LIBRARIES AUSTRALIA STATUS REPORT
NOVEMBER 2011 – APRIL 2012

Summary

This report summarises Libraries Australia activities since the last briefing provided at the Libraries Australia Annual Forum on 27 October 2011 in Adelaide.

The key activities have been:

- an extensive member survey to support the Libraries Australia Business Review, which will inform the redevelopment of the Libraries Australia search platform;
- preparations for the introduction of the Resource Description and Access (RDA) standard in both Libraries Australia and Trove;
- testing of CBS v6.0 in preparation for a mid-year release;
- modest changes to the User Agreement;
- a replication of the TeraText database to improve response times for library workflows; and
- an analysis of holdings which indicates the severity of the currency issue. New statistics have been made available which illustrate the concern.

Libraries Australia Cataloguing Service

Libraries Australia Cataloguing (CBS)

Testing of an upgrade to the Libraries Australia Cataloguing software (CBS version 6.0) has commenced. We hope to implement the update in production by the middle of the year. The major features are:

- approximately 200 bug fixes and minor enhancements;
- support for version 2 of the CBS Job Manager that will be used by NBD staff to more efficiently manage data loading and maintenance jobs;
- improvements to support for transliteration;
- support for subfield 856$x in WebCat to enable input of the Trove searchable resource flag;
- improvements to matching and merging of personal name authority records;
- support for transmission of records from WorldCat to Libraries Australia via SRU Update. This will enable us to receive record enhancements from

1 Refer to the separate LAAC paper in this set for a summary of the Annual Forum.
WorldCat to improve the quality of the NBD, such as Table of Contents data that has been added to WorldCat records;

- transmission of bibliographic record updates to WorldCat. Currently record updates such as updated URLs aren’t being sent to WorldCat;
- enhancement of the CBS SRU Update record catcher to support receipt of full holding statements. Currently it only supports “Held”; and
- enhanced WorldCat synchronisation consistency checks.

Resource Description and Access (RDA)


During the past year, Libraries Australia has undertaken a major project to identify and specify all of the system changes required to support RDA in the cataloguing service. In addition to support for the new MARC 21 fields, changes will be required in record matching and merging, indexes and record displays. We are currently testing an update to the CBS configuration that contains the RDA-related MARC21 changes and expect to implement it soon. This will allow RDA records to be added to Libraries Australia.

In the fourth quarter of 2012 we will implement system changes to support the matching and merging of AACR and RDA records. We will also be amending the Libraries Australia minimum record standard to take account of RDA.

Maintenance of the Australian National Bibliographic Database

Three major holdings refreshes have resulted in the updating of a significant number of ANBD holdings. A full refresh of the University of NSW holdings updated over 650,000 holdings. The refresh was done in preparation for the commencement of the University’s regular updating using SRU Update. A holdings refresh for the State Library of Western Australia updated over one million holdings. A complete refresh of Serials Solutions’ holdings replaced or updated 52,000 bibliographic records and 379,000 holdings on behalf of several libraries. The ANBD currently contains over 48 million holdings.

A duplicate detection script (DDR) using OCLC number (OCN) as the match key has been running regularly for the past eight months and has removed 413,961 duplicate records from the ANBD. Over 800,000 duplicate records have been deleted since DDR was first implemented, using LC, ISBN and now OCLC numbers as match keys.
LADD Development


An agreement to allow requests to be sent to the British Library Document Supply Centre (BLDSC) was signed early in 2011 but could not be implemented because of technical issues. Implementation of VDX 4.1.4 resolved these issues however the original agreement has now expired. BLDSC has recently made significant changes to the document supply services it offers to libraries outside the United Kingdom. Libraries Australia is currently negotiating a new agreement with BLDSC.

ISO ILL Protocol

Libraries Australia is currently testing an automated script that will make it easier for ISO ILL sites to record suspensions in their ILL systems.

Libraries Australia has recently completed a review of ISO ILL support. The review demonstrated that 39% of LADD staff time is devoted to supporting ISO ILL sites, while they represent only 13% of all LADD customers. (NB. ISO ILL sites make 47% of all LADD ILL requests). This confirms our earlier thoughts that while ISO ILL systems offer significant benefits and efficiencies to their owners, they also represent an increased cost burden to Libraries Australia. We are considering how to equitably support all LADD customers in the context of resourcing pressures.

Libraries Australia Search

As part of the integration of Picture Australia functionality into Trove, preparations commenced for its removal as a separate target in Libraries Australia. This will take effect on 1 July.

Significant delays in updating the Libraries Australia Search (TeraText) database have occurred on a number of occasions over the past several months. This causes delays in supplying records to libraries through the Record Export Service. These delays are related to ongoing problems with the search and update performance of the TeraText software. The problems also place significant limitations on the volume of record updates that can be processed by Libraries Australia thereby limiting our ability to undertake database maintenance and improvement activities such as duplicate removal and global changes. They also require NBD staff to very carefully manage the volume of updates that are processed each day.

Over the last two months, the Information Technology team supporting Libraries Australia Search has implemented a second copy of the TeraText database in an
attempt to mitigate the performance issues by sharing the search load. The first copy supports searching by Libraries Australia users. The second copy supports the Record Export Service and products functions.

The effectiveness of this strategy will be assessed before deciding whether further actions are necessary. These may include the removal of a number of low use search indexes from Libraries Australia Search. Unless significant improvements can be achieved it is likely that Libraries Australia will need to further reduce the volume of record updates that are processed and this, at very least, is likely to cause delays in processing global holdings refreshes. Our aim is to improve TeraText performance so that we are able to provide reliable and consistent service until the search redevelopment project replaces the TeraText software.

Relations with the Libraries Australia Membership

Changes to the Libraries Australia User Agreement

As part of an annual review cycle, the Libraries Australia team took the opportunity to streamline the wording, but not the intent, of some clauses of the User Agreement. New definitions were added, and clauses duplicated between the main agreement and its schedules were removed.

Memberships

There are 1,289 current members of Libraries Australia, an increase from 1283 in March 2011 (an increase of 0.5%). The number of user-ids increased by 2.7%:

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>contributing libraries</td>
<td>6,285</td>
</tr>
<tr>
<td>non-contributing libraries</td>
<td>1,412</td>
</tr>
<tr>
<td>Total this year (last year 7,492)</td>
<td>7,697</td>
</tr>
</tbody>
</table>

Between November 2011 and March 2012 there were 14 cancellations, including four due to library closures and three individual accounts. In the same timeframe, there were 10 new registrations, including for four schools and one individual.

Enquiries

The five month timeframe from November to March saw a decline of approximately 10% over a similar timeframe last year:

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>532</td>
</tr>
<tr>
<td>Web form</td>
<td>2,620</td>
</tr>
<tr>
<td>Email</td>
<td>22</td>
</tr>
<tr>
<td>Mail</td>
<td>6</td>
</tr>
</tbody>
</table>

2 The Agreement is available at www.nla.gov.au/librariesaustralia/about/subscribe/.
Training courses

Attendance figures for training courses remain steady. As part of the training services review proposed last year, the Libraries Australia office has prepared an Expression of Interest to be issued across Australia, which will establish a panel for the provision of both face-to-face and online training services.

<table>
<thead>
<tr>
<th>Course</th>
<th># courses</th>
<th># trainees</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA Document Delivery</td>
<td>8</td>
<td>44</td>
<td>ACT, NSW, Qld, SA, Vic</td>
</tr>
<tr>
<td>LA Search</td>
<td>1</td>
<td>8</td>
<td>NT</td>
</tr>
<tr>
<td>LA Cataloguing Client</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Outreach activity

Libraries Australia staff managed the National Library’s stand at the VALA Conference in Melbourne on 6-8 February 2012, and gave a presentation on ways to identify duplicates, and how the Libraries Australia team manages their removal.3

Two newsletters were issued, the March issue featuring team member Susan Gaw, who implemented the new Libraries Australia website, her final activity before leaving the Library for Townsville, where her husband has an Army posting. The newsletters have maintained a steady readership, and experience similar rates to other National Library newsletters:

<table>
<thead>
<tr>
<th>Publication</th>
<th>Average subscribers</th>
<th>Average unique opens</th>
<th>Average unopened</th>
<th>Average % recipients opened</th>
<th>Average % clicked a link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Resources Australia</td>
<td>470</td>
<td>129.6</td>
<td>318</td>
<td>28.95%</td>
<td>29.79%</td>
</tr>
<tr>
<td>Libraries Australia</td>
<td>1,540</td>
<td>467.2</td>
<td>1,025</td>
<td>31.28%</td>
<td>28.48%</td>
</tr>
<tr>
<td>National Library eNews</td>
<td>34,436</td>
<td>8,287</td>
<td>25,900</td>
<td>24.25%</td>
<td>19.48%</td>
</tr>
</tbody>
</table>

The host site indicates that an open rate of between 20% and 40% is considered average.4 An archive is maintained at www.nla.gov.au/librariesaustralia/news-events/newsletter/.

3 The presentation is available at www.nla.gov.au/librariesaustralia/de-duping-the-anbd/.
4 Very few lists of reasonable size are getting much above 50% open rates from normal campaigns.
Libraries Australia staff attended several User Group meetings in Canberra, Melbourne and Hobart.

The Customer Services team designed a water bottle cover for the VALA 2012 Conference. Apart from small quantities of notebooks to be co-branded with Trove, this will be the last branded product to be made available.

Libraries Australia Advisory Committee

The Libraries Australia Advisory Committee farewell elected members Ms Noelle Nelson and Mr Chris Taylor; and Ms Monika Szunejko, state & territory library representative, acknowledging their extensive and valuable contributions to the service.

In their place, Mr Peter Conlon of Queanbeyan City Library and Mr Ben O’Carroll of the Queensland Department of Premier and Cabinet were elected to represent public and special libraries respectively; and Mr Alex Byrne of the National and State Libraries Australasia was invited by the NSLA Executive to represent its sector, effective April 2012.

Recommendation

The Committee to note the report.

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