The meeting commenced at 9.45 a.m.

**Agenda Item 1**

**Welcome and Apologies**

Ms Anne Horn opened the meeting and welcomed all present. Apologies were received from Dr Alex Byrne, Mr Peter Conlon, Ms Ann Ritchie, Ms Rosa Serratore and Ms Anne-Marie Schwirtlich.

Please note that the agenda items were discussed in the order given below.
Agenda Item 2
Draft Minutes of the Previous Meeting and Business Arising
LAAC/2012/2/01

Ms Campbell noted the existence of both a public version and an in-confidence version of the previous meeting’s minutes. The actions arising from the previous Libraries Australia Advisory Committee (the Committee) meeting were reported on.

RESOLUTION: The Committee resolved to accept both sets of minutes of the previous meeting.

Agenda Item 3
Libraries Australia Annual Report
LAAC/2012/2/02

Dr Ayres thanked Ms Campbell and Mr Walls for their assistance in preparing the report. Membership remains stable although some changes are expected in the Queensland and NSW government sectors. Use of Libraries Australia Search (Search) continues to grow. Search traffic between the Australian National Bibliographic Database (ANBD) and OCLC is growing in both directions. There are increases in all key measures with the exception of Libraries Australia Document Delivery (LADD) activity. There has been a small increase in the number of ISO Interlibrary Loan Protocol (ISO ILL) libraries.

Dr Ayres acknowledged the work of the Libraries Australia Database Services team to prepare for the recent implementation of Libraries Australia Cataloguing System version 6.0 (CBS). Mr Walls reported that it was a very smooth software upgrade and it enabled 200 separate bug fixes. It is a pre-requisite for implementing version 2 of the CBS Job Manager software which will enable data maintenance tasks to be done more easily. The SRU Record update (SRU) capability supports the transmission of full bibliographic records back from WorldCat to Libraries Australia and will enable the capture of more data going to WorldCat that we are currently missing out on. It will give us the capability to receive select data elements which have been added to WorldCat such as Table of Contents (TOC) data. It will support full holdings records as opposed to just a “held” statement in WorldCat. Mr Walls commented that WorldShare presents us with risk as well as opportunity in that we may pick up some sites who are not currently contributing to the ANBD.

Mr Wells sought information about the currency of holdings and how Libraries Australia is keeping up. Mr Walls advised that work has been done on currency of holdings since the last meeting, most libraries have contributed during the previous 12 months, we are maintaining current holdings reasonably well but having more difficulty with deletions and weeding, despite doing as many global refreshes as possible.

Mr Walls expressed concern for what is not coming into the ANBD when libraries are getting data from other suppliers and noted that we are only receiving partial holdings for about 500 libraries out of 1000 member libraries.

Dr Ayres advised that we had recently received our 50 millionth holding and confirmed that
it came from the RMIT University. In terms of database quality, we continue to work on this with the Record Import Service (RIS), Global Holdings changes, removal of 500,000 duplicates, an increase in TOC data and use of the Relate software.

Mr Walls explained the functionality of Relate as software that links bibliographic records and authority records using a matching algorithm. Relate enables improvements to the quality of bibliographic records. We can offer a tailored authority file of authority records libraries have their holdings on. Relate will complete its first pass through the database in the near future and then move to maintenance mode. A full run through will be scheduled from time to time. We will promote the new service shortly.

Dr Ayres noted the breadth and importance of the full range of Libraries Australia communication mechanisms. She has attended user group meetings in each state this year and advised that the Western Australia User Group (WAUG) is currently in abeyance. She referred to the importance of the National Library of Australia (the Library) disaster recovery centre for communication during the recent service outages and gave an explanation of why the outages occurred.

There will continue to be no trade stands at major conferences. The Libraries Australia Forum (Forum) will be held in Canberra due to budgetary constraints and the frequency and location of the Forum will be reviewed.

Ms Burke suggested it may be helpful for her to follow up on the WAUG. Ms Campbell advised that the outgoing convener had already gauged that there was sufficient interest to continue, and she would provide Ms Burke with further details.

In response to Ms Horn’s question about the future with regard to the contribution of non-Roman script records Dr Ayres advised that many of these records are created at the Library as collecting in this area is a priority for the Library. Mr Walls advised another major source is the Library of Congress. Mr Walls advised Mr Strempel that we would be receiving non-Roman script records from Cooperative Action by Victorian Academic Libraries (CAVAL) as well. He added that some libraries are not paying to have non-Roman scripts included in records because of the extra cost. Ms Burke commented that her university has outsourced the acquisition and cataloguing of non-Roman script material.

Ms Campbell drew attention to the booklet distributed to committee members; Enhancing and maintaining the quality of the Australian National Bibliographic Database, created as a response to questions raised in the survey and to highlight what can be done to improve currency of holdings. She advised it will be handed out at the Forum and placed on the website.

ACTION: Ms Campbell will send WAUG contact information to Ms Burke.

The Committee noted the report and the achievements for the year.
Agenda Item 4
Libraries Australia Statistics
LAAC/2012/2/03

Dr Ayres thanked Mr Paul Beer and acknowledged his ‘complete mastery’ of Libraries Australia statistics. Highlights included twice as many bibliographic records added and nearly three times as many holdings as predicted. For the first quarter of this year revenue has stayed on track despite some cancellations, bibliographic records were double their submission target and holdings added more than four times their target. LADD activity is down by 12% overall and we will continue to monitor this. Libraries Australia Helpdesk enquiries are 13% lower than same time last year, with an excellent turnaround time. This reflects the quality of communications and the investment in the website. The growth in use of both Search and Z39.50 continues to increase uniformly across the sectors.

Ms Horn questioned the reason for growth in bibliographic records. Dr Ayres stated that the Library contributed 43% of all records, up from 270,000 in 2010/11 to 600,000 in 2011/12. Ms Gatenby suggested some recent projects may also have added to the increase.

Ms Burke sought more information about the changing use of LADD and questioned the reasons for changes in other sectors. Dr Ayres noted that libraries feel nervous about supplying from their electronic products even when they can. Mr Wells added that with the changes at Infotrieve, other players are entering that market. Despite other mediated schemes such as BONUS+ being used, Dr Ayres explained that LADD can be used to facilitate individual sharing arrangements between specific libraries.

Dr Ayres updated the situation with British Library Document Supply Centre (BLDSC). A recent meeting with their business manager confirmed that the only way forward is with the copyright fee paid service. We have signed a new agreement to proceed. Mr Walls confirmed that this applies to all holdings of the British Library.

ACTION: Dr Ayres will investigate where growth in holdings is coming from and advise the Committee.

The Committee noted the report.

Agenda Item 5
Report from the OCLC Asia Pacific Regional Council
LAAC/2012/2/04

Mr Wells gave a report on the Membership Conference held in Kuala Lumpur in September, commenting that the presentation given by Dr Ayres was well received. He noted the growth in WorldCat, the strong development and marketing of WorldShare, and suggested we monitor products OCLC may not want to keep supporting such as VDX. A highlight was Ms Constance Malpas’ presentation; in particular her analysis of overlap with Hathi Trust was striking and the implications therein for collection development. The establishment of an OCLC data centre in Sydney demonstrates their commitment to the region. He also noted the presentation of Mr Richard Wallis on linked data as another highlight and recommended inviting him to a future Forum.
Mr Wells commented that the governance arrangements for the OCLC’s Asia Pacific Region are very democratic although the numbers of members are small and there is equal representation from each Regional Council on the Global Council.

The Committee noted the report.

The Committee agreed to move to Agenda Item 7 and discuss Agenda item 6 after morning tea.

**Agenda Item 7**

**Progress report for the Libraries Australia Search Redevelopment project**

LAAC/2012/1/06

Dr Ayres advised that the project is proceeding well and there will be a presentation at the Forum tomorrow. Site visits were undertaken by the interface designer and a business analyst, not librarians. They met with librarians using the system, not supervisors. Stage 1 involved extensive research. This has resulted in a list of enhancements now prioritised according to what must be done and what should be done.

Ms Laurel Paton from Libraries Australia has been seconded to this project and this is proving to be effective. Stage 2 is scheduled to be finished by the end of the calendar year and the project team is confident the project will be completed on time.

Dr Ayres gave an explanation of depreciation funding, which is how the project is funded. Libraries Australia assets such as Search and RIS are now being established as separate assets and treated in the same way as other Library assets.

Dr Ayres elaborated on the reasons why a decision was taken not to run Trove and Libraries Australia from the same database. Initially it was considered within the single business model. However it is not technically feasible because Trove applies Functional Requirements for Bibliographic Records (FRBR). Search users do not want FRBR applied as they need a database based on bibliographic records not works. Libraries Australia needs a greater array of indexes than Trove, and adding these indexes to Trove would compromise service performance. Trove and Libraries Australia will stay as separate databases but gain efficiencies by using the same platform for Libraries Australia and Trove and sharing some of the code. Ms Horn sought to clarify timeframes for keeping separate databases and was advised it is for the next five years.

Dr Ayres commented on the trend towards increased outsourcing of cataloguing. Third party cataloguers are using the Libraries Australia Cataloguing Client (LACC) to do their work, not Search so there were no separate Search requirements needed for them. Similarly with regard to electronic resources management, no special requirements were identified as needed to support their workflows.

Early next year the Libraries Australia team will be calling on members to assist with testing.

The Committee noted the report.
Agenda Item 6
Libraries Australia – a sectoral view 2012
LAAC/2012/2/05

Dr Ayres stated that with increasing differentiation between sectors it was time to re-examine the single subscription model. Some further analysis has been done and while there are many changes in different library sectors these changes are not translating into how libraries use Libraries Australia services. With the exception of LADD, the use of Libraries Australia services has remained stable. In summary we have seen no change in the sectoral use of services since the current subscription model was introduced in 2006/7.

Use of the Helpdesk by the special libraries is higher than for the other sectors. 43% of queries are about LADD, the same as for university and public library sectors. Efforts to provide different information to any sector will benefit all sectors. The stability of use of services, despite changes in the sectors, leads us to believe that the current single subscription model is still valid. The complexity of interrelated services means it would be difficult to price them individually and would be resource intensive. A base level of revenue is required to keep services going and undertake modest improvements.

Comments received ex-camera from Ms Ritchie and Ms Serratore (representing the special library sector) advocated retention of the current single subscription and recommended further analysis. Dr Byrne recommended staying with single subscription model but undertaking further cost and revenue analysis of a suite of some of the separate services to see if they are suitable to offer separately.

In response to a question from Ms Horn about timeframes, Dr Ayres advised that we would continue with the current model until the Committee requests change to another model. Mr Wells observed that it should be looked at again considering the contribution made by the university sector to revenue. He expressed concern about the resources going into LADD and suggested looking at the future of the ISO ILL protocol and the significant costs associated with it, and looking at what OCLC will do.

Dr Ayres mentioned discussions have been had with regard to the future of Virtual Document eXchange (VDX) with colleagues from the National Library of New Zealand (NLNZ). One scenario could mean going with a hosted arrangement. A lot will depend on the timeframe for WorldShare. The issue of how WorldShare would support consortia was raised with OCLC by the Libraries Australia team.

Mr Walls advised the Committee that he had received a draft copy of the possible replacement for the ISO ILL standard. This will probably result in a lighter weight standard for interoperability. We need to think about how the infrastructure we currently provide to enable interoperability will be provided in future. Some initial discussions with OCLC have been held to look at VDX being replaced with WorldShare in approximately four years time.

Ms Burke commented that CAUL’s Collection Sharing Advisory Committee has just surveyed CAUL members regarding Interlibrary Loan (ILL) and presented a report to CAUL which is looking at the extent of change across the sector. She supported Dr Byrne’s suggestions and added that it cannot be assumed that the next five years will stay the same. Numerous CAUL members are doing internal reviews and already using other services such as ArticleReach and BONUS+.
Dr Ayres questioned whether CAUL members were thinking of not using LADD. Ms Horn answered by noting that in times of significant change, if LADD is bundled up with all other services when changes can’t be predicted, then what you are charging for may not equal their perception of what they are buying. Ms Horn suggested LADD should be separated out because of its high overheads, enabling a more informed business decision.

Ms Burke suggested that payment for LADD ‘bundled in’ with the invoice for other Libraries Australia services means there is a lack of depth of understanding of what that really means. Mr Wells commented that the number of Ex Libris libraries moving to Alma and their Fulfillment services provides another degree of uncertainty.

Mr Strempel drew attention to the point the Committee agreed on in 2007 ‘Recognise that libraries and their users now gain value from Libraries Australia in new ways which cannot be measured simply by transaction based charges’ and the importance of finding ways to identify and promote the non transactional benefits. Ms Campbell commented that this was the reason for writing the value statement in 2007, and noted it was pre-Trove.

Mr Strempel agreed that LADD could be separate but cautioned against actions which drive behaviours. Ms Campbell noted it would be hard to project our revenue with confidence and the impact this would have on staff numbers. Mr Walls commented that another change to the charging model which may impact on user behaviour could be a direct link to the cost of ISO ILL testing. Mr O’Carroll commented that in Queensland, special and government libraries will not be offering ILL but will be decreasing their collections so they will have to use ILL to access items. Special libraries would only want some services if they were split, and added that libraries want to know the future of the model.

Ms Horn expressed concern at the level of investment in ISO ILL testing. Dr Ayres commented that half the traffic and half of LADD resources relate to ISO ILL libraries. Ms Horn observed that the costs and overheads are not obvious.

Mr Wells noted that because the model has been this way for some time changes may be controversial. Ms Campbell advised the Committee that the model for each sector has been reviewed every 3 years and results reported to the Committee each time.

Ms Burke highlighted the explanation for the university sector on page 3 of Libraries Australia – a sectoral view which could be misinterpreted. Dr Ayres clarified that the intention of the information provided was to show that sectors provide different value to and receive different value from Libraries Australia. Ms Horn foreshadowed the sectoral review at the last CAUL meeting and confirmed that CAUL would like to engage around what changes could be made.

There was further discussion about how individual libraries feel about sharing with libraries who don’t contribute, about the costs of ILL services, charging and the move to consortia reducing the need for external ILL.

**ACTION:** Libraries Australia will look at costings for LADD as a discrete service.

The Committee noted the report.
Agenda Item 8  
Proposal for Libraries Australia eResources - Confidential  
LAAC/2012/2/07

Mr Strempel reminded the Committee that he is a member of the ERA committee.

Dr Ayres advised that the Electronic Resources Australia (ERA) Executive has asked the Committee to consider the proposal. Dr Ayres gave background information about ERA and noted the investment the Library has made in it over a five year period. ERA is being reviewed from the perspectives of the Library’s own budgetary resources and the external environment particularly in relation to the House of Representatives’ School libraries and teacher librarians in 21st century Australia report. A pilot proposal for a national licence for one product was submitted to the Department of Education, Employment and Workplace Relations (DEEWR) but was not successful. Dr Ayres expressed her disappointment that a national licence had not been achieved. ERA has delivered value by maintaining reasonable licensing conditions.

The ERA Executive understands that the decision regarding the future of the service must stand with the Library. Dr Ayers outlined the options available. She also explained that if an eResources service through Libraries Australia does not proceed, the Library will close ERA in June 2013. The poor fit between Libraries Australia and ERA membership was noted.

The Committee did not support the recommendation to create a new Libraries Australia eResources service.

Agenda Item 9  
The 2012 Libraries Australia Forum (oral)

Ms Campbell gave a report on the Libraries Australia Forum to be held the next day, on 25 October. A range of associated events are being held including four library tours, a Libraries Australia Trainers’ meeting, VDX User Group Australia and New Zealand (VUGANZ) meeting and the ISO ILL partners meeting. 160 delegates have registered for the Libraries Australia Forum.

Dr Ayres thanked the team which has worked to bring the Forum together.

The Committee noted the report.

Agenda Item 10  
Trove Status Report  
LAAC/2012/2/08

Ms Campbell noted the progress that has been made; in particular time spent on the integration of the separate discovery services. This work should be finished by the end of the year and the icons removed from the Library homepage. The Trove scope and vision documents have been updated and will be placed on the Trove website. The Trove team participated in a review by Value Edge of the activities all team members are responsible for,
finding new solutions and planning for the next 18 months.

Trove has continued to add new contributors; one simple way to achieve this is to work with sets of contributors using the same platform, for example eHive. Social engagement has been successful. The Trove Tuesday blog activity is an example of an external party raising awareness of Trove independently. Trove is also linking up with innovators in the higher education sector who see the value of Trove for their research. The Trove API is supporting research and approaches to the content in different ways.

Trove visits have reached over 60,000 a day and usage is growing steadily. We are planning a more detailed analysis of who is using Trove and why. Trove is being used as a benchmark to encourage other services to improve what they are providing. Enquiries have dropped as people are getting more comfortable using the service.

Ms Campbell commented on the use of Twitter to communicate during the recent outage and our discovery of a family history page on Facebook doing the same. Dr Ayres spoke about user engagement and noted the value of this has been calculated to be between $12 and $15 million dollars and questioned how we might take this highly engaged group of people to the next level.

Ms Horn asked if people are able to contribute with biographical data entry tool. Ms Campbell advised it will be used by Library staff only and not released to public. We will invite specific academics with particular expertise to share their research expertise and augment content using the tool but under our guidance. Users can add comments. The Trove API allows anyone to extract the comments and re-use them in other ways.

Ms Horn mentioned the work of the Humanities Networked Infrastructure (HuNI) Project. Trove will have a thread in its Forum to discuss different uses of the API. Ms Campbell gave some other examples of uses of the Trove API.

Ms Gatenby observed that she would like to see an extrapolation of the data for Australian usage to see it as percentage of the population. Dr Ayres asked Ms Campbell to comment on work we are doing with the Australian National Data Service (ANDS). The team has been working to bring in 22 metastores. Each university will be incorporated into the Trove Identity Management Service so that they can obtain identities for their researchers. Training provision has been an issue. The Library made documentation available and has committed to update the Registry Interchange Format - Collections and Services (RIF-CS) Schema once a year.

The Committee noted the report.

**Agenda Item 11**

**Report from National Library (oral)**

Ms Gatenby reported on the National Cultural Policy, which is currently being drafted. It was pleasing to note that the cultural agencies were exempted from the additional 2% efficiency dividend this financial year. Some additional funding towards the Library’s
digital agenda has been allocated for the next 4 years.

Common performance measures are being implemented across cultural agencies by the Office of the Arts—some of which do not apply to the Library. We had some influence on the measures we report on and these are now incorporated into the methodology we use for our own Balanced Scorecard reporting.

The Digital Library Infrastructure Replacement project (DLIR) is a four year project to replace the Library’s digital infrastructure. We have signed two contracts, the first with software for digitising text based material. The second contract involves the preservation system which allows the Library to collect and maintain preservation metadata and report on the state of collections and then schedule actions required to keep data accessible; and the Digital Core Library system, an asset management content repository. These are provided by Tessella in the form of Safety Deposit Box (SDB) software. The Library has started discussions with state libraries with regard to collaborating on a digital preservation model that meets their needs. Other requirements will be delivered under DLIR such as replacement of web archiving systems and a deposit workflow system for non web born digital material.

A review of overseas collecting done last year recommended some procedural improvements and a transition to a digital model. The Library took a strategic decision to reduce its overseas collection budget in this area. The Library Council has endorsed this decision and the revised collection development in particular prioritising the Asia and Pacific regions. The Library will be moving from ownership to licencing or subscription models. The Library is reviewing and cancelling many journal subscriptions.

The Library has trialled eBook platforms and is in negotiations with the preferred provider with regard to licencing issues. Legal deposit is moving closer; if all goes well legislation could be introduced in the second half of next year. The key issues are access and copyright.

The digitisation emphasis is still on newspapers but the Library is preparing for journals next year. The contributor model is proving to be very successful. RDA training is underway. Four sessions have been held for external agencies which want to be trainers.

Ms Gatenby advised the Committee that she will be retiring from the Library on 12 December. Ms Horn thanked Ms Gatenby. Mr Wells left the meeting.

The Committee noted the report.

**Agenda Item 12**

**Re-imagining Libraries’ Project Reports (oral)**

Dr Ayres advised there are now 15 projects in three over-arching groups; the Accessible Collections group, the One Library group and the Enabling People group. She commented that the National and State Libraries Australasia (NSLA) e-Resources Consortium work is proceeding well; and as the work of the Open Borders group comes to an end it will be
important to keep Trove ‘on the table’. The Library is very involved in many of the projects.

The Digital Preservation group has achieved a lot. A key task is to start working on a business case for a knowledge base to start recording file formats and file characteristics and which can be shared among the NSLA libraries.

The Committee noted the report.

Other business

Dr Ayres advised the Committee that Ms Horn would be stepping down as a CAUL representative. Dr Ayres thanked Ms Horn for her contribution to the Committee since 2007 and as Chair since 2009.

Dr Ayres also acknowledged Ms Gatenby’s retirement from the Library and recognised the significant contribution she has made to the Committee during her term of office.

Dr Ayres presented the retiring members with a small gift.

Agenda Item 15
Conclusion and Review of Resolutions

RESOLUTIONS

The Committee resolved to accept the minutes of the meeting held on Friday 27 April 2012.

The meeting concluded at 2.30pm.

Attachment A: Actions

Agenda Item 3
Draft Minutes of the previous meeting 24 October 2012

ACTION: Ms Campbell will send Western Australia User Group contact information to Ms Burke.

Agenda Item 4
Libraries Australia Statistics

ACTION: Dr Ayres will investigate where growth in holdings is coming from and advise the Committee..

Agenda Item 6
Libraries Australia – a sectoral view

ACTION: The Libraries Australia team will look at costings for LADD as a discrete service.