### Committee Members Present:

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<tr>
<th>Name</th>
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<tr>
<td>Chair: Mr Geoff Strempel</td>
<td>Associate Director</td>
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<tr>
<td>Dr Marie-Louise Ayres</td>
<td>Assistant Director General</td>
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<td>Mr Peter Conlon</td>
<td>Manager Library and Cultural Services Queanbeyan City Council</td>
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<tr>
<td>Ms Alison Dellit</td>
<td>Director Australian Collections Management National Library of Australia</td>
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<tr>
<td>Ms Ann Ritchie</td>
<td>Manager Regional Health Library Development Barwon Health</td>
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<td>Ms Anne Marie Schwirtlich</td>
<td>Director General National Library of Australia</td>
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<tr>
<td>Ms Rosa Serratore</td>
<td>Chief Librarian National Meteorological Library Bureau of Meteorology</td>
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<td>Ms JoAnne Sparks</td>
<td>University Librarian Macquarie University</td>
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### Officers Present:

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<tr>
<td>Dr Marie-Louise Ayres</td>
<td>Assistant Director General</td>
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<td>Ms Deirdre Kiorgaard</td>
<td>Director Collaborative Services National Library of Australia</td>
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<td>Ms Nikki Darby</td>
<td>Manager Libraries Australia Member Services National Library of Australia</td>
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<td>Ms Monika Szunejko</td>
<td>Director Database Services National Library of Australia</td>
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<tr>
<td>Ms Mel Hunt</td>
<td>Manager Libraries Australia Help Desk National Library of Australia</td>
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<td>Ms Lindsay Noone</td>
<td>Marketing Coordinator Libraries Australia National Library of Australia</td>
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<tr>
<td>Ms Mel Hunt</td>
<td>Manager Libraries Australia Help Desk National Library of Australia</td>
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DRAFT MINUTES OF THE
LIBRARIES AUSTRALIA ADVISORY COMMITTEE

National Library of Australia, Canberra
Wednesday 30 April 2014
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<tr>
<th>Name</th>
<th>Position</th>
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<tr>
<td>Mr Ben O’Carroll</td>
<td>Systems Librarian</td>
<td>Government Research and Information Library State Library of Queensland</td>
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<tr>
<td>Ms Liz Burke</td>
<td>Director</td>
<td>Library and Information Services Murdoch University</td>
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<tr>
<td>Dr Craig Anderson</td>
<td>University Librarian</td>
<td>RMIT University</td>
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<tr>
<td>Dr Alex Byrne</td>
<td>NSW State Librarian and Chief Executive</td>
<td>State Library of New South Wales</td>
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The meeting commenced at 9.10 a.m.

Agenda Item 1
Welcome and apologies

1 Mr Strempel opened the meeting and welcomed all present. An apology was noted from Ms Amelia McKenzie. Particular welcome was given to Ms Alison Dellit (Director, Australian Collections Management) who attended the meeting on behalf of Ms McKenzie, and Ms Lindsay Noone, the new Libraries Australia and Trove Marketing Coordinator, who observed the meeting.

Agenda Item 2
Draft minutes of the previous meeting and business arising

2 Mr Strempel invited comments on the minutes of the previous meeting. Ms Sparks requested a change to the last sentence of paragraph 57 in order to clarify her comments regarding repositories:

“Ms Sparks indicated the issue of a need for research repositories has been discussed at CAUL and as part of the Australian Open Access Support Group (AOSG). Some universities however, are open to the idea of receiving data from such independent research groups in their local repositories”.

Ms Sparks motioned to approve the minutes and Mr Strempel seconded.

3 Dr Ayres provided a summary of progress against action items from the previous meeting.

ACTION 1: Statistics report for university sector
Dr Ayres confirmed a statistics report tailored for the university sector had been provided to Ms Sparks. Additionally, in March, the CAUL executive was provided with comprehensive statistics regarding university engagement with Libraries Australia at both the aggregate and individual university level, including details on global holding refreshes which are one of the most resource intensive services conducted by Libraries Australia.

ACTION 2: Feedback from member libraries re: increase of products pricing
Dr Ayres advised the Committee that the recent increase in Product pricing and push to market the products service has had no effect on product usage and that usage continues to slowly decline.

ACTION 3: Feedback from member libraries re: products service
Ms Szunejko confirmed that feedback is currently being sought from members including suggestions for a new name for the service, the intended future plans of libraries and proposed uses for products (including collection analysis and advocacy), as well as the perceived value of annual snapshot service and premium products services provided for a fee. The survey is a simple twelve questions, with 106 responses to date and responses are due to close on 2 May.

ACTION 4: Data sets for 3rd party vendors
Ms Szunejko commented that the potential for creating sets of data ANBD data for use by 3rd party vendors is dependent on holdings coverage and currency, and that encouraging member libraries to update holdings continues to be a major challenge. Data sets that are collaborative and comparative in nature hold the greatest potential and those 3rd party vendors who offer collection analysis services, such as OCLC and ProQuest, would be interested in these data sets.

ACTION 5: Providing customised data sets/products for member libraries
Ms Szunejko advised data had been extracted and analysed on the request of the Drug and Alcohol Commission to provide a snapshot of holdings uniqueness, year of publication and date added to the ANBD. This indicates it is possible to offer such a service, however it would ideally need to be provided in an automated way on demand.
Ms Ritchie asked if Committee members should advertise and encourage survey responses within their libraries and Ms Szunejko agreed that would be most welcome.

Dr Anderson enquired whether metrics are available to member libraries to indicate the currency of their holdings. Dr Ayres confirmed this information is published on the Libraries Australia website, but that the preferred option would be to be able to provide member libraries with this data rather than waiting for libraries to check for themselves. Dr Ayres also noted it would be of value for this data to be provided to CEOs and managers of member libraries in order to increase awareness of holdings currency.

Mr Strempel suggested that contracts for those member libraries undertaking global holdings refreshes could be amended to specify that the work will be undertaken on the understanding that the member library commits to continue to regularly refresh holdings data into the future.

In response to a query from Ms Ritchie, Dr Ayres confirmed that information regarding currency of holdings is published on the Libraries Australia website on a quarterly basis. Ms Dellit clarified that this will only indicate the last date there was a change to a holding for that member library, not that the entirety of the holdings are up to date.

Dr Ayres noted that Libraries Australia will continue to investigate ways in which CEOs and managers of member libraries can best be alerted to the currency of their libraries holdings.

**ACTION 6: Feedback from Committee on customised data sets/products**
Mr Strempel asked the Committee whether their respective sectors had requirements for customised data and product services. Dr Ayres noted that Ms Ritchie had enquired as to the possibility of re-using directory data rather than re-use of bibliographic data i.e. providing a data set of special libraries with health holdings. Dr Ayres advised that the current directories would not support this as they are based on old technology. At this stage it is unsure when these directories will be scheduled for redevelopment and there are some concerns in regards to what libraries have agreed to allow us to do with their data in respect to the new Commonwealth Privacy principles. Dr Ayres encouraged Committee members to suggest similar or any new ideas for customised data and product services to further promote discussion of this issue.

**ACTION 7: Transitional subscriptions**
Dr Ayres reported that all outstanding transitional subscriptions, including Public Library Services SA and State Library of Queensland have been successfully fast-tracked into the new subscription model. All libraries will be fully transitioned to the new subscription model by 2016-17, two years ahead of the original forecast. One member library has been receiving a discount as part of a legacy arrangement, and Dr Ayres sought the approval of the Committee to transition the library to the new subscription model over a three year period, in order to align all member library subscriptions on an equitable basis. The Committee supported the request.

**ACTION 8: Reporting of subscription changes to member libraries**
Dr Ayres confirmed that all member libraries were advised in March that subscription prices would increase by 1.2% for 2014-15 and no negative feedback or cancellations have been received to date.

**ACTION 9: Reporting of subscription model issues for 3rd parties to NSLA executive**
Dr Ayres advised that she is preparing a paper for NSLA meeting in July 2014 on the issue of member libraries providing services to 3rd parties.

**ACTION 10: Amendment of Libraries Australia User agreement for 3rd parties.**
Dr Ayres advised this amendment is on hold, awaiting feedback from ACTION 9.
ACTION 11: Investigation into new consortia based subscription model
Dr Ayres advised this investigation is also on hold, awaiting feedback from ACTION 9.

ACTION 12: Provision of Leadership Capability Model to LAAC Committee
Dr Ayres provided Committee members with copies of the Library’s new Leadership Capability Model.

ACTION 13: Re-envisioning LAAC meetings
Dr Ayres thanked members for their suggestions and feedback regarding the format and structure of LAAC meetings and indicated that this had contributed to the new format of today’s meeting. Feedback from the Committee on the new meeting format was welcome.

RESOLUTION: The Committee resolved to accept the minutes of the previous meeting held on 18 March 2013.

Agenda Item 3
Report to LAAC: OCLC Global Council meeting

Dr Anderson provided a summary of his report of the OCLC Global Council meeting, commenting on structure and governance, geographical representation, growth, membership and future directions. Dr Anderson highly recommended Tom Worley, who spoke at the meeting on the topic of co-operatives, to the Committee. The summary prompted general discussion and comment amongst the Committee.

The Committee noted the report.

Agenda Item 4
Hot topics (oral)

Dr Byrne’s hot topics were on two of SLNSW’s programs, the ‘Digital Excellence’ program and ‘eRecords’ project and the implications for Libraries Australia.

The ten year, ‘Digital Excellence’ program commenced in mid-2012. It is funded via $65 million provided by the NSW government. $10 million is slated to lift SLNSW digital infrastructure capabilities, and the remainder to digitise iconic and at risk Australiana collections including unique and significant manuscripts, pictures, maps and newspapers. High volume activities commenced immediately with newspaper digitisation spanning the First World War period, which has resulted in the digitisation of 4.6 million pages of newspapers in 20 months. SLNSW also contracts with companies for pilot projects in other forms of digitisation including oral history, WW1 diaries, and the David Scott Mitchell books.

Dr Byrne commented that the primary reason for the Library’s successful funding bid was that the project had been framed as an industry development project rather than providing access to cultural material, and noted that experience to date has highlighted that the digitisation industry is generally underdeveloped and needs work.

The ‘eRecords’ project focused on bringing the SLNSW catalogue online, moving 34 catalogues and finding aids to two catalogues. This was a fundamental enabler in supporting the activities of the ‘Digital Excellence’ program. 1.2 million catalogue records were created making the collection much more accessible, granular and visible worldwide. Work continues on bringing in the remaining three card catalogues and indexes not yet available online, i.e. the manuscripts card catalogue, maps card catalogue and Mitchell printed books catalogue analytics.

Significant aspects of the projects include: eRecords being an enabler for digitisation,
increased number of bibliographic records and catalogue searches, higher quality records, stocktaking, staff development and managing staff reductions.

Dr Byrne noted that these projects demonstrate we have moved well beyond the bibliographic record to richer and more diverse collections including digitised content, transcripts and vocalizations. This new content is being re-used via the catalogue, Trove, Search engines, social media, apps and mobile devices, crowd sourcing, linked data, tagging and geo-tagging. Dr Byrne highlighted a partnership between SLNSW and News Corp which re-uses content from WW1 diaries including transcripts, digitised images, themes and vocalisations to create a dialogue enquiry system for users to engage with the content.

Dr Byrne commented that dealing with rapidly multiplying high volumes of new content presents many challenges as well as practical issues. These require good system solutions to enable us to manage the content e.g. to enable creation of metadata on the fly.

Dr Ayres noted the challenge of user content, which is referred to in Trove as ‘the annotations service’, is to think about how this content is captured and how it can be shared across services and organisations so that user generated data can be shared in the same way as bibliographic data. The presentation prompted further general discussion amongst the Committee.

National Meteorological Library: review process
Ms Serratore’s hot topic was on the recent review of the Bureau of Meteorology Library. She noted that the BOM website accounts for two thirds of government internet traffic and that the library review was as a direct result of the “Munro review” of the BOM, which was released in Dec 2011 following a large number of significant weather events including bushfires, floods and cyclones (71 in total from 2000-2012). The review was designed to look at the service the BOM provides in response to these events. One of the options from the review report (Option 25d) was to outsource the Bureau’s library, with the final decision to be made within the Bureau.

Ms Serratore gave a summary of the library review’s coverage including future needs, efficiency and effectiveness, quantified benefits and alternate service delivery models within resource constraints. The BOM executive accepted the report and the library will continue, but is likely to lose staff in the future - it now has 3.0 FTE staff, and has lost 30% of space/footprint. The presentation prompted further general discussion amongst the Committee.

The Committee noted both reports.

Agenda Item 5
Libraries Australia ‘Removing the mystery’ tour

LAAC Committee members were provided an opportunity to meet and interact with Libraries Australia staff on a ‘Removing the mystery’ tour which included visits to the IT team who worked on LASR, the server room - the engine room of the Library’s IT services, and to Libraries Australia member services and database services to meet the staff.

Agenda Item 6
‘Plausible future workshop’: exploring one future scenario for Libraries Australia

LAAC Committee members were provided an opportunity to workshop one future scenario for Libraries Australia, generating many useful ideas about the ongoing and future value of Libraries Australia. The scenario was based on the April 2014 Libraries and Archives
Canada announcement that they intended to outsource management of their national union catalogue to OCLC.

Agenda Item 7
Libraries Australia status report

Dr Ayres provided the following summary of recent divisional activities:

13 **Staffing:** Dr Ayres commented on the Government’s interim arrangements for freezing of recruitment and the resulting burden on the Library's recruitment activities. Dr Anderson suggested it may be useful to request a statement from users stating the importance of the service.

14 **Libraries Australia Value Statement:** Dr Ayres advised that the existing Libraries Australia Value Statement (2007) is scheduled to be rewritten and consolidated. There are currently two statements, which will be combined, shortened and updated to clarify the relationship of Libraries Australia to Trove in order to highlight to users the that holdings contributed to Libraries Australia also flow through to Trove, which makes collections discoverable through both Trove and Google.

15 **Cloud based service implementations:** Dr Ayres noted that work continues to enable contribution of holdings to the ANBD from cloud based service providers including OCLC’s WorldShare and ExLibris’ Alma. Dr Ayres advised that the working relationship with WorldShare has been productive, but the experience with Alma has been problematic with data from multiple implementations being supplied with varying quality and no advance notification, in the expectation that full holdings refreshes would be able to be processed. Dr Ayres acknowledged Dr Anderson’s assistance in providing information on Alma implementations in the university sector which culminated in discussions with ExLibris regarding testing and refreshing of holdings. It was agreed Libraries Australia will initially work with a single Alma implementer to develop a profile that ensures the data meets Libraries Australia requirements, and which can then be used for all future implementations to ensure the process runs smoothly and requires minimal data checking. Workflows for holdings refreshes were also discussed, with ExLibris to provide information on upcoming implementations and concordance files to help facilitate the holding refresh. Dr Ayres indicated there is now more confidence that these implementations will be better managed in regards to workload and quality and currency of data and holdings. Discussions were also had regarding the maintenance of holdings into the future, with ExLibris and Libraries Australia to consider OAI/PMH harvesting as a potential solution for synchronisation of holdings.

16 Dr Ayres commented that the expectation had been that in future Libraries Australia would be receiving aggregated data direct from the cloud based services rather than via individual contributors. However, the recent discussions with ExLibris have indicated that this is not a direction they envisage for their company in the near future. There may be greater value in developing OAI harvesting as a solution for maintaining currency of holdings.

17 Dr Anderson queried if it would be useful for university ExLibris customers from the university sector to contact ExLibris directly to encourage this path and Dr Ayres agreed.

18 Dr Ayres advised that it will be several months before Libraries Australia will be in a position to advise if OAI harvester development will be invested in, however it is likely a higher priority than the directories integration project.

19 Dr Ayres suggested to Committee members that they encourage any staff involved in implementing new systems to contact Libraries Australia to advise us and to stay in contact so that workflows can be coordinated.

20 Mr Strempel commented on the intended review of the Libraries Australia value statement, suggesting that in shortening the document, there may be a risk of losing the impact of the statement. Mr Strempel suggested that the content be restructured using links or an appendix to ensure the necessary information is retained. Dr Ayres commented
that Libraries Australia is currently investigating what can be said in text versus infographics to facilitate the communication of information regarding services.

21 The Committee noted the report.

**ACTION 1:** LAAC members to encourage colleagues moving to ExLibris to speak with ExLibris about OAI/PMH harvesting for synchronisation of holdings.

**Agenda Item 8**

Libraries Australia statistics

**Decreasing searches:** Dr Ayres acknowledged that revenue and membership has stayed much the same, but highlighted a decrease in searches for the first time in 10 years. This seems attributable to four main factors: the completion of SLNSW cataloguing project in December; a change to the way Relais is configured for inter-library loans at the NLA which has meant a change in the way automated searches are conducted; a university moving to the predominant use of e-book services with catalogue data supplied; and a commercial supplier providing 3rd party cataloguing services which has been affected by decreasing business from clients who have closed or downsized their cataloguing operations.

**LADD:** Dr Ayres noted the rate of decline has slowed, and that although the rate of decline is less than New Zealand, Libraries Australia still has over 275,000 transactions per year with around 10,000 of these being between New Zealand and Australia.

**Help Desk enquires:** Dr Ayres noted that special libraries comprise 39% of help desk enquiries, but on investigation the questions being asked are minor and therefore do not represent a large cost to the service.

**Universities:** Dr Ayres noted that document supply activity for the university sector continues to represent a large portion of the value proposition for the Libraries Australia service.

26 Dr Ayres called for comments and feedback regarding the content and form of statistical report provided to the Committee.

27 Ms Burke commented on the trend in decreasing document delivery. CAUL undertook a review of what was happening across the university sector two years ago, which indicated that the trending decrease in document delivery seems to be steeper overseas than in Australia. There is also movement between providers within the document delivery sphere, for example Murdoch University recently moved from WAGUL to Article Reach and LADD service for provision of document delivery. Dr Ayres commented that it is possible that document delivery may actually be increasing as document delivery services are being provided via other channels.

28 The Committee noted the report.

**Agenda Item 9**

Subscription price changes (oral) - Marie-Louise

29 Dr Ayres reported that there had been no negative feedback from the Libraries Australia 1.2% subscription increase from 1 July 2014. This increase only represents a small dollar value increase of approximately $48,000, and the NLA will still need to find efficiencies in the way it runs the service. Innovation has helped keep subscription prices low over the years, for example, implementation of the CJM software, which has enabled the team to undertake work more efficiently. Ideally, the NLA would have liked to give members more notice about the price increase, however uncertainty about the guidelines for the Enterprise Agreement and wage increases have made it difficult to estimate the costs for the next three years.

30 Mr Strempel commented that given the small increase in subscription costs over time, it is reasonable to have a subscription increase to maintain or improve services. It would be
preferable to pay a higher subscription cost to ensure that services are not negatively impacted because of service costs being paired back.

The Committee noted the report.

**Agenda Item 10**

**Libraries Australia search redevelopment project: update**

Ms Kiorgaard indicated that at the last meeting there was a demonstration of the Alpha version 0.2 and this version was also demonstrated to members at the Libraries Australia Forum the following day. Positive feedback was received at these demonstrations and some feedback on improvements was incorporated in the final system requirements. Recently the Committee was informed that there was going to be a delay in the implementation of the new Search Service, as it had hoped it would be delivered by April. There were no major road blocks or issues causing the delay; to the delay was a resourcing issue with a developer not being available to work on the project. Libraries Australia members have been notified of the delay and there has been no negative feedback received. It is not anticipated that there will be any further delay and the new Search Service will be delivered around the end of June. Several staff in the Resource Sharing Division undertook a very good training course in User Acceptance Testing (UAT) and are well prepared to commence the UAT testing in May. The project has had high level Project Board monitoring its progress and there are no concerns about the delivery. The feedback mechanism used in the Alpha releases will be continued for two months following the implementation so members can provide feedback on the final service.

The Committee noted the report.

**Agenda Item 11**

**The 2013 Libraries Australia Forum evaluation**

Ms Kiorgaard reported that attendance at the Libraries Australia Forum has been more or less stable at around 150 for the last three years. As in previous years, local attendees were the most highly represented. An online feedback form was used this year to capture feedback and there were fewer responses received than in previous years. There was a difference in the demographics of attendees, with fewer attendees from the Document Delivery and Reference areas and more from IT and Management. The program seemed to be of interest to the tertiary and NSLA sectors. The Forum was highly rated overall in both presentations and content, however there was a change to the interactive session which received a mixed response. This session has traditionally been where attendees could break up into their area of interest and discuss the practical issues. This year Libraries Australia staff were available in the breaks for attendees to talk to about any issues. Some thought that this reduced the opportunities for interaction; this will be reviewed for the next Forum. Overall the Forum is still clearly of value, and the aim of getting a balance between lifting attendees’ horizons to broader issues and addressing what matters to them on an everyday level was appropriate. The opportunity to be part of a community of users is important to members. The Libraries Australia team would like feedback on maximising the value of both the Forum and the state based User Groups. Following the next Forum will be Trovember, a month celebrating Trove's 5th anniversary of Trove.

Ms Ritchie remarked that the best marketing and promotional tool for the Forum is to take it to different states. It is understood that the decision to hold it in Canberra every second year relates to costs, however holding it in different states makes it more marketable. Dr Ayres indicated that the decision relating to holding it in Canberra every second year was not locked in stone. The NLA will continually reassess this, however has to balance the cost of not only the direct travel costs etc. but also the staff time as it takes most of the staff working on it to be it effective.

Dr Byrne commented that it may be worthwhile considering webcasting at least some sessions when held in Canberra, if it doesn’t compete with attendance. Dr Ayres indicated
that this would not possible for the Forum this year, but may be considered in future years.

37 Ms Kiorgaard indicated that there is consideration of also reusing Forum presentations at the state based User Groups to get more interaction with members on the Forum content.

38 Dr Ayres indicated that the team is reviewing the function of the User Group meetings. Libraries Australia will continue to send an LA representative to each group once a year, however work will be undertaken to revitalise these meetings, as well as address the gap in WA where there is not a group.

39 Ms Kiorgaard provided the proposed date of 29 October for the LAAC meeting and 30 October for the Forum, with Trovember the following week. At this stage there were two speakers suggested: Vigdis Moe Skarstein, National Library of Norway and Dan Cohen, Executive Director of the Digital Public Library of America.

40 The Committee noted the report.

ACTION 2: Libraries Australia to consider holding Forums in different states, and using webcasts to make Forum content accessible.

Agenda Item 12 LAAC/2014/1/07

Trove customer evaluation report

41 Dr Ayres indicated that a version of the Trove customer evaluation report has been circulated to NSLA. This was the first major survey that the NLA has undertaken around Trove. It is believed that the investment was worthwhile in terms of the information that has been gained about Trove’s users: who they are; why they are using Trove; how they interact with Trove; and what they would like to see change. This provides a rich data store for the NLA, and in some ways the 200 pages of the verbatim comments speak more than the numbers. 98% of Trove users were happy with the service, with many very happy. The NLA Council were very impressed with the net promoter rating of 81. Trove has been able to achieve a situation where the location of where Trove users live is proportionate to the Australian population, whether they are state, metropolitan, rural or remote users.

42 The evaluation report highlighted that there is an older demographic using Trove, with the average Trove user being 50 years old, female, well-educated and well paid. This leads to the questions of: How can we reach other groups? Can we afford to do anything to reach other groups? Or do we just let it grow organically?

43 It was also reassuring that the most of the items suggested for improvement were already on the development list and by the end of 2014 many would be addressed. The NLA is close to implementing the new Newspapers index which will make it faster, and both the new help system and a new Newspaper interface will make it easier to use.

44 Trove is contributing to driving the knowledge economy, through providing efficiencies in research, provoking curiosity and discovery, and with a large number of older people keeping their minds active interacting with Trove by text correcting. Trove has quite distinct groups using it; however there is very little difference about how positively they felt about the Trove web service. The NLA is considering ways to increase use in the school sector.

45 Ms Ritchie indicated that the school sector is an active group in ALIA and there could be possibilities for a combined effort to reach out to this sector. Also libraries would be interested in the NLA’s work on User Centred Design (UCD) for websites. UCD is very topical and it may be beneficial to hear about the NLA’s experience or have a speaker at a Libraries Australia Forum workshop. Dr Ayres agreed that there were some very skilled people at the NLA in this area and this could be considered.

46 The idea for Trovember came out of this report. This will include a package of onsite and online activities to promote Trove. The big challenge is that as Trove gets bigger so do the costs e.g. the NLA has had to double its bandwidth because of use of Trove. The report has been of great value and an amended version will be prepared for CAUL this financial year.
In response to a question on the use of Trove in digital humanities, Dr Ayres indicated that this user survey provided information on use of the Trove website only, not the use of Trove content elsewhere. The NLA’s Trove Manager Dr Tim Sherratt is continuing to create digital tools using Trove content. The use in the digital humanities area is mostly being reported in social media.

Dr Byrne indicated that the SLNSW’s education team have been working with the national curriculum and NSW education syllabus to see how they can use SLNSW resources to support these areas. A couple of weeks ago the SLNSW achieved accreditation from the NSW Board of Studies so that their service programs count for professional development. The SLNSW would be happy to talk to them about how the use of Trove could be plugged into the curriculum thereby getting it into the classroom. It is clear that teachers are desperate to get information they can download and use, and that is what the SLNSW is doing. Packages are developed for the different areas of study which can be freely downloaded from the website and used in the classroom. In terms of promotion, the NLA may consider using state based volunteers to talk to community groups or other groups to deliver packages of information.

Dr Ayres agreed that that would be useful to consider, as the resources within the NLA to deliver the message face to face are limited. The NLA would have to consider the work involved in curating the packaged information.

Ms Kiorgaard advised that the Trove team is creating a general training package that could be used by others to promote use of Trove.

Mr Strempel noted that the number of people using Trove on mobile devices has increased from 10% to 22%, and is growing, and asked what the experience of universities was in terms of access to Trove’s online content by mobile devices.

Dr Anderson indicated that at RMIT the use by mobile devices was lower than expected until recently. In the last 12 months it has increased, but it depends on the definition of a mobile device.

Ms Sparks indicated that about half of 10,000 a day usage of the Wi-Fi at Macquarie University were from mobile devices using iOS 7, 25% from Android devices and 25% using Windows.

The Committee noted the report.

**ACTION 3**: The NLA to consider ways to share NLA expertise in User Centred Design.

**ACTION 4**: The NLA to consider making Trove more accessible to the schools sector, through use of training packages and state based volunteers.

**Agenda Item 13**

**Report from the National Library (oral) - Anne-Marie**

Ms Schwirtlich provided an oral report against the NLA’s Strategic Directions as follows:

**Strategic direction 1 - Collecting and Preserving documentary heritage**

- Legal deposit - The Attorney General’s Department anticipates that the legislation to extend legal deposit to e-materials for the NLA will be on the winter legislative agenda. This is a testament to the work that Ms Dellit and Ms McKenzie, and teams, have been doing behind the scenes for more than a year.

- DLIR - Another big achievement for the NLA has been the delivery of the first stage of the Digital Library Infrastructure Replacement (DLIR) project for books and journals which was delivered at the end of January. The second stage has begun with the first module relating to Pictures and Manuscripts management.

- Oral history acquisitions - The NLA has traditionally focused on commissioning oral history interviews and has not accepted oral histories created elsewhere due in part to their technical quality and preservation issues. However, a batch ingest function has been developed which supports intake of external Oral History
content, and the first externally commissioned industrial scale acquisition of 360 hrs of recording (Ten Pound Poms project) has been successfully ingested. This has encouraged the NLA to think about how externally created oral history might be ingested in the future.

- Newspapers - Newspapers form a really significant proportion of the physical collection of NLA and storage space is an issue. The NLA has considered how the storage horizon can be extended before a commitment to fund more storage is needed. To push the horizon for storage out the NLA has begun repatriating local newspapers to the jurisdiction responsible for their long term access and preservation. This work is based on strong collaboration between the State and Territory libraries, expressed in the form of the Australian Newspaper Plan (ANPlan). The NLA’s collecting responsibility for print material is for national titles, and together with ACT libraries, to collect ACT titles. Newspapers for nearby areas of NSW are also collected by the NLA. The Library will continue to retain all capital city dailies and is committed to acquiring microfilm copies of significant regional titles, and any titles used more than three times in the past seven years, to support research.

- Australian Government Web Archive - This was released in March and makes available Commonwealth web archive material from 2011 (with earlier material in PANDORA). The NLA is now considering how to make this discoverable through Trove. With the collaboration of State and Territory libraries colleagues there were 500 websites that were taken into the web archive documenting the December 2013 election.

- Business improvements to Manuscripts - There have been significant business improvement work undertaken in the Manuscripts area, one of which is to create a special instance of RefTracker software and repurposed it to manage donor relationships.

57 Strategic direction 2 - Access

- Reading Integration Project - The construction work for the Reading Integration Project will commence next month, and bring together the Special Collections and Petherick reading rooms on Level 1. The Ground Floor will all be public space and include a family history space and microfilm reading zone. This will be a two year project; however the Level 1 reading room will be in operation in January 2015.

- Trove - Trove content in the music, sound and video zones has increased. A significant increase in content has been the 781% increase in ABC Radio National content which is almost immediately accessible through Trove.

- Pictures and Manuscripts - In December, e-call slips were implemented for Pictures and Manuscripts, meaning that all NLA collections can now be requested from off-site, ensuring a consistent service from the integrated special collections reading room.

- Trove bots - Dr Sherratt has created a sibling for the Trove Newsbot. The new Trove Bot tweets everything in Trove that is not a newspaper. Dr Sherratt has also created ‘Eyes on the Past’, which is an automated way of finding faces in newspapers and making them explicit.

- Mapping Our World - The Mapping Our World exhibition ran between November 2013 and March 2014 and had 120,000 visitors making it the most popular exhibition at the NLA. 6,000 visitors attended associated events, 4,000 school children attended the education programs, and the NLA sold 9,000 catalogues. The success was due to the work of colleagues, volunteers and sponsors, with Channel 7 estimating that the dollar value of their advertising was worth 2.8 million. The visitor evaluation indicated that there was very high satisfaction in every aspect of the exhibition and the Economic Impact statement value of investment brought to the ACT was estimated at $25 million.

58 Strategic direction 3 - National Leadership

LAAC/2014/02/01
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Europeana's 1914-1918 website - Data available through Trove API and along with data harvested from Digital Public Library of America and the Digital New Zealand have been used in Europeana’s 1914-1918 website launched in January. This site brings to the public previously untold stories about the first World War and makes Australian stories better known.

Conference of Directors of National libraries in Asia and Oceania (CDNL-AO) - At the end of February the NLA hosted the annual meeting of CDNL-AO. The NLA welcomed 24 participants from 18 countries. The first day was spent with NSLA colleagues hearing about the Australian approach to collaboration within the sector and approaches to digital collecting. The second day was the CDNL-AO meeting, where delegates heard about what was happening in the region, and discussed the IFLA trend report and the extent to which this region’s experience reflects those trends.

Strategic direction 4 - Achieving organizational excellence

- Budget - The NLA is waiting for Commonwealth budget to be delivered on 13 May. It is apparent from the questions asked and surveys filled out by the NLA that there is great interest around shared services and whether there is any opportunity for efficiencies across the cultural institutions.

- Indigenous Employment Strategy - In December, the NLA was thrilled to launch the Indigenous Employment Strategy.

- Energy efficiencies - The NLA has been implementing a number of strategies to reduce energy consumption. Over the last few years, the NLA has reduced the air conditioning in the offsite repositories, and some of the stacks in library building. Although energy consumption has reduced, any monetary savings have been eroded by the energy price rises.

- 2015-2019 Strategic Directions - The NLA has had very preliminary discussions about the strategic directions for 2015-2019. This will be discussed with Council in June and then further discussions with NLA staff and stakeholders.

The Committee noted the report.

Agenda Item 14
Reimagining Libraries’ project report (oral)

Ms Schwirtlich provided an oral report on NSLA activities. NSLA colleagues have been looking at NSLA resources and capacity and as a result some Reimagining Libraries working groups have closed. Two new groups formed: the Digital Skills Project and the Legal Deposit and Government Publications project working groups. There has been interest in the creation of a Digital Technical registry. As this would cost about $5 million to create, NSLA libraries are seeking external funding for the project.

The NSLA libraries also recently released the National Position Statement for Aboriginal and Torres Strait Islander services and collections. Ms Schwirtlich distributed a NSLA flyer on activities to commemorate the century of the first World War, and provided the summary report of the NLSA February meeting.

Ms Dellit noted that the Digital Collecting group has been wound up and work has been allocated to other working groups. The Legal Deposit group has been set up and will look at the legislation of different jurisdictions. The Digital skills group will identify training programs across the sector for improving digital skills. The Pictures group will now focus on valuing collections and the Maps group is planning to wind up after the Mapping our World report is finalized.

The Committee noted the report.
Agenda Item 15
Other business

Dr Anderson indicated that the 2014 OCLC Regional Conference would be in South Korea in October and that OCLC were seeking a speaker for the conference. It was agreed that Dr Anderson would send an email with the details of the request to the Committee.

Agenda Item 15
Conclusion and Review of Resolutions

RESOLUTIONS

The Committee resolved to accept the minutes of the previous meeting held on 18 March 2013.

ACTIONS

ACTION 1: LAAC members to encourage colleagues moving to ExLibris to speak with ExLibris about OAI/PMH harvesting for synchronisation of holdings.

ACTION 2: Libraries Australia to consider holding Forums in different states, and using webcasts to make Forum content accessible.

ACTION 3: The NLA to consider ways to share NLA expertise in User Centred Design.

ACTION 4: The NLA to consider making Trove more accessible to the schools sector, through use of training packages and state based volunteers.

The meeting concluded at 3.40pm.