OVERVIEW

Important achievements during 2014/2015 were:

- Negotiated and implemented a smooth process to refresh the holdings of Alma libraries in the ANBD. After completing seven Alma sites, over 3.5 million records have been received and processed into the ANBD
- All 25 Australian WorldShare Management Service (WMS) libraries are now fully represented on the ANBD, 18 of which are new members of Libraries Australia adding almost 0.5 million new records to the ANBD
- On 4 December 2014, the ANBD team cleared the backlog of records set aside for human reviewing in the ANBD
- As of 30 June 2015, there were approximately 1,291,264 RDA records on the ANBD
- The National Library completed a procurement process for the provision of a hosted VDX environment and a contract signed with OCLC to host the VDX system for the Libraries Australia Document Delivery (LADD) service
- The successful implementation of the Libraries Australia Search Redevelopment project

CONTENTS

Key statistics for 2014-2015 ................................................................. 2
Libraries Australia Advisory Committee .............................................. 2
Membership ................................................................................. 2
Member services ................................................................. 2
Service availability ............................................................. 3
Engaging members and communicating value................................. 3
Training .................................................................................. 5
Search redevelopment ......................................................... 5
Search ..................................................................................... 6
The Australian National Bibliographic Database (ANBD) .................. 6
WMS, Alma, and the ANBD ................................................................. 8
Resource Description and Access (RDA) .......................................... 8
Record sets, collection snapshots and analysis products .................... 9
System improvements .................................................................. 9
Document delivery ...................................................................... 9
Staffing ..................................................................................... 10
Appendix A: Membership of the Libraries Australia Advisory Committee ........ 12
Appendix B: State User Group Convenors ........................................... 13
KEY STATISTICS FOR 2014-2015

<table>
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<tr>
<td>Holdings:</td>
<td>50.61m</td>
<td>52.07m</td>
<td>52.78m</td>
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<td>Bibliographic records:</td>
<td>24.39m</td>
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<td>26.91m</td>
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<td>Authority records:</td>
<td>1.8m</td>
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<td>1.84m</td>
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<td>Searches:</td>
<td>17.6m</td>
<td>15.4m</td>
<td>14.0m</td>
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<tr>
<td>Document delivery:</td>
<td>249,810 items</td>
<td>232,925 items</td>
<td>227,692 items</td>
</tr>
</tbody>
</table>

LIBRARIES AUSTRALIA ADVISORY COMMITTEE

2 The biannual LAAC meetings were held on 30 October 2014 and 24 April 2015. There were a number of changes to the membership of the Committee. Geoff Strempel, Associate Director, Public Library Services, State Library of South Australia continues as the LAAC Chair. During the year, three LAAC members were farewelled: Liz Burke (formerly Murdoch University, representing CAUL), Peter Conlon (elected member), and Ben O’Carroll (elected member). Catherine Kelso and Alison Oliver were appointed as the elected members following an election in September 2014. Their appointment commenced in October 2014 and February 2015 respectively. Robert Gerrity (UQ) was appointed as the CAUL representative, commencing October 2014.

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

MEMBERSHIP

4 Total Libraries Australia memberships at 30 June 2015 are 1,248, compared to 1,268 at the same time last year. Libraries Australia processed 20 new member registrations (30 last year) with 8 special libraries, 5 education, 4 individuals, and 3 public libraries joining the service.

5 Forty libraries cancelled their subscription during the period (48 last year). The majority of the cancellations (28) were from the special library sector. Of the known reasons 48% were cancelled when the libraries advised that access was no longer required access (19), and 20% of cancellations were due to mergers of Government departments (8).

MEMBER SERVICES

6 The Help Desk answered 6,285 inquiries compared to 3,392 in 2013-14, an increase of 85%. The increase resulted from new functionality in the redeveloped search interface, allowing direct ‘click through’ reporting of duplicates, and enquiries and feedback relating to the redevelopment itself.

7 Inquiries remained steady throughout the year, with December and June being the slowest months for both years. Duplicate records represent the highest number of inquiries received through the Help Desk, totalling 2,776 inquiries (up from 485 at this time last
year). Even with Duplicate inquiries removed, there was an increase of 3.1% in the number of inquiries from last year. LADD inquiries continue to be high with 740 inquiries compared to 719 last year. 84% of all inquiries were received via RefTracker, with 10% received by phone.

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

There was a slight decrease in the percentage of inquiries received via the Reftracker webform (81.31% compared to 84.12% in 2013/14) and a slight increase in the percentage of inquiries received via Phone (13.96% compared to 10.79% in 2013/14).

SERVICE AVAILABILITY

Libraries Australia exceeded its monthly target of 99.5% availability, with services available to members for 99.98% of business hours (up from 99.6% in 2013-14). For nine months of the year, Libraries Australia achieved 100% service availability.

ENGAGING MEMBERS AND COMMUNICATING VALUE

The 2014 Libraries Australia Forum was held at the National Library on 31 October, with 142 attendees including 17 National Library staff. The number of attendees has stabilised over the past three forums. 73% of respondents to the evaluation rated the Forum overall as Above Average or Excellent. In conjunction with the Forum, the Libraries Australia Advisory Committee meeting was held on 30 October. Other related events included the 2014 Libraries Australia Trainers meeting, the 2014 Libraries Australia ISO ILL Partners meeting, and the 2014 VDX Users Group in Australia and New Zealand all held on 30 October.

The Libraries Australia Forum continues to be of value to attendees, although juggling the dual functions of inspiring the library community (keynote presentations) and providing practical information (the presentations and sessions by Libraries Australia staff) remains a challenge. Some attendees felt that future Forums should be less Libraries Australia focussed, whereas others wanted more Libraries Australia specific content. Libraries Australia staff will further develop the user groups as a forum for sharing information about Libraries Australia services.
Library staff attended Libraries Australia User Group meetings in Canberra, Hobart, Melbourne, Sydney, Darwin, Adelaide and Brisbane. These visits are always well received, with positive feedback about the continuation of Libraries Australia representation at these meetings. Meeting attendees received updates on the Libraries Australia Advisory Committee (LAAC) and the Libraries Australia Forum, ANBD and CBS developments (including a Register of Known Issues which documents issues and problems in relation to CBS), Libraries Australia Document Delivery and the VDX transition to a hosted environment. Members explored options and suggestions to maximise the utility of the meetings and to ensure the User Groups are useful, informative and engaging. Library staff also arranged a meeting in Perth and work is underway to revitalise a User Group in Western Australia.

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 latest newsletter included an ISO ILL Partners’ Supplement. The Libraries Australia and LADD email lists continue to act as a core communication mechanism. The use of the Libraries Australia twitter account as a communication tool has continued to increase with an increase in the number of tweets. As a result there has been a significant increase in the number of followers to 2,411 which is a 59% increase from the number at the end of last financial year.
TRAINING
16 A Tasmanian based trainer resigned from the training panel. Consequently two States are without state-based Libraries Australia Trainers: Tasmania and Western Australia. A total of 15 courses ran during the year with 30 participants (compared to 25 courses and 108 participants last year). The training courses conducted had an average of 2 participants compared with an average of 4.32 last year. While these figures do not have a direct business impact on the Libraries Australia service, they do pose questions about the viability of outsourced training provision and the current business model for Libraries Australia Trainers.

17 A review of the training panel is scheduled for 2015/16 to ensure that the panel arrangements and contract management for Libraries Australia trainers continue to support the delivery of timely and quality training for Libraries Australia members.

SEARCH REDEVELOPMENT
18 The redevelopment of Libraries Australia Search was completed in June 2014, implemented in a staged release in early July, and 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.

19 The LA Member Services team worked closely with the Libraries Australia Search Redevelopment (LASR) Project Team to respond to feedback on the new LA Search Service post release, with the feedback mechanism in place until 30 September. A number of modifications and fixes were implemented as a result. Members have provided positive feedback about the new Service and the Project Team’s responses to requested changes, through the feedback forms and via User Groups, including:

“\textit{I wanted to thank the LA team, you've put a lot of work into everything, and you've responded so positively to my feedback. I think it's one of the best roll-outs of an update that I've experienced with a web service.}”

“\textit{Libraries Australia! Your new interface is beautiful!! I even found a title not held in any Oz libraries. Happy joy joy!}”

“\textit{Liking the new Libraries Australia Search. Great work team! Lookin good!}”

“\textit{Loving the new format - so much easier to see things at a glance, select other databases and overall, the new functionality is much more user friendly.}”

“\textit{Love the popup at the right side giving the record preview.}”

“\textit{Thank you for taking on board my suggestion in relation to last saved record on top. It has made my job and time management much more efficient.}”

20 During August 2014, the (former) Database Services Branch monitored the pusher (which loads records from CBS to Search) performance while performing increasingly large data processing tasks, to determine whether there was a transaction load level beyond which danger lay. Despite a number of large data maintenance tasks, no adverse effects on system performance were detected. With this welcome result, changes have been made to the record import queues to allow some files to be load automatically; as soon as a member uploads a file, it goes on to the database without delay. This change also provides greater flexibility around timing of large database maintenance jobs. Staff have been able to complete major global holding refreshes, holdings transfers, record deletions
and removal of bad merge headings without needing to micro-manage scheduling, and can now schedule other types of maintenance tasks.

SEARCH

There were 14.01 million searches completed in 2014-2015, representing a decrease of 9.2% for the same period last year. This is the second year of decreased searches since the LA Search Service was redeveloped in 2005-2006. The second major redevelopment of the Libraries Australia Search was implemented in a staged release between 8 July and 17 July 2014. The search activity of the two largest sectors (University and NSLA) has significantly decreased in the last two years, contributing to the decrease in search activity overall. However, search activity in the other sectors has increased or remained steady.

THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE (ANBD)

A range of activities are performed to build the national union catalogue and improve the data quality on the ANBD. Each of these enhances data re-use and exchange for members and the broader metadata network as data wends its way to Trove, WorldCat and beyond.
The year saw a focus on member education and the role of member libraries to assist Libraries Australia staff to maintain the quality and integrity of data on the ANBD. Members were guided on the creation of good quality records in local catalogues: searching thoroughly for a record to copy/import prior to creation of original records, retaining ANBD numbers in local catalogue records and including them when records are re-supplied to Libraries Australia and checking the quality of records received from vendor/third party to ensure they consistently meet network standards, free of erroneous data.

There was an increased interest in the Global Holdings Update service from libraries which had not regularly contributed to the ANBD. Members were reminded of the benefits of regular data contribution in preference to irregular global refreshes which, as a large scale data management project, are the contribution method of last resort. A list of libraries awaiting a Global Holdings Update has been published on the website to communicate the need for libraries to get in touch, discuss requirements and schedule the work within a mutually beneficial timeframe.

A global refresh of Serials Solutions records was conducted which required a reload of 77,845 bibliographic records and 550,753 holdings added back to ANBD. These records now contain local system numbers to aid ongoing management and re-use activities.

Data quality management strategies range from global data improvements, de-duplication of individual records, and information about coding specific elements to improve retrieval and access. Guidance was also given in relation to coding ISBNs as invalid in LA bibliographic records and the effects of incorrect coding in a shared network environment, etiquette when upgrading records on the ANBD and a reminder to use valid codes when cataloguing comics and graphic novels.

A comprehensive explanation of error messages for records rejected from loading to the ANBD via the Record Import Service served to provide details to members about the type of error that caused a record to be rejected and explain how to fix the records so they can be loaded successfully.

The Relate software runs across the ANBD looking for headings and ‘relates’ them to bibliographic records. Use of the Relate software significantly improves the quality of bibliographic records by replacing non-preferred headings with the preferred form. In 2012, Relate did a complete pass through the database that took approximately four months (July - October 2012) and updated almost seven million items in the process. Since 2012 Relate has been configured to run each night, processing recently added or changed records. To address some linkage gaps that had crept in since implementation, another Relate run to check every bibliographic item in the ANBD was conducted in March 2015 and resulted in the update of nearly half a million (447,036) bibliographic items and the creation of even more (476,807) links to authorities. It was calculated that the processing time to undertake a complete pass of the ANBD by human effort would have taken approximately eight working years.

The ANBD de-duplication software continuously passes across the 26.5 million bibliographic records on the database. When a record is contributed to WorldCat an OCLC Control Number (OCN) is returned via SRU Record Update (Search/Retrieve via URL) and added to the ANBD record. This control number enables automated duplication checking via the Duplicate Detection and Removal (DDR) program. Nearly 25,000 duplicates have been removed by DDR from the database in 2014-2015.

On 4 December 2014, the ANBD team cleared the backlog of records set aside for human reviewing in the ANBD. Typically records require ‘human review’ when the ingest program
cannot determine whether the incoming record duplicates an existing record on the database. A long-standing item on the Libraries Australia work plan to “Shift effort from human reviewing of data loads to automated processes delivering an effective balance between quality and cost” was achieved through a thorough review of the reviewing process. Analysis indicated that even after human review the majority of records were still added to the database as new records. Based on this information human reviewing of records has ceased and the CBS system amended to accept records directly to the database as new records. Records continue to come into the ANBD through RIS and continue to be marked for review. The ANBD team use the CJM tool to manage these records and accept them into the database. The Duplicate Detection and Removal (DDR) process runs across the database each night and the ANBD team continues to monitor the effectiveness of this process. Along with the enhanced duplicate reporting mechanisms by Libraries Australia members delivered via the Libraries Australia Search Redevelopment (LASR), the Library is confident of the duplicate capture and removal strategies in play. The ANBD team continue to monitor data ingest and management processes, placing a premium on data inclusion rather than record perfection.

**WMS, ALMA, AND THE ANBD**

31 The Library continues to work with OCLC and Ex Libris to ensure Libraries Australia members using the WorldShare Management Services (WMS) and Alma library systems can contribute their records and holdings to the ANBD.

32 All 25 Australian WMS libraries are now active contributors to Libraries Australia and their records are fully represented on the ANBD. Eighteen of the 25 are new members to Libraries Australia adding almost 0.5 million new records to the ANBD.

33 Seven Alma libraries have implemented the ‘publish to Libraries Australia’ function, with more than 3.5 million records received and processed. The Library is working with the remaining 13 Australian Alma sites into 2015/16.

**RESOURCE DESCRIPTION AND ACCESS (RDA)**

34 The uptake of the use of the RDA cataloguing standard by Australian libraries continues to grow. In June 2015, there were 1,291,264 RDA records in the ANBD compared to 580,000 at the same time last year.
Information on the Libraries Australia website relating to RDA and bibliographic records on the ANBD was updated ensuring that the information provides support and guidance to members on how to manage RDA elements specifically in the areas of copy cataloguing, hybrid records and upgrading existing records. Cataloguing guidelines were updated to include sample records which now include both RDA and AACR2 examples.

**RECORD SETS, COLLECTION SNAPSHOTS AND ANALYSIS PRODUCTS**

In response to recommendations arising from the Product Survey conducted in early 2014 and in response to member library inquiries, a number of member libraries sought to obtain a collection snapshot or analysis product. This product provides libraries with an analysis of its unique holdings on the Australian National Bibliographic Database and may include a comparative analysis of their holdings with other collecting institutions of similar size, type or geographical area, or with the National Library of Australia’s holdings. These reports were produced for 6 libraries:

- Australian Academy of Science: Basser library
- National Film and Sound Archive
- IP Australia
- Charles Sturt University
- WA Department of Corrective Services
- University of Melbourne Library

In the last half of the year there was an increase in requests for Unique Holdings Products - files of records that are only held by the requesting member. This is mostly due to library closures and the need for libraries to identify unique aspects of their collections and plan for their dispersal.

**SYSTEM IMPROVEMENTS**

Following some probing questions and excellent feedback at the South Australian User Group meeting in June 2014, Libraries Australia created a Register of Known Issues. The register documents issues and problems in relation to CBS, the database which underpins many Libraries Australia services, including the ANBD. The Register is available on the LA website, and provides a brief summary of each issue, an explanation of why it is a problem for members and/or Libraries Australia staff, and the desired resolution once resolved. The ‘issues’ have been collated from member inquiries and Libraries Australia staff investigations, and relate to functionality, services and software anomalies in the CBS system. Each issue on the Register will be addressed and analysed by Libraries Australia and the CBS system vendor, and all require system configuration work by the vendor. Both Libraries Australia and OCLC assign resources and schedule the work required to devise, test and implement solutions before they can be incorporated into the next release of the software. Issues are analysed and bundled into a configuration package that is managed and delivered as a configuration release.

**DOCUMENT DELIVERY**

651 LA members (consisting of 803 locations) use LADD, a reduction of 1 location in the past 12 months. Of these, 562 member libraries at 702 locations use the LADD web service and 89 member libraries at 101 locations use ISO ILL compliant systems to interoperate with the LADD service.

The number of requests exchanged and supplied in LADD continued the downward trend since 2010-11. LADD transactions fell by 2.25% over 2014-2015, with 227,692 requests supplied. Although the decrease is significantly less than the preceding 2 years, with a 13% decline in 2012-2013 and a 7% decline in 2013-2014, a slight downward trend seems to be continuing. 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.

The National Library completed a procurement process for the provision of a hosted VDX environment, and on Friday 1 May 2014 signed a contract with OCLC to host the VDX system for the Libraries Australia Document Delivery (LADD) service. The transition to a hosted VDX system for LADD is managed jointly by the National Library and OCLC. A project team from Libraries Australia and the OCLC Melbourne office worked towards a transition date in early October 2015. The project commenced with a 2 day workshop for Libraries Australia staff and OCLC staff to work together to review VDX system functionality and look for opportunities to improve the look and feel of the system. Following the workshop, Libraries Australia members and trainers were asked for their feedback on a number of aspects of the VDX system. The first major milestone was achieved in August 2015 with the sign off of the VDX hosted Test system. OCLC plans to start moving libraries from VDX to WSILL in FY17. At this stage, there is no end of life date scheduled for VDX and OCLC will continue to support and provide bug fixes for VDX.

As part of the VDX transition, the LADD training system will also be updated to include transactions at various stages that can be worked on during training sessions and then be refreshed back to their original state with the monthly refresh.

There were 4 ‘Topics of interest’ delivered during the year: Saved searches in the work queue, Suspending your location, Email alerts, and Document Delivery training.

Since implementing the ISO ILL interoperability with LADD, Libraries Australia has endeavoured to reach out to ISO ILL partners in a number of ways - via the ISO ILL email discussion list, via surveys, and previously through an annual face-to-face meeting. The annual ISO ILL Partners face-to-face meeting was discontinued in favour of alternative communications to maximise reach with partners, and ensure the broadest spread of valuable information to the ISO ILL community. In July, the first ISO ILL Partners special supplement was included in the Libraries Australia newsletter. The supplement included all the information we would normally deliver at a face-to-face meeting: an update on vendor-to-vendor testing, the development of minimum standards for ISO ILL interoperability, an update on the location update scripts, and some member stories from the ISO ILL field.

STAFFING

Jasmine Jansen and Karen Vinoles both joined the ANBD Team during the year. Belinda Diehm was promoted in a return to the Member Services Team and Alison Kime gained a permanent position at APS4 level in the Member Services team.
Following the return of Anne Xu to Document Supply in May, as the hosted VDX project neared completion, the LADD team was integrated with Member Services. In June, Raymond Tack also returned to Document Supply. Grace Brown and Kirupaa Ragunathan also transferred to different positions within the Library during the year.

RECOMMENDATION

1. The Libraries Australia Advisory Committee notes the report.

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

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

Mr Catherine Kelso (Elected member), Librarian, Data and Discovery, State Library of Western Australia

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

Mr Alison Oliver, (Elected member), Manager, Library & Information Services, City of Rockingham

Ms Ann Ritchie (Special libraries representative), Director, Library & Literacy, Barwon Health

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

Ms Laurie Atkinson (Government libraries representative), Director, Law Library of Victoria and Supreme Court Librarian

Ms Robert Gerrity (CAUL representative), University Librarian, The University of Queensland

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

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

NEW SOUTH WALES
Convenor: Mr Robert Deininger, State Library of New South Wales
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NORTHERN TERRITORY
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QUEENSLAND
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SOUTH AUSTRALIA
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Email: chris.kennedy@sa.gov.au

TASMANIA
Convenor: Ms Margaret Malpas, LINC Tasmania
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VICTORIA
Convenor: Mr Richard McCart, RMIT University Library
Email: richard.mccart@rmit.edu.au

WESTERN AUSTRALIA
There is no current user group for WA.