OVERVIEW

Important achievements during 2013/2014 were:

- The successful completion of the Libraries Australia Search Redevelopment project in June and launch in July 2014, which delivered considerable benefits for users and a more stable platform.
- The implementation of the CBS Job Manager (CJM) in March 2014 which provided greater operational efficiency by providing flexibility with maintenance task scheduling and allowing timely processing of significant volumes of data.
- The successful full migration of Libraries Australia applications to a new server in August 2013.
- Improvements to the LADD training system which allow LADD trainers to demonstrate enhanced requesting while conducting LADD training.
- Implementation of VDX6 in March 2014 which included features and functions from six releases, and which enables interoperation between the Library’s VDX implementation and the British Library Document Supply Centre (BLDSC).
- Initiation of uniqueness analysis snapshots for member libraries to support government libraries facing closure. The collection snapshot identifies Australian titles and unique titles to assist in dispersal of collections.
- Development of an infographic for Libraries Australia which visually communicates the value of Libraries Australia and library collaboration in the discovery of, access to, and sharing of resources.

KEY STATISTICS FOR 2013-2014

<table>
<thead>
<tr>
<th></th>
<th>2012-2013</th>
<th>2013-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holdings</td>
<td>50.61m</td>
<td>52.07m</td>
</tr>
<tr>
<td>Bibliographic records</td>
<td>24.39m</td>
<td>25.55m</td>
</tr>
<tr>
<td>Authority records</td>
<td>1.8m</td>
<td>1.83m</td>
</tr>
<tr>
<td>Searches</td>
<td>17.6m</td>
<td>15.4m</td>
</tr>
<tr>
<td>Document delivery</td>
<td>249,810 items</td>
<td>232,925 items</td>
</tr>
</tbody>
</table>
LIBRARIES AUSTRALIA ADVISORY COMMITTEE

2 The biannual LAAC meetings were held on 30 October 2013 and 30 April 2014. The Libraries Australia Advisory Committee (LAAC) meeting held on 30 April was an especially absorbing, engaging and active one. Committee members shared issues of relevance to their sectors in a new ‘hot topics’ session. A ‘removing the mystery’ tour of the server room, and visits to IT and Libraries Australia allowed LAAC members an opportunity to meet and interact with those providing the service. A lively ‘Plausible future workshop’ got Committee members actively exploring one future scenario for Libraries Australia, and generating many useful ideas about the future value of Libraries Australia.

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

MEMBERSHIP

4 Total Libraries Australia memberships at 30 June 2014 are 1,268, compared to 1,291 at the same time last year. Libraries Australia processed 30 new members (30 last year) and 48 cancellations (34 last year).

5 The majority of the cancellations (34) are from the corporate and special library sector, and of the known reasons 65% were cancelled due to library closures (10), companies ceasing operation (2) or budget cuts (6).

MEMBER SERVICES

6 The Helpdesk answered 3,932 enquiries compared to 4,183 in 2012-13, a decrease of 6%. Enquiries remained steady throughout the year, with December and June being the slowest months for both years. LADD enquires continue to represent the highest number of enquiries received through the Help Desk with 719 received (compared to 741 in 2012-2013). 81% of all enquiries were received by RefTracker webform, with 12% received by phone.
Libraries Australia enquiry types are indicated below, demonstrating the diversity of member enquiries:

- **Inquiries via the Reftracker webform** have steadily increased over the last four years, while phone inquiries have reduced. Four inquiries were received via social media in 2013-2014; a new category was added to the list of inquiry methods.
SERVICE AVAILABILITY

For four months of the year (July, October, November, and May) Libraries Australia did not meet the monthly target of 99.5% availability. This was predominantly due to storage and logon issues. Nevertheless, over 2013-2014 Libraries Australia services were available to members for 99.6% of business hours (up from 98.44% in 2012-13).

ENGAGING MEMBERS AND COMMUNICATING VALUE

Libraries Australia is experimenting with different ways of communicating value to the Australian library community. A Libraries Australia infographic was launched in June and is proving useful in explaining the value of Libraries Australia and library collaboration in the discovery, access and sharing of resources. The infographic has been promoted via the website, LA Newsletter, Libraries Australia email list and at User Group meetings.
The Libraries Australia Value Statement is also under review and will be on the agenda for the October Forum.

The 2013 Libraries Australia Forum was held at the University of Melbourne on 31 October. There were 148 attendees for the Forum this year, including 10 National Library staff. The number of attendees has been relatively stable over the past three forums. 89% of respondents to the evaluation rated the Forum overall as Above Average or Excellent. The forum seems to have found a happy medium between its dual functions of inspiring the library community (keynote presentations) and providing practical information (the presentations and sessions by Libraries Australia staff). The forum remains an important networking event for attendees and provides an opportunity for them to feel part of the Libraries Australia community.

Other stakeholder engagement continued throughout the year. Library staff attended Libraries Australia User Group meetings in Canberra, Hobart, Melbourne, Sydney, Darwin, Adelaide and Brisbane. User Group meetings provide another avenue for engagement with members and Libraries Australia staff are considering how to maximize the utility of these meetings in the coming months. A new presentation format has been developed to share information, including new State based profiles to show State membership and interactions with Libraries Australia. A user group convenors’ session planned for the 2014 Forum will elicit member suggestions for ways to add value to meetings. A full list of State user group convenors is at Appendix B.

The Libraries Australia eNewsletter was distributed to members four times during the year. The Libraries Australia and LADD email lists continue to act as a core communication mechanism. The use of the Libraries Australia twitter account as a communication tool has increased, with staff tweeting more often and on a diverse range of topics. The number of followers rose to 1,434, which is almost three times the number at the end of last financial year.

The LADD team initiated an information series titled ‘Topics of interest’. Regular and targeted information feeds distributed via the Libraries Australia Document Delivery list proactively supported LADD members by explaining common and regular issues relating to ILL processes. The response and feedback from the members has been positive and encouraging.

The LADD team hosted a successful ISO ILL Partners’ Meeting on 1 November 2013, in which 35 people from 18 libraries participated in two locations, the OCLC office in Melbourne and...
the Library in Canberra. A video conference facility was used as a trial and seven people including three presenters joined the meeting from Canberra. It was a successful experiment of adopting technology to engage members and encourage their participation in the activities that promote national interlending and resource sharing. An online survey was conducted soon after the meeting; feedback was all positive.

TRAINING
17 A Queensland based trainer was added to the training panel, improving training options for members. A total of 25 courses ran during the year with 108 participants (compared to 26 courses and 131 participants last year).

18 Member Services conducted a trial of Webex to demonstrate the Libraries Australia Document Delivery VDX upgrade in February and the new Libraries Australia Search in June to trainers. Both demonstrations were successful and well received by trainers; the Division will continue to use Webex for demonstrations and meetings.

19 The LADD training system also benefitted from configuration improvements. The enhanced requesting function that allows end users to request interlibrary loan and copy through LA Search had not worked in the training system for several years, and the system had an issue with registering new users for enhanced requesting. These enhanced requesting related issues were resolved during and after VDX6 implementation. As a result LADD trainers have, for the first time, been able to demonstrate enhanced requesting while conducting LADD training.

SEARCH REDEVELOPMENT
20 The redevelopment of Libraries Australia Search was completed in June 2014, implemented in early July, and was warmly received by members. The redevelopment included the replacement of the underlying software to deliver improved performance, capacity to support large-scale data quality improvement projects, and a more usable and efficient interface. This project spanned over 2 years and required significant involvement of Resource Sharing staff, particularly during the last 12 months.

21 Collaborative Services and Database Services staff supported the LASR project team, assisting with the development and prioritisation of requirements, testing for the Alpha version releases, updating the user manual and supporting documentation, supporting the implementation and communication with Libraries Australia members, demonstrating the new system to users, responding to feedback and providing Help Desk support post release.

22 The new Libraries Australia Search was implemented in a staged release between 8 July and 17 July. Extensive testing was completed by Resource Sharing Division staff and the LASR Project Team in June, and final sign off for release was achieved in early July. Resource Sharing and Information Technology staff have responded to feedback received post release, with some fixes and changes implemented.

SEARCH
23 There were 15.4 million searches completed in 2013-2014, representing a decrease of 12% over the same period last year. This is the first decrease in the number of searches since the LA Search Service was redeveloped in 2005-2006. Overall, 68% of members completed fewer searches in 2013-14 than the previous year, with the largest declines from the State Library of New South Wales (reflecting the completion of their retrospective cataloguing project), SA Public Library Network (reflecting progress to a shared ILMS environment), the National
Library (reflecting reduced overseas collecting and less retrospective cataloguing), Deakin University and UNILINC (reasons for reduction unknown).

**THE IMPACT OF CLOUD-BASED SYSTEMS ON THE ANBD**

24 The advent of cloud-based systems has clearly demonstrated capacity to disrupt current Libraries Australia data flows and the business model; it has also demonstrated the capacity to improve coverage and currency of the NBD by facilitating better collection management and exposure by smaller libraries.

25 Two system vendors, OCLC and Ex Libris, have been a powerful presence on the Australian library landscape during the last year with their WorldShare Management Services - WMS (OCLC) and Alma (Ex Libris) platforms. The Database Services branch has worked directly with both vendors to ensure that libraries adopting WMS and Alma systems can continue to contribute their bibliographic and holdings data to the ANBD in an efficient way.

26 Twenty WMS libraries are now fully represented on the ANBD, WorldCat and of course Trove - with ongoing synchronisation of holdings with WorldCat and Trove. A streamlined workflow is now in place which supports daily updates of WMS libraries’ data from WorldCat to the ANBD. For WMS libraries, the process of contributing to the ANBD is largely an automated process requiring little intervention at the local library.

27 At the same time, the Libraries Australia Database Services branch has been working with Ex Libris and University of Adelaide Library to finalise a single publishing profile to ensure that Alma libraries can contribute to the ANBD in a streamlined and uniform way. Twenty Australian libraries, identified as shared customers of Libraries Australia and Ex Libris, either have migrated or are about to migrate to Alma. These libraries’ holdings total 12.8 million or 25% of the ANBD. The ANBD team have continued to work closely with Ex Libris in an effort to ensure the ongoing contribution of Libraries Australia member libraries data to the ANBD.

28 Ultimately, this is a welcome collaboration with libraries and vendors of cloud based library systems as the process has enabled the capture of hitherto un-recorded Australian library holdings onto the ANBD and ensures that currency and coverage of Australian library collections is maintained.
CATALOGUING AND THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

The cataloguing service offers members a variety of options for contributing catalogue records to the ANBD. A number of member libraries choose to outsource their cataloguing work to third parties (i.e. library suppliers or vendors). Obtaining files from a vendor includes an obligation to check that those files adhere to network standards and do not contain data that may cause bad matches to occur once those files are loaded via the Libraries Australia Record Import Service match/merge process. A disconcerting trend that has come to light is e-book records sometimes replacing the hardcopy records in the ANBD. Following a thorough investigation of this issue, errors of this kind can be directly attributed to e-book vendor records retaining information about the hardcopy manifestation of an item. Communication with members re this issue initiated a high increase in RefTracker queries reporting bad merges.

To support government libraries facing closure, the ANBD team provided uniqueness analysis snapshots for member libraries. The collection snapshot identified Australian titles and unique titles to assist in dispersal of collections. The impact on subscription revenue on numerous closures and amalgamations is still developing; it is highly likely a change to the current subscription model may be required to maintain equity in the subscription system. This will be a focus for work in the 2nd quarter of the financial year when 2014-2015 subscriptions have been finalized.

QUALITY IMPROVEMENTS

As in previous years, a number of large-scale data quality improvements were completed. Most notable was the refresh completed for the University of Tasmania’s Morris Miller Library which saw a total of 422,748 holdings deleted from Libraries Australia. The Duplicate Detection and Resolution program runs across the database each night, and the Relate program (linking bibliographic and authority records on the ANBD) continues to run across the database improving the quality of bibliographic records by replacing non-preferred headings with the preferred form. In October 2013, as an example of an ongoing commitment to data quality improvement, 169,696 records with corrupted ISBNs were corrected.

Duplicate records on the ANBD continue to be of concern for member libraries. With the introduction of the new Libraries Australia Search interface, members are now able to report duplicates from within the interface. Statistics on reporting of duplicates after the introduction of this feature are being accumulated.

GROWTH OF THE ANBD

The number of record updates processed (add, edit, delete):

<table>
<thead>
<tr>
<th>Bibliographic</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/2014</th>
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<tr>
<td>Cataloguing Client (WinIBW)</td>
<td>1,147,715</td>
<td>1,367,497</td>
<td>900,098</td>
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<tr>
<td>Web Input</td>
<td>55,337</td>
<td>65,199</td>
<td>49,254</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>10,396,573</td>
<td>8,531,600</td>
<td>8,184,327</td>
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<tr>
<td>Holdings</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Cataloguing Client (WinIBW)</td>
<td>631,225</td>
<td>700,284</td>
<td>319,129</td>
</tr>
<tr>
<td>----------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Web Input</td>
<td>958,633</td>
<td>1,108,111</td>
<td>992,350</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>9,030,895</td>
<td>6,560,400</td>
<td>5,351,377</td>
</tr>
</tbody>
</table>

34 Overall database size reached:

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<th>2011/12</th>
<th>2012/13</th>
<th>2013/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic records</td>
<td>22,978,671</td>
<td>24,389,246</td>
<td>25,551,905</td>
</tr>
<tr>
<td>Authority records</td>
<td>1,806,122</td>
<td>1,830,181</td>
<td>1,838,387</td>
</tr>
<tr>
<td>Holdings</td>
<td>49,881,054</td>
<td>50,612,669</td>
<td>52,077,416</td>
</tr>
</tbody>
</table>

35 RDA records now form a sizable chunk of the total record corpus, growing to 580,000 records by mid June 2014 from 87,000 records in April 2013. The National Library continues to be the major Australian contributor of RDA records.

SYSTEM IMPROVEMENTS

36 Continuous improvements in the operations of the ANBD continue to play a large part in the ongoing work of the Database Services Branch. Version 3.3.8.8 of the CBS Cataloguing Client was released in July 2013 and made available for Libraries Australia members to download. This release incorporated RDA elements enabling LA members to supply RDA records via the Cataloguing Client.

37 In August 2013, a full migration of Libraries Australia applications to a new server took place including migration of the Test 1 and Test 2 environments. This migration required the ANBD team to conduct rigorous testing of all the Libraries Australia applications in the test environments. Testing was completed successfully with no loss of retrospective data.

38 CBS Job Manager (CJM) moved into production at the end of March. CJM is delivering a significant gain in operational efficiency by providing flexibility with maintenance task scheduling and allowing timely processing of significant volumes of data. CJM has been heavily used for running holdings deletion tasks especially for OCLC’s WMS libraries project. CJM is also being used in the CBS Test 1 environment to assist with the development of a data manipulation process that will be required by records moving from the NLA’s new content management system (DLIR), through to Voyager and then to Libraries Australia via Libraries Australia’s Record Import Service.

39 Customers subscribing to electronic collection records are also benefitting from CJM which adds holdings to those collections. Previously, this involved a lengthy manual process and was conducted quarterly. CJM implementation has automated the task, with updates now run weekly, directly improving holdings currency on the ANBD.

40 In preparation for the next CBS configuration, the ANBD team are compiling an issues log to record issues previously reported by member libraries via RefTracker or those issues already identified by the ANBD team.
41 631 LA members (consisting of 804 locations) use LADD, an increase of 69 locations in the past 12 months. Of these, 550 member libraries at 702 locations use the LADD web service and 81 member libraries at 102 locations use ISO ILL compliant systems to interoperate with the LADD service.

42 The number of requests exchanged and supplied in LADD continued the downward trend since 2010-11. LADD transactions fell by 7% over 2012-2013, with 232,925 requests supplied through LADD. Interestingly, this fall appears to be lower than the fall for the Library's ILL/DD traffic. Although the percentage decrease is less than the 13% decline of 2012-2013, the downward trend seems to be entrenched. The decrease is due to a number of factors including the general increase of the use of electronic resources, continued change of individual information seeking behaviour i.e. direct obtaining of information through the Internet and therefore less reliance on libraries, and a shift starting in library collaboration e.g. interlibrary lending and resource sharing arrangements among libraries in various sectors outside of LADD. By year's end, transactions had returned to levels just above those of 10 years ago.

43 Resource Sharing has continued to observe the trend towards hosted ILL systems in the Australian and New Zealand environments and remains aware that OCLC’s support for VDX will discontinue in 2017. To ensure business continuity of the LADD service and deliver a smooth transition to the post-VDX environment for the LADD community, Resource Sharing has commenced a procurement process to seek quotations for a possible hosted VDX environment. The main benefits in pursuing a hosted environment for the VDX software lie in better management of risks relating to internal single-point sensitivities, improving the currency and timeliness of software implementation, and providing a more secure transition pathway to the ‘post-VDX’ future following the cessation of vendor support for VDX in 2017. Work on seeking a quotation from the sole supplier is underway and a decision on whether to move to a hosted environment will be made by the December 2014.
A number of system and service enhancements were initiated through the year to create efficiencies and improve the ILL service to Libraries Australia members. VDX6 was implemented by the LADD team on 17 March 2014. Apart from implementing the new features and functions from six releases, the major benefit of this particular upgrade is that the Library’s VDX implementation is now capable of interoperating with the British Library Document Supply Centre (BLDSC). The team completed server migrations during the process and conducted a WebEx ‘VDX6 show and tell’ session for the LADD trainers. The LADD team also used the Library’s project management methodology to complete this project.

Locations are essential in the interlibrary loan and resource sharing world as they represent different libraries. Accurate and synchronised location details and status in over one hundred ISO ILL systems are critical to an efficient ILL process shared by 800 Australian libraries and over 300 New Zealand libraries. The implementation of the location update script developed for LADD by OCLC was a project the LADD team had worked on since OCLC released the script to the Library in 2012. The script was implemented into production on 1 August 2014. As a result, ILL location details between the LADD gateway and 81 ISO ILL systems plus Te Puna Interloan are synchronised through automatic email exchanges once a LADD location is updated in gateway or an ISO location is updated in its local ILL system. Within the first month of the implementation, 92 emails with location detail or status changes, which used to be created manually or not created at all, were automatically generated and sent to the ISO libraries by the gateway.

Libraries Australia offers a range of free, off-the-shelf products consisting of pre-determined searches for subsets of records contained within the ANBD. In addition, a number of customisable products are available to Libraries Australia members for a fee. The Libraries Australia Products Service has remained largely unchanged since the service was initiated with ABN. Noting the declining demand for products and product revenue, the October 2013 meeting of the Libraries Australia Advisory Committee identified an action to seek feedback from member libraries regarding what they want from the products service. A survey was conducted in May 2014 seeking Libraries Australia member feedback on the use and value of the Products service.

279 survey responses were received from all library sectors. Responses reinforced a number of known issues such as: limited understanding of the product service; recognition that data services are only as good as the coverage and currency of data being analysed; bibliographic and authority data products were the most used products to date. Respondents overwhelmingly identified the benefit of a free annual or on-demand snapshot of the age and uniqueness of their collection (68%), but were less keen to pay for a premium on demand service in addition to a free annual snapshot (92%). Questions about expanded uses of a products service (e.g., for advocacy, benchmarking, collection analysis) were eagerly received by respondents, highlighting the value of re-framing the products service to provide additional value to Libraries Australia members. An action plan to re-invigorate the Products Service is in progress.

The Survey solicited suggestions for a new name for the Libraries Australia Products Service, eliciting 54 suggestions for a new name. The Libraries Australia team judged the suggestions and offered a prize from the National Library Bookshop.
STAFFING

49 For the second year in a row significant changes occurred in the Resource Sharing staffing profile, reflecting a larger than usual number of age retirements at the National Library. The retirements of Debbie Campbell, Deborah Fuller, Karen Simm, Carol Hamilton, and Angela Chan (the latter just into the new financial year) represented the loss of more than 100 years of specialist knowledge. Scotia Ashley moved to a permanent home in Australian Collections and Reader Services, and Mary-Louise Weight transferred to the Community Heritage Grants program.

50 Deirdre Kiorgaard, Anne Xu, Libby Cass, Lindsay Noone, John Maguire and Alison Kime joined the Division (some on higher duties), while others moved to significantly different roles: Laurel Paton and Nikki Darby swapped roles as managers of Member Services and the ANBD team respectively; Julia Hickie and Kristen Dyer moved from the ANBD and NSLA eResources teams to Trove; Belinda Diehm moved from the Member Services team to the ANBD team.

51 A recent audit revealed that only four Resource Sharing Division staff are in the positions they occupied two years ago - and what those four positions are doing is significantly different to the position then. The continued smooth functioning of the service, and progress on a number of service improvement fronts is a testament to the value of various knowledge and skills transfer programs, and to the benefit of increasing awareness of work beyond the local section.

52 The Resource Sharing Division has been significantly affected by the Australian Public Service Commission Interim Recruitment Arrangements. Five positions are currently affected by the Arrangements; four of these positions relate to Libraries Australia.

53 A substantial investment in staff capability was made by giving 11 Libraries Australia staff the opportunity to attend User Acceptance Testing (UAT) training run by Software Education. Staff found the course gave them a greater understanding of the purpose and scope of User Acceptance Testing. They were able to immediately apply their new skills developing acceptance test plans, and conducting and reporting on tests in projects across the Division including the Libraries Australia Search Redevelopment.

RECOMMENDATION

1. The Libraries Australia Advisory Committee notes the report.

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marie-louise.ayres@nla.gov.au
02 62621202
APPENDIX A: MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

CHAIR

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

MEMBERS

Dr Craig Anderson (OCLC Asia Pacific Regional Council representative), University Librarian, RMIT University

Ms Liz Burke (CAUL representative), Director, Library and Information Services, Murdoch University

Dr Alex Byrne (NSLA representative), CEO and State Librarian, State Library of New South Wales

Mr Peter Conlon (Elected member), Manager, Library and Cultural Services, Queanbeyan City Council

Ms Amelia McKenzie (NLA representative), Assistant Director General, Collections Management, National Library of Australia

Mr Ben O’Carroll, (Elected member), Systems Librarian, State Library of Queensland

Ms Ann Ritchie (Special libraries representative), Regional Health Library Development Manager, Barwon Health

Ms Anne-Marie Schwirtlich (NLA representative), Director General, National Library of Australia

Ms Rosa Serratore (Government libraries representative), Chief Librarian, National Meteorological Library, Bureau of Meteorology

Ms JoAnne Sparks (CAUL representative), University Librarian, Macquarie University

RESOURCE SHARING DIVISION

Dr Marie-Louise Ayres, Assistant Director-General

Ms Deirdre Kiorgaard, Director Collaborative Services

Ms Monika Szunejko, Director Database Services
APPENDIX B: STATE USER GROUP CONVENORS

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

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

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

QUEENSLAND
Convenor: Ms Margery Barnes, Australian Catholic University
Email: Margery.Barnes@acu.edu.au

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

TASMANIA
Convenor: Ms Carmel Denholm, LINC Tasmania
Email: carmel.denholm@education.tas.gov.au

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

WESTERN AUSTRALIA
There is no current user group for WA.