trove, provide an infrastructure which is rich in research content and functionality to suit all Australian special libraries and the communities they support.

Special library representation in Libraries Australia

Libraries Australia has supported special libraries since its inception as the Australian Bibliographic Network in 1981. They were broadly defined: their library services may be delivered to federal, state and local government departments, the education sector, health service providers, the legal community or to corporate agencies. Since then, special library participation has ebbed and flowed. For example, changes in government policy or economic fluctuations are reflected in the establishment and closure of libraries, but following the launch of the current service in 2006, the special library sector has contributed a modest proportion of Libraries Australia revenue (about 16%) while representing the largest number of libraries subscribing to the service (more than 500).

In addition to being able to exploit the ongoing investment made in enhancements to Libraries Australia, those 500 member libraries now reap the benefits of the newest service provided by the National Library – Trove.

The Libraries Australia – Trove connection

Trove has taken more than three years to develop. It is built on the 20 million bibliographic records and 47 million holdings in the Australian National
Bibliographic Database (ANBD) and the 250,000 name authority records in the Australian National Authority File (ANAF). Trove also combines the content of many other National Library services including Picture Australia and Australian Research Online (ARO) to provide a ‘one-stop shop’ discovery experience for all Australians. Other rich sources of information have been contributed via the People Australia program and external sources of interest such as Wikipedia are linked in. However, it is the complementary features in Libraries Australia and Trove which can be tailored to each special library community that make their connection valuable for individual special libraries.

The federal, state and territory governments’ libraries are experiencing changes which have often been initiated from the outside. The closure of some federal libraries and the creation of new ones as policy requirements change, and the development of shared service models in some states, may have contributed to uncertainty about the future of service delivery by these libraries. There is, however, a guaranteed plank of support which special libraries can use to rescope their services – Libraries Australia members have committed to a common good to by supporting the network, especially those libraries which send their holdings to the ANBD.

Why are holdings important? When libraries share their holdings on the ANBD, keep location and availability information up-to-date and ensure web links are current, many processes are streamlined for any library. Collection development and analysis are far easier, interlibrary loan requests are also streamlined. For international coverage and to arrange interlibrary loans, Libraries Australia provides an advanced search option to simultaneously query government publications held by the British Library, the Library of Congress, and the National Libraries of New Zealand and Singapore.
Trove does not provide access to these international catalogues, but does spotlight the shared Australian holdings in new light. If you need to know where government publications reside in your state or federal counterpart because you are considering a collaborative purchasing, an exchange or a shared repository arrangement, then Trove can help to provide the answer.

Information about you, Trove user: GovPubsForMe

Your libraries
- Department of Community Safety (Qld), Queensland Combined Emergency Services Academy Library [GES]
- Education Queensland Library Services, Department of Education & Training, QLD [QED]
- Queensland Department of Public Works: Library & Information Centre [QWPIC]
- Queensland Department of Transport and Main Roads: Queensland Department of Transport and Main Roads Library [QMR]
- Queensland Department of the Premier and Cabinet: Department of the Premier and Cabinet Library [QPC]
- Queensland Health: Central Library [QDH]

Find your libraries
We encourage you to tell us which libraries you use or can access. This information helps us to:
- add details to your search results on which books and other materials are held by your libraries
- let you restrict your search to materials held by your libraries

Search for your libraries based on their name: Search

While Trove offers this functionality to its fullest extent (any number of libraries of interest can be declared in a profile), it is building on the data contributions received by Libraries Australia and the agencies who list themselves in the Australian Libraries Gateway. The functionality could also be exploited to create a virtual shared catalogue. This is true for any group of libraries which have an interest in
affiliating with each other. Given the flexibility of the Trove design, the addition of bespoke branding could also be considered, so in the example above, a virtual Queensland government catalogue could be hosted by a lead Queensland agency. Similarly, a virtual discovery experience could be constructed for the network of federal government libraries known as AGLIN. The power of a shared discovery layer across a range of open sourced and vendor-sourced integrated library management systems should not be underestimated, especially for research communities.

The intermediate step of submitting records to the ANBD is satisfied by a range of technologies supported in Libraries Australia. They include the Record Import Service, SRU Record Update, and the Open Archives Initiative’s Protocol for Metadata Harvesting. These technologies also work in reverse for local catalogue refreshment and enrichment. On behalf of Libraries Australia members, through a virtual catalogue experience or through its entire corpus, Trove returns researchers to their individual member services. Dempsey describes it as indirect discovery: “Another approach is to 'leverage' a discovery environment which is outside of your control to bring people back to your environment.”

Over 170 of Australia’s medical and health libraries belong to Libraries Australia. Like other libraries, they are able to take advantage of 30 years of shared content and expertise. Ninety-six (56%) of these members use the free Libraries Australia Document Delivery service and its associated national Payments Service. Trove extends the availability of research information by including several sources of international digitised content as search targets, including the Hathi Trust and the Open Library.

Trove also contains more than 20 million records from the service known as OAIster, the international equivalent of ARO, which link to research across a large number of academic communities and sources such as PubMed Central, a free digital archive of biomedical and life sciences journal literature, and Project Muse. The National, State and Territory libraries are contributing an extraordinary amount of rich longitudinal detail via digitised historical Australian newspapers, a program which will continue to June 2011.

The value of the historical content is reinforced by the ability to discover the combined works of the scientists and practitioners themselves in one place, and some results are co-located with the biographical details of Australian scientists and organizations, extending it even further. Similarly, the importance of discovery of early research in the form of a thesis which may not have made it into published form is significant.
The legal community is well-served by the amount of legislation available online, but as for departmental libraries, the shared virtual public access catalogue is an attractive solution for reducing duplicated services. However for materials which only exist in print form, a situation likely to continue for a few decades at least, the ability to allow staff to activate unmediated requesting in these agencies (known as enhanced requesting in Libraries Australia) is a value-added service which works most efficiently at the network level because it invokes interlibrary lending seamlessly.

Corporate entities can trace their story through all of the collection views in Trove – each view exposes different formats of material which may not have been thought of prior to searching. For agencies with less recognisable or less unique names, the work of libraries to keep track of personal and organisational name changes or journal title changes, as represented in the ANAF, provides a useful trail through their history, possibly even assisting with accountability.
A new feature, known as lists, extends this usefulness. Lists are a real-time alternative to handcrafted subject guides. They are real-time in the sense that they can be created and updated at the point of discovery without leaving the Trove interface. For this function, the choice of Trove signon is significant, as it will provide a stamp of authority, although that can be strengthened by a statement in the description. It is possible to add links into a list which are not for resources found in Trove, thereby connecting external resources. When made public by each creator, lists are returned in results sets.

![List: Australian education research](image)

Another national network of special libraries in Australia is the group known as Australasian Libraries In the Emergency Sector (ALIES). Not all of the participating ALIES are members of Libraries Australia. Although Trove does not mandate membership or registration, it is still possible for groups such as ALIES to engage with it in certain ways. For example, it is possible to install a pre-defined search or a Trove search box for the home page of any group. Another type of interaction is the ability to add a tag to any item found. Each tag could be specifically chosen to be shared by a group, becoming a useful shorthand way of pooling research efforts.

There is no question though, that a richer experience takes place if the investment in Libraries Australia is made. The ability to locate unique information in libraries which are not part of the group is one. The Kidsafe example leads to this work held at seven libraries around Australia.
The Libraries Australia team takes very seriously the need to implement service improvements, and is experimenting with a mobile phone application to enable queries from hand-held devices whether on the road or in a hospital, or even in court.

Unlocking special library collections

The value of all of these features becomes significantly greater when special libraries share the details of their unique collections across the Libraries Australia network. The national, state and territory libraries have been working on a project to help unlock the value of undiscovered collections\(^{vi}\). Recognising that individual item description and/or digitisation is costly and time-consuming, the project “aims to identify ways of achieving faster, simpler, and less resource-intensive record creation and to agree on the metadata standards that should apply to different categories of material.” The new rules for describing materials and sharing them via Libraries Australia and hence Trove will be available in the next few months.

Conclusion

In an age of globalisation, when library services are being redefined, the National Library has used 21\(^{st}\) century technologies to deliver their continued promise. However, the technologies used by libraries are successful because of their commitment and contribution to national platforms. It does not require loss of regional or local identity, rather the National Library deploys national infrastructure which recognises local input, is responsive to Australian needs, works in Australian time zones, and is managed by Australian residents. All Libraries Australia member libraries are able to leverage this commitment for their own services.
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Endnotes

i Incite, August 2010
ii The word ‘cooperative’ is used in the same way to describe the global catalogue WorldCat.
iii Libraries Australia subscriptions
  nla.gov.au/librariesaustralia/charges.html#subscriptions.
iv New Subscription Model for Special Libraries
  for-special-libraries-progress-report.pdf.
v Trove is at trove.nla.gov.au.
vi There has been a significant impact on the general public who are finding this out-of-date
  information in Trove. The problem is described in the Libraries Australia newsletter, Issue
  6, 30 April 2010
vii An arrangement to support InterLibrary Loan requesting to the British Library (but not in
  reverse) using the Libraries Australia Document Delivery service, is currently in test.
viii An arrangement to support InterLibrary Loan requesting to WorldCat is currently under
  discussion.
ix The Trans-Tasman InterLoan arrangement has been operating since 2006.
x The Australian Government Library and Information Network
xii Indirect discovery, Lorcan Dempsey, 13 June 2010
  orweblog.oclc.org/archives/002105.html.
xiii As at July 2009.
xiv The OAIster content harvested into Trove is listed at trove.nla.gov.au/general/faq#what.
xv Enhanced requesting
  add a search box to your website, http://trove.nla.gov.au/general/marketing#searchbox;
xvii Reimagining Libraries Project 8, Flexible Cataloguing