ANNUAL REPORT
2012/2013
OVERVIEW

Important achievements during 2012/2013 were:

- completion of the first three stages of the Libraries Australia Search Redevelopment project
- implementation of Resource Description and Access (RDA) in Libraries Australia services
- implementation of the Relate software program (linking bibliographic and authority records on the ANBD) resulting in improvements to the quality of bibliographic records
- the successful and smooth implementation of Version 6 of CBS, the Libraries Australia cataloguing software
- preparation for migration to VDX v6.0

KEY STATISTICS FOR 2012/2013

<table>
<thead>
<tr>
<th>Key statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Holdings:</td>
<td>50.61m (last year 49.88)¹</td>
</tr>
<tr>
<td>Bibliographic records:</td>
<td>24.39m (last year 22.98)</td>
</tr>
<tr>
<td>Authority records:</td>
<td>1.8m including 1,840 new</td>
</tr>
<tr>
<td>Linked e resources:</td>
<td>2.69m (last year 2.12m)</td>
</tr>
<tr>
<td>Duplicate records merged</td>
<td>336,606 (last year 498,701)</td>
</tr>
<tr>
<td>Searches:</td>
<td>17.6m searches (last year 15.6m)</td>
</tr>
<tr>
<td>Document delivery:</td>
<td>249,810 items requested (last year 287,000)²</td>
</tr>
</tbody>
</table>

¹ The 50 millionth holding was contributed on Monday 30 July 2012 by RMIT University.
² For further information, refer to the Statistical table in this set of LAAC papers.
THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

The Libraries Australia Advisory Committee (LAAC) met on 24 October 2012 and 18 March 2013. Ms Anne Horn chaired the committee until the end of 2012. Geoff Strempel (Associate Director, Public Library Services, State Library of South Australia) was appointed Chair at the March meeting.

Also in March 2013 LAAC welcomed a new member, Ms JoAnne Sparks, the newly appointed University Librarian, Macquarie University replacing Ms Anne Horn as one of the two CAUL representatives. In July 2013, Dr Craig Anderson University Librarian, RMIT University replaced Mr Andrew Wells in his role as the OCLC Asia Pacific Regional Council representative. Ms Amelia McKenzie, Assistant Director General, Collections Management, National Library of Australia replaced Ms Pam Gatenby as one of the two NLA representatives.

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

LIBRARIES AUSTRALIA STAFFING

2012-2013 saw significant changes in the Resource Sharing staffing profile. The retirement of Rob Walls on 31 May and Debbie Campbell on 19 July represented the loss of more than 50 years of accumulated experience and knowledge, which will be greatly missed.

Monika Szunejko joined the Libraries Australia team initially as the Manager, National Bibliographic Database on 18 February and was promoted into the position of Director, Database Services following Rob Wall’s retirement. Monika came to the National Library from the State Library of Western Australia (SLWA). Monika was an elected member and a National & State Libraries Australasia (NSLA) representative on the Libraries Australia Advisory Committee (LAAC) between 2006 and 2011.

Deirdre Kiorgaard took up her new position as Director, Collaborative Services at the end of July, moving across from the National Library’s Collections Management Division. Deirdre was the Chair of the Joint Steering Committee for the Development of RDA from 2005-2008, an active member of the Australian Committee on Cataloguing from 2000-2013, and the Library’s corresponding member of the MARC Advisory Committee from 2003-2013.

MEMBERSHIP

The total Libraries Australia memberships at 30 June 2013 are 1,291, compared to 1,295 at the same time last year. In 2012/13 Libraries Australia processed 30 new members (33 last year) and 40 cancellations (34 last year). This continues the very stable membership pattern of the last 10 years.

New members were from the following sectors:
Twelve special libraries 40.0% (last year 29.4%) (of these five were government specials)

Three public libraries 10.0% including one each from Victoria, Western Australia, and Queensland (last year 12.1%)

Eight education libraries 26.7% including four bible colleges, two schools and two Other Higher Education agencies (last year 39.4%)

Four individuals 12.1% (last year 13.3%)

Two vendors 6.7% (last year 3.0%)

One overseas school 3.3%

The reasons given for cancellation were:

- Closure of library (13) – [32.5%, last year 32.4%]
- No longer required access (19), using Trove (1), too expensive (6) – [65.0%, last year 61.7%]
  - Merger (1) [2.5%, last year 5.8%].

Ten cancellations were from state government special libraries.
LIBRARIES AUSTRALIA SERVICES AVAILABILITY

Libraries Australia services were available to members for 98.44% (down from 99.3% in 2011-12) of business hours, below target due to a LADD website outage. Persistent database problems caused delays in delivering the Products and the Record Import Service. However since the migration of the database onto a new server, and steps to restrict access by external bots, system performance has improved. The implementation of the Libraries Australia Search Redevelopment (on a SoLR platform) will resolve the ongoing performance issues.

LIBRARIES AUSTRALIA SEARCH REDEVELOPMENT

The Libraries Australia Search Redevelopment Project (LASR) is a core infrastructure project for the Library, and one of the National Library’s two highest strategic IT priorities. This Project, which began in May 2012 following the completion of the Libraries Australia Review, consists of four stages.

Stages 1-3 were completed in 2012-2013. Key deliverables of stages 1 and 2 were: a prioritised list of requirements, performance requirements, proposed technical architecture (Stage 1); the Search database, the Z39.50 interface, the Loader, a set of user interface wireframes, and infrastructure for the development and test environments (Stage 2). The major deliverable of Stage 3 was the Libraries Australia Search Alpha, a subset of the functionality to be included in the final version of the system. This was made available to members for comment over three weeks during May and June 2013. Members made many positive comments on the alpha interface and based on this feedback a number of adjustments were made.

Stage 4 commenced in July 2013, somewhat later than scheduled. It will provide the remaining functionality for the user interface, modifications to associated systems, development of online help, updating of the manual, website and other documentation, establishment of a training environment, and deployment of the new service into production. Stage 4 is now scheduled for completion at the end of the first quarter of 2014.

LIBRARIES AUSTRALIA SEARCH

The continuing value of Libraries Australia Search to our members is evidenced by the continuing growth in the number of searches conducted each year. Search use has doubled over the last 10 years, and continued to show steady growth over the last five.
The Australian National Bibliographic Database (ANBD) showed 13% growth in searching activity and most other databases also experienced growth in searching. Individual database usage was as follows:

<table>
<thead>
<tr>
<th>Database</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANBD</td>
<td>12,332,554</td>
<td>12,941,113</td>
<td>14,623,559</td>
</tr>
<tr>
<td>SILAS (Singapore)</td>
<td>82,632</td>
<td>78,126</td>
<td>67,157</td>
</tr>
<tr>
<td>Te Puna (New Zealand)</td>
<td>522,240</td>
<td>492,640</td>
<td>628,162</td>
</tr>
<tr>
<td>WorldCat</td>
<td>1,680,945</td>
<td>1,785,438</td>
<td>1,927,647</td>
</tr>
<tr>
<td>Australian Research Online</td>
<td>2,457</td>
<td></td>
<td>Replaced by Trove</td>
</tr>
<tr>
<td>British Library Catalogue</td>
<td>88,391</td>
<td>74,849</td>
<td>62,078</td>
</tr>
<tr>
<td>Chinese Uni of Hong Kong</td>
<td>12,474</td>
<td>14,820</td>
<td>20,976</td>
</tr>
<tr>
<td>CISTI/Infotrieve</td>
<td>38,224</td>
<td>7,970</td>
<td>4,980</td>
</tr>
<tr>
<td>CURL</td>
<td>9,080</td>
<td>7,488</td>
<td>7,979</td>
</tr>
</tbody>
</table>
Searching of WorldCat via Libraries Australia increased by 8.0% from the previous year. The number of clickthroughs from WorldCat to Libraries Australia were steady at 186,505.

**LIBRARIES AUSTRALIA DOCUMENT DELIVERY**

Libraries Australia Document Delivery (LADD) is a web-based service supporting interlibrary lending and document delivery (ILL) between Australian libraries. It uses the Online Computer Library Centre’s (OCLC) Virtual Document eXchange (VDX) software. VDX supports interconnection with other ILL systems using the International Organization for Standardization Open Systems Interconnection - Interlibrary Loan Application Protocol (ISO ILL).

LADD is provided as part of the Libraries Australia subscription. A paper Costing of the Libraries Australia Document Delivery Service was prepared for the Libraries Australia Advisory Committee (LAAC) in March 2013 to inform a discussion of whether LADD should be offered as a discretely charged service, separate from the Libraries Australia subscription.

There are currently 643 libraries (consisting of 735 locations) which use LADD, a decrease of 38 in the last 12 months. Of these, 547 use the LADD web interface and 96 libraries at 102 locations use ISO ILL compliant systems to interoperate with the LADD service.

Document supply continues to decline globally. While LADD continues to be a well used service, use declined in 2012/13. LADD managed 249,810 requests, a decrease of 13.1% (following a decline of 2.9% in 2011/12) leading to an increase in the cost per transaction.
The number of libraries implementing ISO systems to interoperate with LADD has stabilised. During the year, 36 libraries were tested for ISO ILL compliance with LADD. Depending on the requirements of the libraries, different levels of testing were conducted for implementation of an ILL management system, system upgrade, server upgrade, or return to LADD. The ISO ILL systems used are OCLC’s VDX, Relais International’s Relais or Ex Libris’ Aleph, plus CSCM for Infotrieve.

During the year, work continued on preparation for migration to VDX v6.0; locations and suspensions script which will automatically update ISO ILL library systems; and testing of interoperability to support requesting from the British Library Document Supply Centre. System changes to support RDA were also implemented in the Libraries Australia Document Delivery system.

LIBRARIES AUSTRALIA CATALOGUING SERVICE

The implementation of Resource Description and Access (RDA) into Libraries Australia services was a major focus over the year with a range of activities aimed at upgrading the CBS system, MaRC codes, Authorities, cataloguing templates, and data management workflows to incorporate the new international standard. Throughout the year, the Libraries Australia team communicated progress on supporting the contribution and discovery of RDA records to LA members, and provided support to members in the early days of implementation. The LA training environment was also configured to support RDA activity. Libraries Australia implemented a web page to provide users with information about system and cataloguing policy changes relating to the implementation of RDA, and a number of changes were made to the existing Libraries
Australia Search service to support the searching and display of RDA data elements. Libraries Australia adopted RDA as the preferred cataloguing standard from April 2013.

CBS, the Libraries Australia cataloguing software, was successfully and smoothly updated to Version 6.0 on the weekend of 12 October 2012. The latest software release offered a number of fixes, enhancements, support for data management and quality improvement functions, improved capacity for the transmission of records between LA and WorldCat, and enhanced WorldCat synchronisation consistency checks. The corresponding software upgrade (to CBS 6.0) and data refreshes relating to the CBS Training environment were also completed in October 2012. These upgrades supported scheduled testing for the Libraries Australia Search Redevelopment project.

The implementation of CBS configuration release 2 was released into production in March 2013 in time to support RDA. This release included changes to match/merge and cataloguing templates required to support RDA and enabled Libraries Australia customers to create, submit, and receive RDA compliant records in time for the implementation of RDA in Australia. System changes to support RDA were also implemented in the Libraries Search and Document Delivery systems.

SUMMARY OF GROWTH OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

The number of records processed (in add, edit, delete functions):

<table>
<thead>
<tr>
<th></th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing Client</td>
<td>962,276</td>
<td>1,147,715</td>
<td>1,367,497</td>
</tr>
<tr>
<td>Web Input</td>
<td>51,860</td>
<td>55,337</td>
<td>65,199</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>6,005,112</td>
<td>10,396,573</td>
<td>8,531,600</td>
</tr>
<tr>
<td>Holdings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing Client</td>
<td>471,716</td>
<td>631,225</td>
<td>700,284</td>
</tr>
<tr>
<td>Web Input</td>
<td>902,250</td>
<td>958,633</td>
<td>1,108,111</td>
</tr>
<tr>
<td>Record Import Service</td>
<td>4,607,741</td>
<td>9,030,895</td>
<td>6,560,400</td>
</tr>
</tbody>
</table>

Overall database size reached:

<table>
<thead>
<tr>
<th></th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic records</td>
<td>21,536,687</td>
<td>22,978,671</td>
<td>24,389,246</td>
</tr>
<tr>
<td>Authority records</td>
<td>1,789,683</td>
<td>1,806,122</td>
<td>1,830,181</td>
</tr>
<tr>
<td>Holdings</td>
<td>47,133,364</td>
<td>49,881,054</td>
<td>50,612,669</td>
</tr>
</tbody>
</table>

IMPROVING THE QUALITY OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

Quality improvements included:

- The Relate software program (linking bibliographic and authority records on the ANBD) was implemented 16 July 2012. The software matches headings in bibliographic records with the corresponding authority record, improving the quality of bibliographic records by replacing non-preferred headings with the preferred form. Relate took four months to work through the entire Database, adding authority links to 7,380,716 records, and completed its second pass on 15
November 2012. Relate is currently running each night and inspects new and updated records, changing and adding links to approximately 8,000 records a night. Another complete pass was run through the database in April this year, to link headings for newly created authorities, and to correct headings. This run updated 94,000 bibliographic records and was completed in a single night.

- The CBS duplicate detection and resolution (DDR) software removed an additional 336,606 duplicate records from the National Bibliographic Database. Since implementation in 2008 the DDR program has removed over 1.4 million duplicates from the NBD, creating tangible benefits in document delivery and cataloguing workflows for member libraries. In addition to implementing the RDA changes the recent CBS configuration included improvements to matching and merging to facilitate more accurate matching and result in fewer duplicate records.

A number of global holdings refresh projects were completed throughout the year. While constituting a considerable effort to schedule and implement, global holdings refreshes improve the coverage of the NBD and facilitate improved ILL services. Notable global refreshes included the holdings of:

- Australian National University library
- Australian Radiation Protection and Nuclear Safety Agency library
- Charles Sturt University
- Clarence Regional Library
- Commonwealth Director of Public Prosecutions
- Department of Environment and Heritage Protection
- Lithgow Regional Libraries
- Melbourne Library Service
- Victoria University libraries

The ANU global holdings refresh was the largest ever undertaken by Libraries Australia with almost 900,000 records deleted and 1.1 million records reloaded.
IMPROVING THE COVERAGE OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

During the year 1.4 million new bibliographic records were added to the ANBD (a 67% decline from 2011/12), 4.3 million holdings added or updated (a 67% decline from 2011/12), and 2.9 million holdings deleted (a 6% increase over 2011/12).

More than 12.8 million bibliographic and/or holdings records were processed through RIS. Libraries Australia staff reviewed 185,417 potential duplicate RIS records (last year 87,392).  

RECORD SETS AND PRODUCTS

Electronic Collection record sets

Libraries Australia currently offers bibliographic record sets for 13 Australian electronic resource collections. Thirteen libraries receive regular e-collection products.

Record Export Service and customised products

There are 280 libraries actively using RES and a total of 773,887 records were downloaded via RES during the year (compared to 295 libraries and 728,646 records the previous year).  

3 New statistics including the date of last update of holdings for each contributing library were published at www.nla.gov.au/librariesaustralia/about/statistics/anbd-holdings-data/.
previous year). Just over 77% of the total records were triggered by the addition of holdings to LA, making it the most popular trigger.

There were 1,234 (last year 1,236) product runs. The total number of records provided was 20,577,458 (last year 19,289,987).

Libraries Australia has been supplying data to RMIT Publishing on a quarterly basis to support the Serials in Australian Libraries (SIAL) product. In the last five years, annual royalties from RMIT Publishing have averaged around $40,000 p.a. In response to lower than expected revenue from RMIT Publishing for 2012/13 Libraries Australia contacted the publisher to ascertain the ongoing need for the product. Libraries Australia will continue to supply the data for the foreseeable future.

Libraries Australia Products has seen a steady decline in revenue since 2010-11. Products are extremely flexible and can assist libraries in their workflows to achieve efficiency gains and improved data quality. The team decided to test whether targeted promotion of the service might increase use of the service. A brochure titled “If you can find it in Libraries Australia, we can extract records as a product for you”, which outlined ten scenarios where Libraries Australia Products could benefit libraries, was released at the end of the year. In addition, whilst pricing had largely remained unchanged, an amendment to the per record charges were introduced from 1 July 2013.

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

<table>
<thead>
<tr>
<th>Views including downloads</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recent Australian Publications</strong></td>
<td>73,065</td>
<td>73,646</td>
<td>64,860</td>
<td>122,784**</td>
</tr>
<tr>
<td><strong>GovRAP</strong></td>
<td>33,744</td>
<td>133,423*</td>
<td>54,492</td>
<td>19,580</td>
</tr>
</tbody>
</table>

* This increase is being investigated.
** This increase resulted from robotic activity.

OUTREACH

The Libraries Australia Annual Forum 2012

The 2012 Libraries Australia Forum was held at the National Library of Australia in Canberra on 25 October 2012. There were 155 attendees for the 2012 Forum, compared to 165 for the 2011 Forum held in Adelaide, and 227 for the 2010 Forum also held at the National Library. The Forum was promoted via the regular channels – messages to the

The theme of the 2012 Forum was “Exposing hidden collections”. The opening address and welcome was given by the Assistant Director-General, Resource Sharing, Dr Marie-Louise Ayres. Keynote speakers at the Forum were Merrilee Proffitt, Senior Program Officer, OCLC Research, who spoke about special collections in the digital age; Judy Stokker, Director, Library Services, Queensland University of Technology who spoke about institutional repositories; and Bill Macnaught, National Librarian, National Library of New Zealand who spoke about the challenges and future direction of the National Library of New Zealand.


Three parallel sessions were also offered (a) interlibrary loans and document delivery covering best practice ILL and LADD issues, and the upcoming upgrade to VDX 6.0; (b) Cataloguing and CBS developments which discussed RDA, the CBS upgrade and the new minimum record standard; and (c) Trove Tips and Techniques.

Attendees were asked to fill out an evaluation form prior to departing from the Forum. In total, 87 responses were collected from attendees. This equates to a 56% return rate from the total number of attendees.

The responses demonstrate that the Forum is highly regarded:

- 91% of respondents to the evaluation rated the Forum overall as Above Average or Excellent.
• 94% of respondents rated the quality of presentations either Above Average or Excellent.
• 86% of respondents rated the content as Above Average or Excellent.
• 86% of respondents rated the opportunities for discussion Above Average or Excellent.

Comments on the Forum indicate that it is meeting members’ needs:
• A very useful window to the wider library world. Contact with other people invaluable.
• The breadth of topics and outlooks was really stimulating and though provoking. Access to speakers in breaks also terrific. The size of the event makes it very accessible.
• All sessions were extremely informative.
• Found each session useful because relevant to current activities in my library especially open access and repositories, also Trove searching for stats of my library.
• All useful, enlightening, nice to discover new topics to think about.
• Cataloguing interactive: gave me ideas on a practical level about my processes.
• Docdel breakout session general discussions very productive.
• Search Redevelopment: updates on progress are good.

Many comments supporting the retention of an annual Forum were received.

State and Territory User Group meetings

Library staff attended Libraries Australia User Group meetings in Hobart, Melbourne, Sydney, Darwin and Brisbane.

Libraries Australia representation at state and territory hosted user group meetings was as follows:

<table>
<thead>
<tr>
<th>Group</th>
<th>Date</th>
<th>LA staff present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Capital Territory</td>
<td>29 May 2013</td>
<td>Laurel Paton</td>
</tr>
<tr>
<td>New South Wales</td>
<td>27 July 2012</td>
<td>Marie-Louise Ayres</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>31 July 2012</td>
<td>Marie-Louise Ayres</td>
</tr>
<tr>
<td>Queensland</td>
<td>27 November 2012</td>
<td>Debbie Campbell</td>
</tr>
<tr>
<td>South Australia</td>
<td>8 May 2013</td>
<td>Rob Walls</td>
</tr>
<tr>
<td>Tasmania</td>
<td>8 November 2012</td>
<td>Marie-Louise Ayres</td>
</tr>
<tr>
<td>Victoria</td>
<td>15 August 2012</td>
<td>Marie-Louise Ayres</td>
</tr>
</tbody>
</table>
Online communications

The Libraries Australia eNewsletter was distributed to members four times during the year. The Libraries Australia and LADD email lists had 1467 and 777 subscribers respectively at the end of June, and continue to act as core communication mechanisms, both between the Library and members, and among members themselves. In addition, a new Libraries Australia twitter account was established in November 2012, with 559 followers at the end of June 2013.

A small booklet was prepared and published on the website to promote Libraries Australia Services. One titled “Enhancing and maintaining Data Quality of the Australian National Bibliographic Database” describes actions which, together with close management by the Libraries Australia team, make a huge difference to the discovery, cataloguing and interlending experience.

Help Desk

The Help Desk received a total of 4,210 Libraries Australia related enquiries in 2012/13, an 8.6% decline on last year, and continuing a trend that has been noticed over several years.

<table>
<thead>
<tr>
<th></th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries Australia</td>
<td>5,240</td>
<td>4,573</td>
<td>4,210</td>
</tr>
</tbody>
</table>

Libraries Australia enquiry types are indicated below.

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Tracking of inquiries is set to improve due to an improved ability to capture emails into RefTracker, and a concerted campaign of encouraging all members to use RefTracker for all enquiries from late in the financial year. During 2012/13 inquiries received by other areas within the National Library also began to be routed through RefTracker, improving our ability to monitor these inquiries. These inquiries are indicated by the new category *RefTracker referrals* in the table below.

<table>
<thead>
<tr>
<th>Enquiry method</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>0.20%</td>
<td>0.95%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Mail</td>
<td>0.68%</td>
<td>0.10%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Phone</td>
<td>23.20%</td>
<td>19.61%</td>
<td>14.11%</td>
</tr>
<tr>
<td>Webpage</td>
<td>75.92%</td>
<td>79.33%</td>
<td>82.61%</td>
</tr>
<tr>
<td>RefTracker referrals</td>
<td>N/A</td>
<td>N/A</td>
<td>0.55%</td>
</tr>
<tr>
<td>Fax</td>
<td>0.01%</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

In addition, 4700 retrospective enquiries have been captured in RefTracker, providing a firmer knowledge base to assist with future enquiries.
TRAINING COURSES

A national panel of 12 trainers was established in October 2012 for the provision of both face-to-face and online training. There are no local trainers in Tasmania, Western Australia or Queensland, however the new national panel means those states will be able to contract with trainers from other states.

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5 A Tasmanian trainer joined the panel in October 2013.
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: rdeininger@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.