### Committee Members Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Anne Horn</td>
<td>University Librarian, Deakin University</td>
</tr>
<tr>
<td>Ms Liz Burke</td>
<td>Director, Library Services, Murdoch University</td>
</tr>
<tr>
<td>Dr Alex Byrne</td>
<td>State Librarian and Chief Executive, State Library of NSW</td>
</tr>
<tr>
<td>Mr Peter Conlon</td>
<td>Manager, Library and Cultural Services, Queanbeyan City Council</td>
</tr>
<tr>
<td>Ms Pam Gatenby</td>
<td>Assistant Director-General, Collections Management, National Library of Australia</td>
</tr>
<tr>
<td>Ms Ann Ritchie</td>
<td>Editor, Australian Library Journal</td>
</tr>
<tr>
<td>Ms Rosa Serratore</td>
<td>Chief Librarian, National Meteorological Library, Bureau of Meteorology</td>
</tr>
<tr>
<td>Mr Ben O’Carroll</td>
<td>Systems Librarian, Premier’s Library and Research Council, Queensland Department of Premier and Cabinet</td>
</tr>
<tr>
<td>Mr Andrew Wells</td>
<td>University Librarian, University of New South Wales</td>
</tr>
</tbody>
</table>

### Officers Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Anne-Marie Schwirtlich</td>
<td>Director-General, National Library of Australia</td>
</tr>
<tr>
<td>Dr Marie-Louise Ayres</td>
<td>Assistant Director-General, Resource Sharing Division, National Library of Australia</td>
</tr>
<tr>
<td>Ms Debbie Campbell</td>
<td>Director, Collaborative Services, National Library of Australia</td>
</tr>
<tr>
<td>Mr Rob Walls</td>
<td>Director, Database Services, National Library of Australia</td>
</tr>
<tr>
<td>Minutes</td>
<td>National Library of Australia</td>
</tr>
<tr>
<td>Ms Mary-Louise Weight</td>
<td>Libraries Australia Collaborative Services, National Library of Australia</td>
</tr>
</tbody>
</table>
The meeting commenced at 9.45 a.m.

**Agenda Item 1**
**Welcome, Introductions and Apologies**

Ms Anne-Marie Schwirtlich opened the meeting and welcomed all present, including new members Dr Alex Byrne, Mr Peter Conlon and Mr Ben O’Carroll. Apologies were received from Mr Geoff Strempel.

Ms Schwirtlich called for nominations for Chair of the Committee. Mr Wells nominated Ms Horn who was elected by acclamation as Chair for 2012.

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

The actions arising from the previous Committee meeting were reported on.

**Draft Minutes of the previous meeting 8 April 2011**

**Agenda Item 4**
**Libraries Australia Statistics**

**ACTION:** ‘books and loans’ has been replaced by ‘copies and loans’

**Agenda Item 9**
**Special Libraries Report**

**ACTION:** Ms Serratore will discuss a special collections showcase with ALIA’s Special Libraries Advisory Committee.

Ms Serratore advised that this Action has been held over as the Committee is in a state of transition to new members.

**RESOLUTION:** The Libraries Australia Advisory Committee resolved to accept the minutes of the previous meeting as amended.

**Agenda Item 3**
**Libraries Australia Status Report**

Dr Ayres highlighted the ongoing challenge of maintaining performance of the TeraText Search database, with replacement of the Search database as the only solution.

Several steps have been taken to help manage the issue. TeraText has been split into two instances, one supporting users external to the NLA and another supporting the Record Export Service, Products and internal NLA users. A gateway has been set up so that unexpectedly large Record Import Service (RIS) files aren’t processed automatically thereby causing delays in updating of the Search Database. IT has implemented a detailed reporting process which enables staff to visualize the load on a minute by minute basis which has confirmed that it is Search activity not our processes that is saturating the system. The removal of some non-essential indexes is also being tested.
Dr Ayres noted that for the Search Redevelopment Project, an early deliverable will be a full risk management strategy.

The first Search Redevelopment Project meeting will be held next week and the Project will be completed by the end of the next financial year. The initial focus will be on working to reduce the risk of degradations to the service. Mr Walls advised that IT have agreed that we are approaching a threshold in terms of the architecture for the service.

Ms Horn sought information about the communication strategy for outages. Dr Ayres advised that the Libraries Australia email discussion list and the Libraries Australia Helpdesk are the main communication channels. When the Search Redevelopment Project commences, the implications and timeframes will be communicated. The discussion list is also used to communicate the importance of seeking advice when libraries have large loads in order that they are carefully managed. Capacity for holdings refreshes will be limited during the redevelopment stage.

Dr Ayres detailed preparations being made for the implementation of support for Resource Description and Access (RDA) in Libraries Australia which is scheduled for completion by the end of the first quarter of 2013. An April communication www.nla.gov.au/librariesaustralia/how-is-libraries-australia-planning-to-implement-rda/ outlined Libraries Australia’s RDA plans and policy. Expressions of interest for NLA “Train the Trainer” courses will be sent out shortly for courses to be run in the second half of the year. Ms Gatenby advised that the training will be intensive and important as it is a new online system although the records will not look very different.

Dr Ayres commented on the recent large holdings refresh from the University of NSW, the State Library of Western Australia and Serial Solutions. So far about 900,000 duplicates have been deleted from the database using duplicate removal software. The current issue with TeraText requires careful scheduling of DDR work and other data loading and maintenance tasks to avoid overloading the TeraText system.

Mr Walls outlined progress on testing CBS 6.0 software in preparation for upgrade. Most enhancements are behind the scenes but still quite significant. Implementation should occur by the end of June. Dr Ayres advised that a third test instance has been set up for CBS Job Manager which is used to manage data loads and maintenance tasks.

It was noted that while search and holdings refreshes activity is increasing, Helpdesk enquiries are down by 14%/year to date; due largely to the redeveloped website which received positive comments in the recent survey. Susan Gaw’s work on the website was acknowledged.

Libraries Australia had a significant presence at VALA with a trade stand and two presentations by Resource Sharing staff. A decision has been taken not to have trade stands at conferences in future; however staff will continue to attend State and Territory User Group meetings.

Dr Ayres thanked the retiring members in absentia and welcomed the new members to the Committee.

Mr Walls responded to a question from Ms Ritchie about the connection between the British
Library’s Document Supply Service and Libraries Australia Document Delivery (LADD) and advised that we are attempting to negotiate a new agreement with British Library. Technical issues prevented the previous agreement being activated. It is hoped there will be implementation this year.

The Committee noted the report.

**Agenda Item 4**  
**Libraries Australia Statistics**  
LAAC/2012/1/03

Dr Ayres acknowledged Mr Paul Beer’s work on Libraries Australia statistics and revenue calculations. Revenue is exactly on target and expenses are slightly lower due to the favourable exchange rates impacting on the prices of datasets, and lower employee expenses due to some positions not being filled permanently. Revenue by sector continues to be stable. Search activity is growing, and we are ahead on targets for adding records and holdings. We are slightly ahead on Document Delivery requests, despite their projected downturn.

Mr Conlon sought clarification of ‘other’ in the membership sectors graph. Other means schools, organisations, individuals and libraries overseas. Dr Ayres advised we have had a small increase in school libraries, but that the sector will not grow significantly as the Schools Catalogue Information Service (SCIS) meets their needs.

The Committee noted the report.

**Agenda Item 5**  
**Libraries Australia Business Review**

Dr Ayres introduced the discussion by outlining the asset replacement project which will commence shortly. She referred to the system architecture diagram of Libraries Australia services as a way of understanding how the services are interconnected and indicated on the diagram the one component which will be replaced – the TeraText search engine.

Dr Ayres explained that the business review launched at the last Libraries Australia Forum created a lot of interest, with an excellent level of input to the survey. She acknowledged the work of Ms Dellit and Ms Julia Hickie. The confidential report summarising the business review has since been considered by the Corporate Management Group (CMG). The next step is to frame a communication strategy and address sensitive issues. A possible direction is to move further along a pathway where we have a mixed business model offering some services ourselves and acting as a broker for other services.

Dr Ayres advised that she has spoken with Mr Strempel and will contribute his comments. Dr Ayres then asked the Committee for their feedback. Dr Byrne suggested there was a lack of clarity in the report about its purpose and added that some of the definitions for example, the Australian cultural data corpus, need to be reconsidered to determine whether the focus should be on library collections and the library sector or more broadly on the entire cultural...
Galleries, Libraries, Archives, Museums (GLAM) sector. There was also discussion about whether all Libraries Australia services were appropriate for all sectors.

**ACTION:** Review sectors and suitable business models.

**ACTION:** Seek further feedback from LAAC members with regard to the report recommendations.

The Committee affirmed the review and acknowledged the work of staff involved.

**Agenda Item 6**  
**Report from the OCLC Asia Pacific Regional Council**  
**LAAC/2012/1/04**

Mr Wells reported on the OCLC Global Council Meeting held on 16-18 April in Dublin, Ohio. Key issues discussed were the retirement of CEO Jay Jordan; the challenge of communication for OCLC when it is perceived as a vendor not a collaborator; the credits and incentives scheme which still operates and benefits some regions more than others, particularly North America; and cloud based services such as OCLC WorldShare and WorldShare Interlibrary loan.

Issues for the Asia Pacific Regional Council, of which Mr Wells is chair until June 2012, include by-laws, elections and the Membership Conference which will be held in Kuala Lumpur in September 2012. Dr Ayres and Mr Chris Thewlis from OCLC will represent Australia at the conference.

The Committee noted the report.

**Agenda Item 7**  
**Changes to public statistics**  
**LAAC/2012/1/05**

Mr Walls acknowledged the work of Ms Debbie Campbell and Mr Paul Beer compiling the new set of statistics. It is proposed that these will shortly be added to the website. It is important to note that the statistics include the 630 libraries which have contributed to the ANBD at least once, not the 500 which have never contributed. Libraries with fewer than 20 holdings are not included. He noted that the purpose of the statistics is to enable us to work towards addressing the issue of currency of holdings.

Dr Ayres added that these statistics give us valuable information about who we need to contact and where to put our efforts. She noted that the review done by Ms Alison Dellit found that CEOs overestimate the timeliness and currency of their own organisations’ holdings.

The Committee noted the report.
Agenda Item 8
The annual Libraries Australia Forum
LAAC/2012/1/06

Ms Campbell presented the report of the Libraries Australia Forum and drew attention to a section in the report on the future of the Forum. Ms Campbell advised that the recent Forum was well attended, with good keynote speakers. The importance of quality speakers was noted.

It has been decided to hold the Forum in Canberra this year on 25 October as a way of managing budget constraints and its future will be reconsidered next year. Mr Walls advised that the ACOC Seminar will not be held in 2012. Dr Ayres mentioned the possibility that the Forum could become biennial; noted the large time commitment involved and suggested it could possibly be funded by a slight subscription increase. Ms Burke confirmed it would be preferable to hold it biennially rather than raise subscriptions and noted that good quality events such as the Forum stay in people’s calendars.

The Committee noted the report.

Agenda Item 9
Trove Status Report
LAAC/2012/1/07

Dr Ayres highlighted the major achievements

1. The release of the API. The Trove team is considering the application of the API’s Terms of Use in conjunction with the issue of vendors wanting to use content, preferring a quid pro quo approach. Ms Campbell gave further detail about the approaches that have been made from vendors and the different uses of the API so far. OCLC have approached us for the Picture Australia metadata and Ms Campbell noted that in this case it could be quid pro quo as we are entitled to exercise the WorldCat API. Dr Ayres thanked Ms Campbell and the IT team.
2. Trove was recently granted a AA accessibility rating against the Web Content Accessibility Guidelines v2.0, as it now meets full visual accessibility compliance [http://www.w3.org/WAI/intro/wcag]. This was due to a lot of excellent work by Mr Kenji Walters, Trove’s interface designer.
3. Progress has been made with integrating Music Australia, Picture Australia and Australia Dancing into Trove; and their separate interfaces will be turned off by the end of June. Special functionality for these services will be maximised in Trove, and we are communicating with their communities.
4. The Trove Reference Group meets quarterly to decide on strategic priorities, and has met three times in 2012.
5. A contract has been signed for software to manage the relationships with existing and the 450 potential contributors to Trove.
6. As part of a Legal Risk review, Ms Campbell has been working on the legal
statements in Trove and its Memorandum of Understanding (MOU); considering different agreements for different contributors.

7. the Trove ‘About’ and ‘Help’ pages in the process of being migrated to a new information architecture.

8. The number of followers of the Trove Twitter feed has quadrupled in last year from 500 to more than 2,000.

9. The use of mobile devices to access Trove has quadrupled since last year to 6% of all usage of Trove.

Dr Ayres then noted some of the major challenges ahead, including improving the work screens, enhancing navigation of newspaper content, connecting National and State Libraries Australasia (NSLA) delivery systems to the Trove buy option, considering how to implement a discipline view, starting with music; and reviewing the inclusion of article level metadata in Trove to determine whether it is a sustainable activity. Mr Wells queried how the relationship with the 450 potential contributors differed from that for Libraries Australia contributors. Dr Ayres advised that there is an MOU rather than an agreement and no money is involved. These organisations have either approached us to expose content through Trove or we have approached them for content we have identified. There is a lack of technical capability in the GLAM sector so we need to expend a high level of resources to get important collections in; in other cases they are technologically able but choose not to contribute. Ms Campbell advised that the new Trove harvester works well with organisations with the technical capability.

Dr Ayres advised that the usage of Trove is excellent and approaching 50,000 unique visits per day.

In response to a query about communicating to users of the services being decommissioned, Dr Ayres explained that there is a communication strategy on the website, re-directs are in place and she reminded the committee that the content has actually been in Trove since 2009.

The Committee noted the report.

Agenda Item 10
Draft Trove Content Inclusion Policy
LAAC/2012/1/08

Dr Ayres summarised the draft Trove Content Inclusion Policy. Full text is the highest priority as that is what people are using. We have started work on a content development policy, the Vision Mission and Scope statement for the public and the strategic directions statement for Trove. These should be available at the October meeting. There was some discussion about how far to go with content for Trove. Dr Ayres commented that OAIster and Hathi were very easy to include but the focus was mainly Australian.

Dr Byrne suggested it should be renamed the Trove Content Statement, not the content inclusion policy.
ACTION: Rename Trove Content Inclusion Policy as Trove Content Statement.

The Committee noted the report.

**Agenda Item 11**
**Report from National Library (oral)**

Ms Schwirtlich reported on the Strategic Directions statement which has now been finalised. The National Library will continue to expose and share collections. We are shifting resources from collecting (mainly overseas) to more exposure of the collection. She thanked Committee members for their input at the last meeting. The main difference since then is a change to the statement where reference is made to the National Digital Library of Australia for the first time as a concept and an entity, as it will assist in confirming perceptions of the Library’s work.

Mr Jim Spigelman will retire as Chair of the NLA Council as he is now Chair of the Australian Broadcasting Commission.

Discussions about the National Cultural Policy took place in late 2011. Further consultation continues and we can expect to hear more after the Budget. The Budget will impact on all Divisions of the NLA. Meeting the efficiency dividend together with new and rising costs is a challenge. We are grateful that the 2012/2013 efficiency dividend for cultural organisations remained at 1.5% not 4%. As well as a reduction in overseas collecting there has also been a reduction in retrospective cataloguing.

The Handwritten exhibition was a great success with 73,000 visitors. The current exhibition is Patrick White to be followed by the Lewin exhibition from State Library of NSW.

Ms Schwirtlich noted that she was pleased that the Attorney General’s Department has published a discussion paper proposing that legal deposit be extended to include electronic publications. The closing date for submissions was 14 April.

The Digital Library Infrastructure Replacement Project (DLIR) is underway. Assessment of its tender is complete and we are currently seeking ministerial approval to negotiate contracts.

Ms Gatenby gave an update on RDA which will be implemented in Australia at the end of March 2013 to coincide with implementation by the Library of Congress and the British Library. Training for external trainers will commence in October 2012 but NLA and NSLA staff will receive training from December 2012 – January 2013.

NLA contributed images to the Flickr Commons late last year. This has been very productive; in the lead-up to Anzac Day a small collection of images attracted 70,000 views over four days. Ms Schwirtlich commented on the usefulness of taking collection items to
where people congregate and given the pull of Trove, it was interesting to note that there are audiences in many places.

The Committee noted the report.

**Agenda Item 12**  
Re-imaging Libraries’ Project reports (oral)

Ms Schwirlich gave an update on NSLA’s Reimagining Libraries Projects.  
[www.nsla.org.au/projects](http://www.nsla.org.au/projects) The NSLA March summary report was distributed to Committee members. At its meeting in March, progress was assessed and suggestions for new projects were considered. There are three new project groups - Digital Preservation, Maps and Large Pictorial collections.

Dr Byrne expressed his admiration for the work of NSLA and what has been achieved. Ms Schwirlich commended the NSLA website to the Committee. Ms Horn questioned the communication strategy for the achievements of NSLA and was advised that a communication and marketing project group works on activities such as, an e-newsletter and the summary reports. It was agreed that further communication could take place at sector specific gatherings such as the Council of Australian University Librarians (CAUL).

The Committee noted the report.

**Agenda Item 13**  
Article: Trove: the terrors and triumphs of service based social media

Ms Horn introduced the National Library’s article about social media and commented on the take up of social media, the need for a social media policy, resourcing, usefulness for feedback and risk management.

Dr Ayres talked about the use of the Trove Forum space, noting that not all social media is the same and not every tool works. Dr Byrne commented on the work being done on policy development at the State Library of NSW because of the two main concerns of brand management and the question of whether staff are operating as library staff or individuals.

The Committee noted the report.

**Agenda Item 14**  
Other business

There was no other business.

**Agenda Item 15**  
Conclusion and Review of Resolutions
RESOLUTIONS
The Committee resolved to accept the minutes of the meeting held on 26 October 2011.
The meeting concluded at 3.15pm.

APPENDIX A: ACTIONS

Agenda Item 5
Libraries Australia Business Review

ACTION: Review sectors and suitable business models.
ACTION: Seek further feedback from LAAC members with regard to the report recommendations.

Agenda Item 10
Draft Trove content inclusion policy
LAAC/2012/1/08

ACTION: Rename the Trove content inclusion policy as a Trove Content Statement.