LIBRARIES AUSTRALIA ADVISORY COMMITTEE
MEETING

27 February 2006
Council Room
National Library of Australia

AGENDA

10:00 am
1. Welcome and introduction, apologies
2. Draft Minutes of the previous meeting and business arising LAAC/2006/1/1
3. Director-General’s remarks (oral)
4. Libraries Australia Status Report LAAC/2006/1/2

10:45 am Morning Tea

FOR DISCUSSION

7. Libraries Australia: Update on Subscriptions model (CONFIDENTIAL) LAAC/2006/1/5

12.00 pm Leave for Launch – Parliament House (12:30) followed by refreshments

FOR INFORMATION

10. Libraries Australia: Free Search Service LAAC/2006/1/8
12. Electronic Resource Survey LAAC/2006/1/10
14. Conclusion & Review of resolutions (if any)

4.00 pm Close of Meeting
DRAFT MINUTES OF THE KINETICA ADVISORY COMMITTEE MEETING

Wednesday 21 September 2005

Private Dining Room 1
University Club of Western Australia

The Meeting commenced at 9:30 am

Present:

Chair
Mr John Arfield
University Librarian,
University of Western Australia

Members
Ms Sherrey Quinn
Libraries Alive! Canberra

Ms Pam Gatenby
Assistant Director-General,
Collections Management,
National Library of Australia

Ms Patricia Scott
Bibliographic Services Librarian,
University of Adelaide

Dr Warwick Cathro
Assistant Director-General, Innovation,
National Library of Australia

Ms Elizabeth Ellis
Mitchell Librarian and Director, Collection Management, State Library of New South Wales

Ms Judy Engall
SCIS Unit, NSW Department of Education and Training

Dr Naida Tattersall
Manager, Libraries Social & Cultural Branch,
Gold Coast City Council

Mr Chris Taylor
Executive Manager, Information Access Services,
University of Queensland

Observer
Ms Jan Fullerton
Director-General,
National Library of Australia
Officers in Attendance
Ms Roxanne Missingham
Assistant Director-General, Resource Sharing Division, National Library of Australia
Mr Mark Corbould
Assistant Director-General, IT National Library of Australia
Ms Fran Wilson
Collaborative Resource Sharing Services, National Library of Australia
Mr Tony Boston
Director, Kinetica Redevelopment Project National Library of Australia

Minutes
David Ong, Kylie Moloney
Kinetica Customer Services, National Library of Australia

A summary of action items and resolutions are also included at Attachment A.

**Agenda Item 1  Welcome, introductions and apologies**

Mr Arfield welcomed the members of the Advisory Committee to the meeting and to Perth. He noted this was the last Kinetica Advisory Committee meeting. The Kinetica Advisory Committee will become the Libraries Australia Advisory Committee.

Karen Vitullo has moved from working in libraries and resigned from the Advisory Committee. Lindsay Harris, Library Manager, The Queen Elizabeth Hospital, Woodville, South Australia has been invited to join the Committee and will commence at the next meeting.

The Committee thanked Karen Vitullo for her contributions over the past year.

**Agenda Item 2  Minutes of the previous meeting and business arising (KAC/2005/2/1)**

Ms Missingham reported on relations with Schools Cataloguing Information Service (SCIS). Anne Camfield, Manager of SCIS wrote to Roxanne and stated that offering access to SCIS through Libraries Australia and access to the Australian National Bibliographic Database through SCIS is not currently a high priority for their organisation. In 2006, SCIS will reconsider the opportunity to trial reciprocal access. Members of the Committee encouraged Ms Missingham to contact the Catholic Education system and private schools to see if they are willing to cooperate and work with Libraries Australia. Ms Quinn mentioned that school libraries often work with public libraries, particularly in the ACT. It was noted that SCIS headings are, in fact, similar to those used in the ANBD and there is no need to duplicate headings and create another thesaurus.

The minutes from the previous meeting held on 24 March 2005 were accepted as an accurate record of the meeting.
Mr Chris Taylor noted that his position title had changed at the last meeting and is now Executive Manager, Information Access Services, University of Queensland.

Ms Missingham spoke about the subscription model and noted that the National Library of Australia will continue to subsidise the Libraries Australia service by around $1.2 million. The National Library is in discussion with representatives from library sectors as they collaboratively develop suitable bases for the subscription for each different sector. There was discussion about communication to libraries about the subscription model. Ms Luther asked to see how the university sector as a whole is benefiting from the subscription model. Libraries have joined Kinetica since the subscription model has been introduced and are interested in the new service of Libraries Australia, particularly the finding and getting.

RESOLVED: That the minutes of the meetings of 24 March 2005 be accepted.

ACTION: Ms Quinn asked for information to be written for small and special libraries outlining the benefits of the subscription model and promoting Libraries Australia which she could assist in distributing.

Agenda Item 3 Director-General’s remarks (oral)

Jan Fullerton provided a summary of the National Library’s activities over the past year:

- Kinetica Redevelopment Project is the major undertaking of the National Library this year and is currently on track and going well.
- People have been very interested in the Libraries Australia search system and have responded positively to offering end user access, particularly State Libraries. Some libraries are now considering using Libraries Australia as the interface to their own catalogue.
- The National Library of Australia has developed a draft New Directions Statement 2006 – 2008. The Statement has an emphasis on integration and simplification of technologies for users, as well as using new innovative technologies and “freeing-up” the level of control on services. For example: the National Library is investigating using a Flickr like adjunct to PictureAustralia and Wiki technology to innovate and develop National Library services and broaden audiences.
- The National Library is investigating new technologies that conduct federated searches across disparate cultural institutions collections. The National Library is currently in discussion with CAN (Collections Australia Network), the National Library of Australia, the National Gallery of Australia and the National Archives of Australia.

Agenda Item 4 Kinetica Status Report (KAC/2005/2/2)

Ms Missingham introduced the report and highlighted that Kinetica will progressively change its name and branding to Libraries Australia. From Stage 2, Kinetica will be known as Libraries Australia. The Document Delivery service will change its name when we upgrade with the next version of VDX in 2006. A new range of marketing material including mugs, frisbees and pens has been developed.

With the new subscription model there are no additional charges for the document delivery service. This has led to an increase in customers joining Kinetica Document
Delivery (KDD) service. KDD now has the ability for libraries with reciprocal arrangements to request and receive interlibrary loans and copies from each other using KDD with a $0 default value. Kinetica is continuing to communicate with Australian Government Information Management Office in the aim of increasing government publications in the ANBD.

Ms Missingham highlighted that 225,000 records were supplied for the English Short Title catalogue (ESTC) Regular updates will be provided in an exchange which will see ESTC supplying records to the ANBD.

Ms Wilson added that 17 libraries have joined KDD since February 2005 and 131 libraries have asked to have their default charging values changed to $0 for reciprocal borrowing. More than half of Kinetica libraries are now using KDD. Fran Wilson also drew the committee’s attention to Kinetica’s work in improving the currency of ALG data. Over 61% of the libraries have now updated their ALG entries in the past 12 months. Kinetica staff have completely revised the Libraries Australia manual. Regular half-page advertisements in Incite have improved Libraries Australia's brand recognition. A new Libraries Australia Search development allows for small libraries to access pay-per-search for APAIS Full Text. Kinetica staff continue to visit Kinetica User Groups twice a year. Kinetica Advisory Committee members noted that member libraries appreciate Kinetica staff coming to meetings.

Ms Kennedy drew the committee’s attention to information relating to the CJK service. Two large files from public libraries have been added to the ANBD and have significantly increased the coverage of CJK items in the ANBD. Kinetica staff have been working on cleaning up CJK data in preparation for the data migration to CBS. A significant achievement for KDD during 2005 is that some new customers interoperating with KDD include non-VDX sites. Kinetica has also implemented aggregator neutral records for e-collection customers. In May, Kinetica sent the first file of Australian Name Authorities to NACO at the Library of Congress.

Ms Luther asked about the Australian Digital Theses (ADT) Project and asked whether any improvements to records contributed to the ADT database would be provided to the ANBD. MS Missingham advised that she would investigate with ADT, noting that files of print theses were being supplied to ADT.

Ms Luther asked about Libraries Australia outages. Mr Corbould answered there were several problems caused by outsourcing IT which included machine failures and software issues. These outages have been minimised and are less likely now that the IT component of the Libraries Australia service is operated within the National Library.

Ms Ellis asked about the reporting of Australian Government publications on the ANBD. Ms Missingham noted that the National Library was being consulted by the Australian Government Information Management Office about the development of a framework to require reporting of publications and management for long term access.

Mr Arfield asked whether the Governance and Management survey that was conducted in 2002 was the most recent survey. Ms Missingham answered that a survey is being planned for 2006/07 post implementation of the new Libraries Australia service in 2006.

**RESOLVED:** That the report be noted.
Agenda Item 5 – See Confidential Minutes


Ms Missingham introduced the report noting that this is the first year that the Annual Report has been included in the Kinetica Advisory Committee Papers. It was thought that a summary of the whole year’s activities would be useful for Committee members.

Ms Missingham highlighted the growth of new participants in the Libraries Australia Service, particularly the increasing coverage of public library collections.

The report also highlights the progress over the last 12 months of the Quality Improvement Plan, which includes the removal of duplicates and orphan headings, global changes to data in records, the match merge duplicate detection over the entire database, all which have significant benefits to Libraries Australia users. Ms Missingham noted that a new quality improvement plan will be developed after the Kinetica Redevelopment Project is completed.

Ms Quinn commented and praised Kinetica staff on the fast action in removing duplicates that had been reported.

Ms Luther asked why on page 7 of the report it stated that “Authority work increased considerably this year”? Ms Missingham responded that the reason authority work increased considerably this year was partly due to increased work by the State Library of New South Wales, the State Library of South Australia and the National Library.

Ms Missingham commented that the total number of bibliographic records on the CJK database decreased due to considerable clean up of sub-standard records without holdings attached.

Ms Kennedy commented that Kinetica staff have begun discussions with Fretwell Downing about specifying a “KDD-lite” interface. The National Library is also investigating web delivery software for Document Delivery for smaller libraries.

Ms Missingham highlighted the fact that Libraries Australia staff continue to hold discussions with libraries to identify impediments they face when recording the collections of public and special libraries on the ANBD. Ms Kennedy commented that Libraries Australia staff have started liaising with system vendors about promoting the new Record Import Service to potential and existing customers. Information about how different systems upload records to the ANBD will soon be available on the web. Ms Scott mentioned that some library vendors seemed confused about whether records will or will not be acceptable to Libraries Australia with the new services and platform changes. Ms Missingham noted that it is important for Libraries Australia/Kinetica staff to continue communicating with system vendors and emphasising International standards such as MARC, Z39.50 etc.

RESOLVED: That the report be noted.

Agenda Item 7  See Confidential Minutes

Agenda Item 8  See Confidential Minutes
Agenda Item 9  Australian National Bibliographic Database Content Strategy (KAC/2005/2/7)

Ms Missingham spoke to the report.

Pam Gatenby reminded people of Persistent Identifiers.

Committee Members suggested a review of the Batch update service in 2006 including how the service could better meet the needs of libraries.

KAC members were asked to provide any comments on the proposed strategy to enable it to be amended and released before the end of the year.

RESOLVED: That the report be noted.

Agenda Item 10  Kinetica Activities with Public Libraries (KAC/2005/2/8)

Ms Wilson spoke to the report. Ms Wilson provided an update on Kinetica relationships and activities with the public library sector. The National Library’s aim is to engage more closely with the public library sector and to support them in the services they offer to the Australian community. National Library staff also continue to communicate with public libraries to increase the coverage of the Australian National Bibliographic Database. Ms Wilson acknowledged the support of Dr Tattersall in communicating with public libraries.

RESOLVED: That the report be noted.

Agenda Item 11  Australian National Bibliographic Database: Quality Issues (KAC/2005/2/9)

Ms Missingham spoke to the report. The regular monthly email that Kinetica staff are posting to Kinetica-l about database administration and clean ups are proving to be a good means of informing Australian libraries of news on Database Maintenance and quality.

Ms Scott asked how the new Record Import Service will work and how much will it change from the current system? Ms Missingham responded that it will not change greatly from the existing Batch*Link system and will be accessible through the Libraries Australia Administration system. Ms Missingham noted that Libraries Australia staff will review the new Record Import Service in mid-2006.

RESOLVED: That the report be noted.

ACTION: Ms Missingham will talk to Kerry Smith about ALIA research projects that may overlap or be enhanced by Kinetica research.


Ms Missingham spoke to the report. There was some discussion about contribution to NACO being extended to retrospective authority files. Ms Scott suggested that
Kinetica staff investigate publishing a new form for Name Authorities for the web. Similar to the Subject Authority form, this form could be used by libraries for new Name Authority suggestions.

**RESOLVED:** That the report be noted.

**ACTION:** Libraries Australia staff to investigate developing an online form for Name Authority suggestions.

**Agenda Item 13  Kinetica Annual Users Meeting 2005 (KAC/2005/2/11)**

Ms Margaret Allen, State Librarian, State Library of Western Australia and chair of the 2005 Kinetica Annual User Meeting, joined the committee.

Ms Missingham spoke to the report.

The committee discussed the 2006 event. They suggested that a one day event, called: “Forum on Libraries Australia 2006” be held in Melbourne during late October. The program could include:

- Focus on new and emerging technologies
- Papers/case studies and possibly poster sessions
- Libraries Australia development
- Access Analysis from the free search and discussion on access issues

The target audience for this event will be practitioners and middle management staff.

**RESOLVED:** That the report be noted.

**Agenda Item 15  Conclusion & Review of resolutions**

The meeting closed at 3:50pm.
## Attachment A – Summary Table of Recommendations and Actions

Kinetica Advisory Committee meeting  
21 September 2005

<table>
<thead>
<tr>
<th><strong>Agenda item</strong></th>
<th><strong>Recommendations</strong></th>
<th><strong>Action</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agenda item 2</strong></td>
<td>Minutes of the previous meeting and business arising</td>
<td>Information to be written for small and special libraries outlining the benefits of the subscription model and promoting Libraries Australia which Ms Quinn could assist in distributing</td>
</tr>
<tr>
<td><strong>Agenda item 7</strong></td>
<td>Kinetica Redevelopment Project Progress Report, August 2005</td>
<td>The Committee recommend that a survey on Libraries Australia be included as part of the National Library of Australia evaluation process for 2006/-7.</td>
</tr>
<tr>
<td><strong>Agenda item 8</strong></td>
<td>Libraries Australia – Free Search Service</td>
<td>The Committee recommended that more information be included in the key messages document of the Libraries Australia – Free Search Service communications strategy document.</td>
</tr>
<tr>
<td><strong>Agenda item 11</strong></td>
<td>Australian National Bibliographic Database: Quality Issues</td>
<td>Ms Missingham will talk to Kerry Smith about ALIA research projects that may overlap or be enhanced by Kinetica research.</td>
</tr>
<tr>
<td><strong>Agenda item 12</strong></td>
<td>Reports: Report on SACO and NACO Contributions, Chinese, Japanese and Korean Service</td>
<td>Ms Scott recommended that Kinetica staff investigate publishing a new form for Name Authorities for the web.</td>
</tr>
</tbody>
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LIBRARIES AUSTRALIA STATUS REPORT
August 2005 – January 2006

Databases, Product Development and Quality

<table>
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<tr>
<th>Service Description</th>
<th>Result</th>
<th>Target</th>
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</thead>
<tbody>
<tr>
<td>Libraries Australia Searches</td>
<td>4,659,664</td>
<td>4,070,000</td>
</tr>
<tr>
<td>NBD and CJK holdings</td>
<td>1,251,065</td>
<td>1,200,000</td>
</tr>
<tr>
<td>Libraries Australia Doc Del requests</td>
<td>124,628</td>
<td>132,000</td>
</tr>
<tr>
<td>Search and Cataloguing Services delivered within contracted service levels (IBM GS)</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Percentage of batch loads added within 5 working days of receipt</td>
<td>98.4%</td>
<td>98%</td>
</tr>
<tr>
<td>(To mid-November)</td>
<td></td>
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**Libraries Australia – Stage 2**
The focus over the last six months has been on the testing, implementation and bedding down of the new Libraries Australia services.

Stage 2 of Libraries Australia was launched on 30 November 2005.

**Libraries Australia Search**
The enhanced Libraries Australia Search service, which incorporated the functionality of the Stage 1 Search service and the former Kinetica Web Update interface, is operating smoothly after some initial problems which prevented the loading of updated records passed to the Search Database from the Update Database. Faulty display of Korean and some Japanese script will be fixed shortly, and another issue where CJK script tags are being dropped from records imported from remote databases is under investigation.

**Libraries Australia Cataloguing Client**
The Libraries Australia Cataloguing Client is generally well accepted. Remaining post implementation issues such as confusing error messages and validation errors are being addressed. Scripts are being applied to the CBS database to remedy some mapping errors which occurred during data migration.

In response to a requests from some libraries an additional port has been made available on the Libraries Australia Cataloguing Server. A number of government
departments have restrictive firewall configurations that will not allow cataloguing traffic through port 1521. Port 11521 is now available and in use by these libraries.

**Libraries Australia Record Export Service (formerly MARCLink)**

314 libraries are registered to use the Record Export Service (RES). Files of records in MARC21 format in either MARC8 or Unicode encoding can be collected by ftp or http for downloading to their local library systems.

**Libraries Australia Record Import Service (formerly BatchLink)**

Implementation of the Record Import Service (RIS) is under way. The complexity of data loading processes and the need to familiarise staff with the RIS program and the CBS match/merge algorithm has meant progress at a more measured but steady pace in order to ensure that the quality of the National Bibliographic Database is maintained.

To date records from the Library of Congress (Books), have been successfully loaded to the Australian National Bibliographic Database. These first files contained 11,475 records and 9,388 records respectively and contributed 4384 and 4358 new records to the ANBD. The first National Library file has also been loaded, contributing 158 new records. Database Services staff will continue to load National Library and LC Books files to the ANBD and progress the test loading of files for other formats such as Library of Congress serials and non-books and other sources such as OCLC.

In addition to ftp, RIS allows customers to upload files via a web interface (http).

**Libraries Australia Administration**

Libraries Australia Administration stores and manages all account details and permissions. Libraries can access, maintain, create their own accounts, view past and pending charges, print reports and register for the Record Export Service and Products. There are 203 User-IDs with administrator privileges. The majority of libraries are still leaving the administration of their accounts and profiles with the National Library.

**Libraries Australia Document Delivery**

Since August thirty-two new customers have joined the Document Delivery Service, half of these customers are from New South Wales. Libraries include the NSW Parliamentary Library, many hospital and health libraries, law firms and departmental libraries.

Fourteen libraries are no longer members of the service due to the closure of the main organization, merging of separate collections and loss of staff.

The ILANET service operated by the State Library of New South Wales will cease operation after 30 June 2006. Customer Services staff met with Elise Edmonds, Information Resources Coordinator from the State Library of New South Wales to discuss implications of the closure, particularly for document delivery. Presently nineteen libraries out of ninety NSW Metropolitan Public Libraries Association/Country Public Libraries Association libraries are members of the Libraries Australia Document Delivery service. We envisage many of these organisations will be joining Libraries Australia Document Delivery and requesting setting up of reciprocal defaults to facilitate reciprocal borrowing.

The CJK (Chinese, Japanese and Korean) database was removed as a Z39.50 search target in Libraries Australia Document Delivery. The content of the CJK database is now included in the ANBD and is accessible via Libraries Australia.
In line with a revision and re-branding of the Libraries Australia website the content of Libraries Australia Document Delivery web pages was revised. The re-branding of the service also necessitated a change to the URL for the test, training and production systems as well as graphic design modification to the Libraries Australia Document Delivery login screen.

Te Puna – Trans Tasman interlending
The National Libraries of Australia and New Zealand have been working for some time on a collaborative project to link Libraries Australia Document Delivery and Te Puna Interloan, enabling libraries on both sides of the Tasman to seamlessly request from and supply to one another.

The new service will go live in Australia and New Zealand on 1 March 2006.

Known as Trans Tasman Interlending, this service will significantly improve the efficiency of document delivery services to libraries in Australia and New Zealand, facilitating resource sharing between libraries in both countries. Benefits include:

- access to the resources of almost 900 libraries in Australia and New Zealand
- a single search interface to the National Bibliographic databases in both countries
- one system that supports document delivery for Australia and New Zealand
- a centralised billing and reconciliation system

Document Delivery staff continued to carry out interoperability testing with system vendors (Endeavor, Voyager, Innopac and Ex Libris) and with libraries that have acquired their own ISO ILL compliant systems, including the National Library’s Document Supply Relais system.

Three RLG ILL Manager system libraries have gone live and are exchanging messages with Libraries Australia Document Delivery. The University of Adelaide, Flinders University and University of South Australia are all now using their local ILL systems to request and supply items with other Libraries Australia Document Delivery Web users.

A table outlining the ISO ILL testing that has taken place in Libraries Australia, and the results, including outstanding interoperability issues, and a list of those libraries using their own systems to interoperate with Libraries Australia Document Delivery, is on the Libraries Australia web site at http://www.nla.gov.au/LibrariesAustralia/isoill.html

Libraries Australia Products

Electronic Collection Sets
Further updates were made to the Informit suite of products under the new Aggregator Neutral structure (a single record approach for titles which appear in multiple sets.). An extensive revision was made of records in the AusStats set. Work has begun on a major update on the SETIS e-collection set. Two more Australian sets, Parliamentary Papers and Australian Standards, are being evaluated as possible additions to the sets already available.

In August/September 2005 a survey was undertaken by Libraries Australia on cataloguing and access issues for electronic resources in Australian libraries. A
A separate report on this survey is included in the papers of this meeting. (See LAAC/2006/1/10)

Libraries Australia staff translated Kinetica products from SQL (Standard Query Language) to CCL (Common Command Language) for the redesigned products service. There is a range of products including MARC records with holdings, authority records, MARC records of electronic collection or microform sets, and text files containing lists of titles. Products can be run as a single order or as a regular extraction. Products can be ordered via an online web form, and for simple products there is self-service where the product can be run automatically without intervention from Libraries Australia Staff.

**Enhanced requesting, Personalisation and End User Access**

189 organisations are providing enhanced ILL services to their library staff and patrons.

32 organisations are providing personalisation to the staff and end users

44 organisations are providing end user access to the patrons. However there may be others offering end user access but have not registered the accounts as such with Libraries Australia Administration.

**APAIS Agreement**

This Agreement was amended to enable access from libraries in NSW who had access previously to APAIS through NSW.Net.

**Libraries Australia Subscription model**

Since the introduction of the new pricing model, several libraries have expressed interest in joining. Several libraries have also joined the Document Delivery system due to the inclusion of this service in the subscription price and the waiving of former request and supply charges. See LAAC/2006/1/5 for more information.

**Chinese, Japanese and Korean (CJK) Service**

This service has now been integrated with the ANBD. The contract with Innovative Interfaces Incorporated ceased on 31 December 2005.

**Libraries Australia: outages**

Outages were experienced in all months for Kinetica/Libraries Australia services. A number of search service outages were caused by failure of backups, resulting in database corruption, and National Library wide Web service failures. In addition, the synchronisation process which updated user information (including authentication) prior to the Stage 2 implementation, failed on five occasions, resulting in inability of users to log in to Libraries Australia.

The Kinetica (Amicus and Kinetica Web) services were unavailable to many users for 24 hours 23 and 24 November. Work on the NLA Firewall would appear to have resulted in effectively blocking most external access to the IBM-GS services.

A number of outages were also experienced by the Libraries Australia Document Delivery service, resulting in outages of 5 hours over the reporting period. In addition, processing of requests from other library systems was disrupted for more than 5 days, due to the receipt of an unformatted email message, which caused the processing of ISO ILL requests to loop.

Since the implementation of the Libraries Australia Cataloguing service, the only outage of note has been a 40 minute outage.
Blackwells Table of Contents data
In November the original agreement between Blackwells and the National Libraries of Australia and New Zealand was renewed for a further three years. This service delivers enhanced records into the ANBD benefiting Australian libraries and the communities they serve.

Help Desk
In total 4695 enquiries were received in the period 1 August 2005 to 31 January 2006. 46% of these enquiries were received by phone and 54% via email. During this period the most frequent queries related to:

- Record Export Service 487 10%
- Libraries Australia Cataloguing Client 397 8%
- Australian Libraries Gateway 243 5%

In comparison, during the six months previous to this (1 February 2005 to 31 July 2005) there were 3345 enquiries, the most frequent relating to:

- Australian Libraries Gateway 395 12%
- Usage Reports 201 8%
- KDD – Request problems 145 4%

There was a notable increase in enquiries during December 2005 as indicated in the graph below which was expected with the implementation of Libraries Australia Stage 2.

![Help Desk Inquiries Graph](image)

During the first week after Libraries Australia Stage 2 implementation, the Help Desk received nearly 750 enquiries.

New registrations and cancellations
During the period, 10 new organisations joined Libraries Australia and 2 organisations rejoined Libraries Australia:

- West Books
- City of Joondalup
- Victoria Park Library
- The Melbourne Athenaeum Inc Library
- SAE Institute – Byron Bay
- Old Parliament House
• The Baudin Legacy Project
• Geraldton Public Library
• Queen’s College Library
• Reserve Bank of Australia

• NSW Teacher Federation rejoined.
• The Department of Emergency Services, Queensland rejoined

During the period there were 60 cancellations. With the move to the new pricing model all libraries registered as customers were invoiced. All were very small libraries. Most of those cancelling their membership had not used the service for several years. Several did agree to staying with the service and were offered the minimum rate.

• ABC Sound and Reference Library
• Aerostructures
• Alphapharm
• ARIS Adult Education Resource & Information Service
• Art Gallery of Western Australia
• Arts Queensland
• Arup (Perth)
• Australia Crime Commission
• Australian Centre for International Agricultural Research
• Australian Maritime Safety Authority
• Australian Securities & Investments Commission
• Australian Unity Friendly Society Library
• BHP Coated Steel Library
• Bovis Lend Lease
• Cinema Pages
• Coogee Resources
• Coudert Brothers
• Country Fire Authority Information Service
• Dept of Business, Manufacturing & Trade
• Dept of Innovation, Industry & Regional Development Knowledge
• Dept of Planning & Infrastructure
• GlaxoSmithKline Library & Information Centre
• Goodman Fielder Limited
• Grain Research & Development Corporation
• Hunter Valley Training Company
• Independent Commission Against Corruption
• Indigenous Land Corporation
• Info Team
• Information Edge Pty Ltd
• Jerudong International School

• Karitane
• Kurrajong Early Intervention Service
• Land and Property Information NSW
• Learning & Performance Improvement Library
• Lincoln University Library
• Motorola University Library
• PTW Library
• Pymble Ladies College Senior Library
• Qantas Information Technology
• QCL Group Information Centre
• Rigby Cooke Lawyers
• Snowy Mountains Hydro-electric Authority
• SOLA International Holdings
• State Emergency Service Tasmania
• Sydney Academy of Sport Information Centre
• Tasmanian Parliamentary Library
• The Book House
• The Mathematical Association of Victoria
• Tiwest Joint Venture Pty Ltd
• University Co-operative Bookshop
• Victorian Trade Hall Council
• Water EcoScience Library
• Weston Food Laboratories
• Whitley College
• WMC Resources Ltd
• Wyeth Australia Pty Ltd
• XJs Pty Ltd
Training

Australian Libraries Gateway (ALG) Directory
About 95% of libraries that have holdings on the ANBD have updated their entries in ALG in the last 12 months. This is particularly important with the links through to ALG from Libraries Australia. It is expected that all these libraries should soon have updated entries in ALG.

Business relationships

<table>
<thead>
<tr>
<th>Measure</th>
<th>Result August 2005 – January 2006</th>
<th>Target</th>
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<tbody>
<tr>
<td>Develop relationships with Library of Congress</td>
<td>Three files of Australian authorities from the Australian Name Authority File have been contributed to NACO. The most recent file was contributed in September 2005.</td>
<td>Quarterly contribution of Australian Name Authorities to NACO</td>
</tr>
<tr>
<td>Develop relationships with Te Puna</td>
<td>Discussions continue re interoperability of LIBRARIES AUSTRALIA DOCUMENT DELIVERY and Te Puna for cross-Tasman interlibrary loans and document delivery</td>
<td>Trans Tasman Interlending service will be launched on 1 March 2006</td>
</tr>
<tr>
<td>Develop relationships with British Library</td>
<td>Discussion to enable British Library as a source for document delivery through the Libraries Australia Document Delivery service</td>
<td>British Library is a source for document delivery through Libraries Australia Document Delivery</td>
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</tbody>
</table>

Market Share

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<tr>
<th>Measure</th>
<th>Result August 2005 - January 2006</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation by key library sectors (measured annually)</td>
<td>100% of State and university libraries; 82% of public libraries; 84% of key government, health and law libraries</td>
<td>100% of State and university libraries; 80% of public libraries; 80% of key government, health and law libraries</td>
</tr>
<tr>
<td>Customer retention</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>Libraries using Libraries Australia Document Delivery</td>
<td>595</td>
<td>n/a</td>
</tr>
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</table>
Marketing and customer relations
Promotional materials including flyers and banners were developed to promote the new Libraries Australia services. Marketing materials have also been developed to promote the free Libraries Australia service such as banners, flyers, posters and launch invitations. Logos have also been developed for use by libraries to promote the service on their homepages and made available on the National Library’s web site.

Regular half page full colour monthly advertisements were placed in Incite magazine as well as articles in Gateways, Online Currents and ALN promoting Libraries Australia including personalisation and end user access, PictureAustralia and the National Treasures exhibition.

Redevelopment of the Libraries Australia website was completed containing information about all LA services. The main purpose of this work was to re-brand from Kinetica to Libraries Australia but also provided the opportunity to update and review all content.

Libraries Australia staff continued to maintain communication with customers about services and news via Libraries Australia-l, CJK-L and librariesaustraliadocdel-l.

Presentations & papers
- Illawarra TAFE (teachers)
- Asia Research Forum
- ANU postgraduate students in International policy
- Public Libraries Australian Conference “Collaboration: libraries working together with the National Library of Australia” and the Australian Law Librarians group
- PLAIN (SA libraries) on Libraries Australia Search.
- Papers on Theses and the NBD were presented to the International Symposium on Electronic Theses & Dissertations.
- A paper on innovative services and skills required was presented to the National Library Technicians conference
- A paper titled “Libraries Australia: Metasearching the RLG Union Catalog from Down Under” was published in RLG news

Sponsorship/Attendance at other events/conferences
- Sponsorship of conference handbook and satchel insert provided to the National Library & Information Technician’s Conference, Sydney
- Material supplied to RAILS (Research Applications in Information and Library Studies), Canberra
- Libraries Australia flyers sent to Simply the best: Women’s collections in galleries, libraries, archives and museums, Adelaide
- Libraries Australia flyers sent to ETD2005: evolution through discovery, 8th International Symposium on Electronic Theses & Dissertations, Sydney
- Material sent to the Australian Law Libraries Symposium, Hobart
- Libraries Australia material sent to Transforming Information and Learning Conference, Perth
- Satchel insert for the Third International Evidence Based Librarianship Conference, Brisbane
- Material sent to the 3rd Annual Health Libraries Inc. conference, Melbourne
- Sponsorship of a morning tea, flyers and lucky door prizes sent to Public Libraries Australia Conference, Albury
- Material sent to 4th Health Services & Research Policy Conference, Canberra
**Kinetica Annual Users’ Meeting (KAUM)**
Over 190 delegates attended the 2005 meeting which focused on the Kinetica Redevelopment project and access for end users. Parallel sessions on cataloguing, end user access, personalisation and interlending were well received. 95% of respondents rated the overall meeting as excellent or above average. Over 40 people attended the library tours in and around Perth on the Friday after the Annual Users’ Meeting. The tours visited the State Library of Western Australia, the library at the University of Western Australia, Cambridge Public Library and the Notre Dame University Library at Fremantle.

For the first time, all speakers at the 2005 Kinetica Annual Users’ Meeting were digitally recorded. Soon after the event, the audio and PowerPoint slides of each presenter were hosted on the National Library’s web site (Podcast). Audio files are now on the web ([http://www.nla.gov.au/kinetica/aum/aum05/aum05agenda.htm](http://www.nla.gov.au/kinetica/aum/aum05/aum05agenda.htm)) together with Powerpoints and written reports.

See LAAC/2006/1/6 for more information.

**Governance and Management**
The IBM GS contract was decommissioned at the end of December. Due to the new service provider – OCLC Pica, all cataloguing client customers were asked to sign a revised contract reflecting this change.

**Users Group Meetings**

**Recommendation**

That the Libraries Australia Advisory Committee note the report.

Collaborative Resource Sharing Services Branch
Contact: Ms Fran Wilson
(02) 6262 1690

14 February 2006
The Libraries Australia Forum (formerly the Kinetica Annual Users’ Meeting (KAUM)) provides an opportunity for customers to discuss issues relating to Kinetica, and to be informed of Libraries Australia developments and services.

The Forum in 2006 will be held on 3rd November in Melbourne at the University of Melbourne Law Faculty building (yet to be confirmed). A local committee of Victorian librarians are assisting Libraries Australia staff with the organisation. The program for the meeting is still to be finalised, and the Library would welcome suggestions on the program from the Libraries Australia Advisory Committee. Meetings of the Libraries Australia Advisory Committee, CJK special interest group and Libraries Australia Training Agents will be held in conjunction with the Libraries Australia Forum.

Attached is the evaluation summary of the 2005 KAUM held in Perth in September 2005. (Attachment 1)

**Recommendation**

That the Libraries Australia Advisory Committee note the Report.

Collaborative Resource Sharing Services
Contact: Ms Fran Wilson
(02) 6262 1690

17 February 2006
Kinetica Annual Users’ Meeting 2005

One hundred and ninety delegates from all Australian states and territories and from New Zealand attended the Kinetica Annual Users’ meeting held in Perth at the University Club of Western Australia on Thursday September 22. The meeting was chaired by Ms Margaret Allen, Chief Executive Officer and State Librarian of the State Library of Western Australia.

The major focus of the meeting was once again the Kinetica Redevelopment Project, specifically the functionality to be delivered with the completion of Stage 2 of the project. The new Cataloguing service, replacing the Amicus system and Kinetica Cataloguing Client, to be launched in November 2005, was demonstrated by Rob Walls of the National Library.

The change of the name “Kinetica” to “Libraries Australia” was well received by the attendees.

Feedback received from attendees at the meeting was very positive, with 95% of respondents rating the meeting overall as above average or excellent and 91% rating the meeting content above average or excellent. The table overleaf provides a comparison of user rankings between 2004 and 2005. The comparison demonstrates that against a number of measures more participants in 2005 rated the meeting as Above Average or Excellent than in 2004. One of the areas in which attendees felt the meeting could be improved was to provide more opportunity for discussion.

Due to the pressures of the Kinetica Redevelopment Project, and the inevitable changes that were necessitated by the new Libraries Australia services, there was no Kinetica Innovation Award in 2005.

The evaluation gave respondents the opportunity to comment on the following aspects.

- What did you like most about the meeting?
- Are there any parts of the meeting that you would change?
- Do you have any comments about the venue?
- Any further comments?

1. What did you like most about the meeting?
Participants most enjoyed the overview of the Kinetica Redevelopment Project, and demonstrations of the new services. They found the one day format useful, and the parallel sessions informative. Some commented on the ample opportunity provided to ask questions and the enthusiasm of the presenters in “selling” the product. The positive attitude of National library staff towards the redevelopment and the depth of their support were also noted. Western Australian attendees commented on the excellent opportunity afforded by staging the meeting in Perth, and other delegates found it useful to meet with Western Australian people and fellow librarians from all around Australia. The venue, technical equipment and facilities, and food were also appreciated.
2. Are there any parts of the meeting that you would change?

- Having “Communities of interest” (eg public libraries, tertiary etc), and include a session for IT/technical version of issues with new technologies/services
- Opportunities to go to all parallel sessions (especially if only one person from an institution attends the meeting)
- More time for discussion in the Document Delivery session
- Longer parallel sessions (including more detail on the cataloguing client), and try to reduce repetition
- Lack of signage, faster access to lunch with 3 serving tables rather than 2.
- More lively sessions to be scheduled after lunch
- More presentations by users
- More long term projects to be discussed
- Consider written reports, and pre-publish some sessions
- One day not long enough
- Better identification of LA staff
- People asking questions did not use microphones, which restricted the value of discussions.

3. Venue
Participants were enthusiastic about the University Club of Western Australia, with comments about the ease of parking, excellent choice of rooms and facilities of a high standard. However there were a number of comments about the queueing and the lack of tables and chairs for lunch. There were contradictory statements about air conditioning, with some finding the venue too hot, and others too cold. One attendee commented on the lack of handrails on the stairs, and another found the chairs in the theatre uncomfortable.

4. Any further comments?
A number of comments were received on the excellent quality of Libraries Australia and the commitment of NLA staff to redevelopment. The quality and enthusiasm of presentations was also noted.
Other comments included the staging of more local (Perth) events, interest in sessions on promotion of LA services to both end users and governing bodies, face to face meetings on issues that affect customers (eg Doc Del, ANBD issues), and staff and user training sessions.
One attendee recommended the use of the term “library staff” instead of librarians, the former being more inclusive.
There was some disappointment expressed that the start date for the Stage 2 implementation was not announced.
Attendees appreciated the efforts of the organising committee, and also commented on the excellent service and attitude of the Help desk staff.
Comparison of Annual User Meeting 2004 and 2005

- Quality of presentations
- Helpfulness of Kinetica/Libraries
- Australia staff
- Opportunities for discussion
- Meeting content
- Meals & refreshments
- Meeting venue
- Overall meeting

0% 20% 40% 60% 80% 100%

Excellent Above Average Average Below Average Poor
Attendance Breakdown by Sector

- Education: 36%
- National/State: 32%
- Special, Government: 14%
- Special, Non Government: 1%
- Public: 9%
- Commercial: 7%
- Other: 1%

Attendance Breakdown by Work Area

- Technical services: 45%
- Reference: 12%
- Management: 17%
- Document delivery: 14%
- Information Technology: 3%
- Other: 9%
The National Library of Australia’s Strategic Directions 2006-2008 are attached. The directions statement was developed by the Library’s Corporate Management Group in 2005 and approved by the Library’s Council.

**Recommendation**

That the Libraries Australia Advisory Committee note the report.

Resource Sharing Division  
Contact: Tony Boston  
(02) 6262 1143

17 February 2006
LIBRARIES AUSTRALIA: FREE SEARCH SERVICE

Background
At the Advisory Committee meeting of September 2005, a paper was tabled which documented plans for the Libraries Australia free search service, including a communications plan and draft FAQ.

This paper discusses features of the new service, the program for the national launch and regional launches, and the impact of the free service on Australian libraries.

Introduction
The aim of the new service is to broaden access to all Australians who will be able to search the Australian National Bibliographic Database (ANBD) from anywhere on the Internet without registration and at no cost. Libraries Australia will be the premier place to find and get items from Australian libraries through a single easy to use search interface.

The free service is only possible because of subscriptions by Australian libraries to support the continued existence of the main Libraries Australia service and this fact is being emphasised in communications about the free service.

Free service features
The Libraries Australia free search service provides access to a subset of the 16 million records in the ANBD. These are the 11.4 million records that have at least one holding or that are flagged as Australian. Access is also provided to the PictureAustralia database which contains over 1 million images of Australian people, places and events. Access is not provided to any other databases through the free service.

The free service allows users to do simple ‘Google like’ searching, find which libraries hold an item and link to ‘getting’ options that include online access, requesting a copy or loan through an Australian library or buying the item via an online bookseller. The free service has more limited functionality than the subscription service with no access to MARC records and no ability to print, email or download these records, and no access to personalisation features, alerts or advanced search features. The more limited functionality of the free service is designed to help protect the business model for the Libraries Australia subscription service.

With the release of this service (Libraries Australia Search v2.1), cover art and images of items from the National Library’s digital collections are now included in results lists for both the free and subscription services. Cover art images for Australian editions are obtained from Nielsen BookData (http://www.nielsenbookdata.com.au/), a paid for service subscribed to by the National Library, and for overseas editions from Amazon.

Results lists are now sorted by date of publication, most recent first, which should provide a more meaningful results list order for free and subscription service users.

Data from the free service is also being extracted and supplied to Google and Yahoo! so that users of these search engines will be able to find items from the ANBD
available through the Libraries Australia free service. The target date for completion of this work is June 2006.

**Free service launches**

Guests at the national launch on 27 February will include parliamentarians, representatives from the library and education sectors, book publishers and sellers and members of the community. The service will be launched by Senator Helen Coonan, Minister for Communications, Information Technology and the Arts. Speakers will highlight the value of this key Australian information resource from a range of perspectives - library professional, community, adult literacy and education. A media release developed for the national launch is provided at Attachment 1 and the program for the launch is at Attachment 2.

In conjunction with the launch, a letter has been sent to all Australian state, territory and public libraries with information about the new service, flyers, posters and other marketing material. Libraries have been asked to highlight Libraries Australia on library web sites and in newsletters and other communication media.

The National Library is planning regional launches in each state/territory for 2006. Because of the nature of the service which will be of most value to the general public and regional and remote users, public libraries in regional areas will, if possible, be targeted for these launches. It is hoped that state/territory libraries can provide assistance with development of the regional launches which will provide an important focus for promoting library services in 2006. Planning has started for launches in Western Australia, Northern Territory and Queensland in May/June. Launches in other states will follow later in 2006.

**Impact of the free service on Australian libraries**

The Libraries Australia free service will be available at the same URL as the subscription service, [http://librariesaustralia.nla.gov.au](http://librariesaustralia.nla.gov.au). The interface that users find at this web address depends on whether they are logged in or not, either via IP authentication or via a username/password. The free service, available to unauthenticated users, is branded as “Libraries Australia: a world of information” and has a distinct colour scheme to distinguish it from the subscription service.

The free service is part of Libraries Australia Search, which along with Cataloguing, Administration and Document Delivery are the four modules that constitute Libraries Australia.

The free service should increase the profile of Australian libraries at a time where users increasingly expect that resource descriptions will be freely accessible and many resources available online. Project such as Google Book Search ([http://books.google.com/](http://books.google.com/)) and the Open Content Alliance ([http://www.opencontentalliance.org/](http://www.opencontentalliance.org/)) are adding to this perception. Some Australian libraries already provide access to the subscription Libraries Australia Search service for onsite users. The free search service allows this access to be extended to offsite, particularly remote, users.

Some libraries have expressed concern that the free service may lead to a great increase in inter-library loan requests. It should be noted that each individual library’s access and loan policy will continue as it has in the past. It is important that information on access and services offered by each Australian library is kept up to date in the Australian Libraries Gateway (ALG) service as this service is consulted by and linked to from Libraries Australia Search. Although contact details for libraries
are readily available through the service, users are prompted to contact their local library about accessing resources held in other libraries.

Libraries Australia Search provides ‘deep linking’ so users can jump from Libraries Australia search results to the item of interest in local OPACs of most state libraries and the National Library. This feature will be extended to other libraries in 2006. The National Library is beginning to consider the implications of Libraries Australia Search on local OPACs and has set up a Catalogue Access Review working group to consider the advantages and disadvantages of using Libraries Australia Search as the primary access point for users rather than the National Library OPAC. The working group is expected to report by the middle of 2006.

Service implementation at NLA
Pending the outcome of the Catalogue Access Review, the National Library in the first instance plans to offer Libraries Australia Search access in the following way. On-site users will be automatically IP authenticated to get access to the subscription service. Limited users (Petherick readers) will have off-site access via a username/password to the subscription service. Other users accessing the service off-site will automatically go to the free service interface.

We anticipate that state, territory and public libraries will add a link to the new service from their web sites to encourage and promote its use. A post-implementation review of the new Libraries Australia service will be undertaken by the Library in the middle of 2006. The National Library welcomes input from the Libraries Australia Advisory Committee on the free search service and our promotion, marketing and implementation strategies.

Recommendation

That the Libraries Australia Advisory Committee note the report.

Resource Sharing Division
Contact: Mr Tony Boston
(02) 6262 1143

17 February 2006
Libraries Australia – an e-ticket to a world of information

A revolution is about to take place for information seekers. From 27 February 2006 Libraries Australia will enable anyone with an Internet connection to select from more than 40 million items held in over 800 libraries across the nation.

This innovative service is an Australian first, opening up the collections of Australia’s libraries to the public.

Libraries Australia, developed by the National Library of Australia, is an e-ticket to a world of information consisting of books, journals, newspapers, theses, pictures, music, manuscripts, maps and much more. Many online resources such as digitised images and full text government publications can also be accessed immediately online.

Underpinned by cutting edge technology and data contributed by the nation’s libraries, Libraries Australia makes it easy to search for information across the collections of the national, state and university libraries and most public, research, government, health and other special libraries.

Jan Fullerton AO, National Library Director-General, says that Libraries Australia changes the dynamics of the way people use libraries. “Libraries have continually been at the forefront of technology to improve the way people find the information they need.

“The beauty of Libraries Australia is that it uses a very simple search mechanism to find the item the person requires. Once found, the item can be borrowed, copied or purchased. All this can be done from home or work in regional centres or major cities.

“It puts the individual looking for the information in charge of their search, rather than a librarian. This saves time and is empowering for the information seeker.”

Some of the features of Libraries Australia are the ability to instantly access many digitised items; borrow from a local library or order from another library; copy selections of items at a small price; buy from online bookshops; and find library locations nationwide.

Libraries Australia can be used to further education or personal interests, advance research, obtain information to develop business opportunities or to facilitate lifelong learning. It is available at librariesaustralia.nla.gov.au

Media contacts: Yvonne Kennedy, Director Communications and Marketing ☎ 02 6262 1353; 0411 753 891; ykennedy@nla.gov.au
Susan Grigson, Communications and Marketing Coordinator ☎ 02 6262 1571; sgrigson@nla.gov.au
Program

Launch of Libraries Australia Public Access Search Service

Theatre, Parliament House

Monday 27 February 2006

12:33pm – James O’Loglin, Journalist (video)

12:35pm – Jan Fullerton AO, Director General National Library of Australia

12:40pm – Senator the Hon. Helen Coonan, Minister for Communications, Information Technology and the Arts

12:50pm – Jennifer Byrne, Journalist

12:55pm – Sue Hutley, Executive Director, Australian Library and Information Association

1:00pm – Demonstration. Tony Boston, Assistant Director General, Resource Sharing, National Library of Australia

1:05pm – Closing remarks. Jan Fullerton AO, Director General National Library of Australia

1:10pm – Light lunch and refreshments.
This paper reports on current initiatives aimed at improving the quality of the Australian National Bibliographic Database (ANBD).

Data quality improvement
A Quality Improvement Plan was developed in 2004 to provide a basis for a major campaign to address data quality issues for the ANBD and the Kinetica CJK database. The plan is available on the web site ([http://www.nla.gov.au/librariesaustralia/manuals/nbdqual.html](http://www.nla.gov.au/librariesaustralia/manuals/nbdqual.html)) and highlights activities to remove duplicates, clean up new records added to the databases, fix incorrect codes and run programs and reviews which will improve the success of searching for all users. Quality improvement is a highlight of the National Library’s commitment to supporting access to Australian collections, and recognises that ongoing work in this area is required to assist the whole library network.

The Kinetica Redevelopment Project’s data migration has corrected a number of ANBD quality issues. Some highlights are:

- The correction of incorrect indicator values in title and name fields (MARC21 245, 100, 110, 111, 600 and 700 tags)
- Conversion of obsolete MARC21 tags to their current correct tag numbers, for example:
  - Series headings in tags 400,410 and 411 converted to the 800, 810 and 811 tags
  - Variant access titles in tag 212 converted to the 246 tag
  - Source of Acquisition in tag 265 converted to the 037 tag
  - Frequency in tag 315 converted to the 310 tag
  - LC Classification numbers in tag 090 (in CJK data) converted to the 050 tag
- Duplicate headings generated in Amicus due to minor variations in heading attributes were integrated on migration to the new system.

Another significant quality improvement to ANBD resulting from the Kinetica Redevelopment Project was the successful integration of Roman and non-Roman script data. After a successful migration of Chinese, Japanese and Korean language material from the CJK system work continues on de-duplicating authority records that could not be corrected prior to migration. Also other Wade Giles headings that are linked to bibliographic records are systematically being upgraded.

The regular programs of data quality improvement activities continued at a slower pace in the final quarter of last year in an effort to minimize the changes that would need to be captured during data migration to the new system. Some highlights are:

- Approximately 800 records without titles were fixed.
- 240,000 records for 18th Century Online, Early English Books and Early American Imprints sets had coding in the MARC 007 field corrected, and coding errors in another 21,000 records were corrected.
- The Australian content flag was added to 1,188 Australian thesis records.
- Major activity continued on reviewing error logs of close matching records with a reduction in the backlog from over 29,000 to approximately 6,000
records. Many of the remaining records are from back loads and are of poor quality, most are already represented in the ANBD by better quality records. The Database Services team will investigate whether it is possible to load these records to the new CBS system.

- 6,366 new PROMPT (Australian performing arts collection in NLA) records were loaded to the ANBD.
- The record type in 2,500 CJK authority records with geographic headings was corrected.
- Enhancement of several hundred Australian name authority records as part of the Libraries Australia regular contribution to NACO. Records were enhanced with source notes and the ANBD code anuc.

Global holdings updates were performed for a number of organisations. Global deletion of all Dept of Human Services (Vic) and Victorian Office of Housing Library holdings (around 30,000), was followed by a holdings only file upload that added the current 12,000 holdings all on the NUC symbol VHCV (Dept of Human Services).

All holdings for Lucas Heights Reactor were deleted and then followed by a load of up-to-date holdings (over 28,000).

The Subject Heading Review Panel continued to address issues relating to subject authority control. Major achievements included many changes to terms for names of Aboriginal and Torres Strait Islander peoples and their languages. A list of the Aboriginal languages/groups can be found on the Libraries Australia Website at [http://www.nla.gov.au/librariesaustralia/australianextension.html](http://www.nla.gov.au/librariesaustralia/australianextension.html)

A new Quality Improvement Plan will be developed during the first half of 2006. One of the major quality improvement activities planned for 2006 is the use of the improved functionality of the new Cataloguing system to identify duplicate records and merge them.

**Recommendation**

That the Libraries Australia Advisory Committee note the report.

Libraries Australia Database Services  
Contact: Bemal Rajapatirana  
(02) 6262 1215  
17 February 2006
SURVEY ON REPRESENTATION OF ELECTRONIC RESOURCES IN LIBRARY CATALOGUES AND THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE 2005

Introduction
In August/September 2005 a survey was undertaken by Libraries Australia on cataloguing and access issues for electronic collections in Australian libraries. The purpose of the survey was to obtain up-to-date information on the treatment of electronic resources in Australian libraries and the ways in which these resources are made available to library clients. Specifically the information obtained was intended to be used in the revision of the current Libraries Australia Guidelines for the cataloguing of electronic resources (http://www.nla.gov.au/librariesaustralia/dg_cer.html) which are now several years old.

The survey instrument was made available on the Kinetica website from 19 August to 9 September 2005 and was advertised via the Kineticas-L list. The survey was divided into four broad areas of inquiry: Local Access, National Bibliographic Database (ANBD) Contribution, Cataloguing Practices, and Authentication and Access.

Summary of Results
82 responses were received. The majority were from academic (35) and government libraries (30). There were also responses from 9 public, 5 commercial/other, 2 state and 1 school libraries.

Not all libraries answered all questions. For some questions multiple responses were allowed.

Local access
98% of respondents include records for electronic resources in their local catalogues. About half of these libraries also maintain a separate database or webpage to provide access to electronic resources, with HTML the most popular format for doing this.

43% use a link checker to maintain links and 79% fix links when reported broken. Only 4% do not maintain links at all.

NBD Contribution
Only 28% of respondents responded positively to the survey question which asked if they contribute their records for e-resources to the ANBD. However responses to a subsequent question indicated that 41% of respondents add records for at least some e-resources to the ANBD.

The most common reason given for not contributing was that the local catalogue gives sufficient access (54%). Licensing restrictions placed on use of the resource were also seen as a reason for not contributing (46%), particularly for libraries from the government sector. A number of libraries also commented that the burden of keeping holdings and links up to date was a deterrent.

For those who do contribute records 52% add URLs to the bibliographic records, 28% add a holding, and 28% do both. Of those adding URLs only a small number (13%)
make use of the option to make an 856 field institution specific by adding their NUC to the $x subfield.

Only 21% of respondents indicated that more that 20% of their e-resources are represented in the ANBD. For 13% more than half of their collection is included. Only 3% have their whole collection represented.

**Cataloguing Practices**

58% of libraries have a policy for cataloguing e-resources, with 72% of policies specifying the kinds of resources to be catalogued. University libraries are more likely to have a cataloguing policy than other types of libraries.

70% of libraries indicated they follow cataloguing guidelines of some sort, with 88% of these using Libraries Australia guidelines, 36% following LC and 4% OCLC. Own internal guidelines, network guidelines and AACR2 were also mentioned as sources. Some libraries use more than one set of cataloguing guidelines.

39% purchase e-collection set records, most commonly from the collection supplier (Gale, EBSCO, etc.), then Libraries Australia and Serial Solutions. University libraries are the biggest purchasers of sets, with public libraries very unlikely to do so. Only a small number of government libraries purchase e-collection sets, most commonly from Libraries Australia.

Methods for indicating which set a record belongs to are split, with a series statement or a note in the URL most used (29%), followed by holdings (27%) and a note (22%). A third of libraries use more than one method. Use of uniform title was the least popular method, while 15% of libraries don’t specify the set at all.

53% of libraries download records for their e-collection titles from Libraries Australia or other databases. Where print and electronic versions of a title are available 63% describe both forms on one record, 37% use a separate record. Unlike the other sectors, government libraries are noticeably consistent in their approach, with almost all respondents indicating their libraries uses a single record approach.

For titles that are contained in multiple sets use of a single record enabling access to the title in all sets (aggregator neutral records) or separate records for each title in each set is fairly evenly split (53% same, 47% separate).

When sourcing records from other catalogues for use in the local catalogue, nearly all the libraries deal with the problem of unwanted URLs by deleting them. Only a small number of libraries use a locally specific field to display their URL first.

Only 42% of libraries indicate in the MARC 856 field whether the URL in $u relates to full text, TOC, abstract or related documentation for the resource. Reasons given for this included a belief the presence of the URL is self-explanatory and the inclusion of only full-text URLs in records. By far the most common method for including extra information about the link to a resource is via a note in the $z subfield, but other methods used include 856 $3, 500/530 notes and 856 $y.

**Authentication and Access**

The great majority of libraries responding to the survey ask for and successfully negotiate onsite and remote access for library patrons when purchasing/subscribing to e-collection resources (around 90% onsite and 80% for remote). Walk-in onsite access is requested and achieved about 35% of the time. Libraries reported less success in negotiating the right to supply items for ILL/Document delivery with 28% of libraries asking (most commonly academic libraries) but only 17% achieving it.
Authentication to resources is provided fairly equally via IP and/or user name/password, with libraries indicating the method used depended mainly on the choices offered by the vendor (rather than library restrictions). User name/password access is more common for offsite authentication (78% versus 54% for IP). EzProxy and Horizon Remote Patron Authentication were mentioned by a number of libraries.

64% of libraries include advice on resource access restrictions in their records, most commonly via the use of a note (74%) and less frequently via holdings statements (28%) or the URL (20%). One library mentioned they were more concerned about indicating access restrictions for their users, rather than for outside users.

For journals, 75% of respondents specify which issues are available in their local library catalogue, with only 11% including this information in the ANBD. A further 33% rely on their vendor to supply this data with the records.

Discussion
Due to the relatively low response rate from public, school and commercial libraries caution should be exercised in interpreting survey responses from libraries in these sectors.

The survey showed that while most respondents (98%) include electronic resources in their library catalogue only 28% contribute records for e-resources to the ANBD. Reasons given for not contributing to the ANBD include: a focus on local access over resource sharing considerations, licensing restrictions (particularly for government libraries), the perceived burden of keeping holdings and links current, and concern over receiving unwanted inter-library loan/document delivery (ILL/DD) requests.

The survey indicates that often access to electronic resources is not well integrated in the local environment, with many libraries maintaining databases and/or web pages for such resources separate to the rest of the local catalogue. Outside of university libraries, there is a very low take-up of alternative options for acquiring bibliographic records, such as the purchase of ‘ready-to-go’ electronic collection record sets from external suppliers. Not surprisingly, it appears that larger libraries have more success in negotiating a variety of licensing options. However the permission to supply electronic items for inter-library loan/document delivery is an area of less success in license negotiations for all libraries.

Most non-university libraries have not yet developed local policies for cataloguing electronic resources. There is wide variability between libraries in the cataloguing approach taken, such as in the fullness of records, single or separate records, use of holdings vs. URLs vs. note fields, and use of 856 subfields. However most libraries indicated they are keen to follow guidelines of some sort, and there is a good awareness of and interest in Libraries Australia guidelines for cataloguing of electronic resources.

Overall the results suggest a number of potential areas for Libraries Australia to work with libraries to improve the management and access of electronic resources. In particular, there is scope to encourage improved workflows for managing access to resources by providing guidance on options for obtaining and managing bibliographic records. There is also opportunity to encourage consistency of cataloguing approaches and improved levels of contribution to the ANBD. For example, by encouraging use of generic holding statements, automated link checking software, and automated batch-loading of updated records to the ANBD. By using a combination of these methods maintenance can then be undertaken in the local catalogue only. Libraries also need to feel confident that while contributing records for resources to the ANBD they can retain control over ILL/DD requesting. Libraries Australia should continue to work to raise...
familiarity with methods of achieving this, such as by following guidelines to specify restrictions on access and inclusion of supply policies in the ILRS (Interlibrary Resource Sharing) directory.

**Recommendations**

1 Libraries Australia should actively encourage libraries from all library sectors to contribute their records and holdings for electronic resources to the ANBD.


Libraries Australia Database Services  
Contact: Rob Walls  
(02) 6262 1657

17 February 2006
Attachment 1  Survey results

Number of libraries responding  82

Libraries by type
  Academic  36
  Government  30
  Public  8
  Commercial/other  5
  National State/Territory  2
  School  1

Local access

1. Does your library catalogue include records for electronic resources
   Yes  80
   No  2

2. Do you maintain a separate database or web page to provide access to electronic resources? If so, are these lists records in: (May select more than one)
   MARC  5
   DC  1
   HTML  39
   XML  4
   Other  16  (Info in catalogue, Serials solutions, Metalib, Intranet)

3. How do you ensure that hypertext links to e-resources are maintained in your catalogue? (may select more than one)
   Link checker  34
   Fixed when reported broken  63
   Don’t check/change  3

NBD

4. Do you contribute your records for e-resources to the NBD?
   Yes  22
   No  58

5. If not, why not? (may select more than one)
   Restricted access due to licensing  22
   Local catalogue gives enough access  26
   Other  23  (Workload in updating holdings, change urls; don’t want ILL requests; briefness of records; contribute some -e.g. ebooks, Picture Australia)

6. When adding your e-collection records to the NBD do you add a URL or holdings to the record?
   URL (856)  13
   Holdings  7
   Both  7

6b. If you add a URL do you identify it as belonging to your library by adding your NUC to the $x subfield?
7. What % of your e-collections are represented in the NBD?
   None 26
   <20% 17
   21-50% 4
   51-75% 4
   >75% 7
   All 2

**Cataloguing practices**

8. Does your library have a policy on cataloguing e-resources?
   Yes 46
   No 34

8b. If so does it specify the types of e-resources to be catalogued?
   Yes 33
   No 13

9. What types of e-resources are catalogued? (may select more than one)
   - Titles in purchased journal/ebook collections 54
   - Record for the set only 8
   - Eresources created/held by your library 58
   - Freely available online resources 70
   - Web sites 50
   - Your library’s online publications 28
   - Other 8 (Organisational online publications; gov pubs)

10. Do you use guidelines recommending cataloguing practice for e-resources?
    - LC 21
    - OCLC 8
    - Kinetica 51
    - Other 13 (Own internal, AACR2, network (e.g. health libs)

11. Do you purchase e-collection set records?
    - Yes 31
    - No 49

11b. If so from whom? (may select more than one)
    - Kinetica 12
    - Serials Solutions 10
    - Supplier of collection (e.g. Gale) 13
    - Other 15 (Ebsco, Marcit (exLibris), OCLC, SCIS, do themselves)

12. How do you indicate which set the item belongs to? (may select more than one)
    - Series statement in record 12
    - Uniform title 4
    - Note 9
    - Added corporate author 5
    - Note in URL 12
13. Do you download records from Kinetica or other databases for your e-collection titles?
   Yes 41
   No 36

14. Where print and electronic versions of a title are available do you describe both forms on one record, or use a separate record for each form?
   Same record 49
   Separate record 29

15. When you have titles that are contained in multiple sets, do you have a single record enabling access to the title in all sets (aggregator neutral records) or separate records for each title in each set?
   Same record 31
   Separate record 28

16. When you source records from other catalogues the number of URLs on the record may be an issue. How do you deal with this problem in your catalogue?
   Delete all URLs except local library 56
   Use library specific field to store your library's URL (e.g. 956) and display this first? 4
   Other 7 (Clean up using Marc Edit)

17. Do you indicate in the MARC 856 whether the URL in $u relates to the full text, TOC, abstract or related documentation?
   Yes 30
   No 42

18. How do you indicate this? (may select more than one)
   Note in $3 subfield 7
   Note in $2 subfield 22
   Self explanatory from URL 9
   Other 12 (500/530 note; Only use URLs that go to full text resources; $y subfield; URL goes in holding record, related resource go in bib record)

**Authentication and access**

19. When purchasing/subscribing to e-collection sets do you negotiate for? (may select more than one)
   Onsite access for library patrons 60
   Walk-in onsite access 25
   Remote access for library patrons 56
   Right to supply items via ILL/DD 19

20. Do you believe you have achieved this for: (may select more than one)
   Onsite access for library patrons 59
   Walk-in onsite access 22
   Remote access for library patrons 52
   Right to supply items via ILL/DD 11
21. How are users authenticated to use these resources? (may select more than one)
   IP (scripted/proxy) 54
   User name and password 51
   Other 12 (both depending on the resource; ip authentication for staff only; referring URLs)

21b. Offsite users (may select more than one)
   IP (scripted/proxy) 30
   User name and password 43
   Other 8 (Ezyproxy; Horizon RPA)

22. Do you clearly indicate any access restrictions on your records? (e.g. not available for doc del)
   Yes 47
   No 27

22b. If so how? (may select more than one)
   Holdings statement 13
   URL 9
   Note 34
   Other 11 (At login; URLs only available on intranet; focus more on access restrictions for OUR users, not doc del)

23. For journals do you indicate which issues are available? (may select more than one)
   Through Kinetica 6
   Yourselves 41
   Through other record/information suppliers (e.g. Serials Solutions) 18
Could you provide a brief summary of how the OCLC Open WorldCat program began?

The genesis of Open WorldCat was OCLC’s 2000 strategic plan, “Extending the Cooperative,” which had as one of its key tenets the notion of weaving libraries into the Web by making WorldCat openly accessible, “in many versions from many paths, through individual library portals … and through information partner portals.”

After carefully vetting the concept with potential users and the OCLC membership, we developed a prototype system that would accept simple queries (e.g., ISBN, title/author) and return a Web page showing bibliographic information about the item. The prototype service allowed the user to enter a postal code, state name or country name, and return a list of libraries near them that held the item they had found, based on holdings in WorldCat.

We established partnerships with a number of Web-based book vendors to test the value of this approach to potential partners and to learn about the potential volume of traffic we would need to support, the technical model for delivering this kind of service, and the manner in which the service might be used.

Encouraged by the results, we started in late 2002 to pilot the service in its main index. This pilot began in December 2002 when WorldCat records first began appearing in Google.com. In January 2004 Yahoo! also became interested in the project and made the same set of 2 million records available from Yahoo.com.

Because of the affiliation relationships that characterize Web search, the number of sites providing access to WorldCat content has grown substantially in the past year. Today, more than 800 different Web sites link to the Open WorldCat “Find in a library” service each month, and this number continues to grow.

Were there any unexpected outcomes in the pilot phase?

There were unexpected outcomes on several fronts. In the fall of 2004 we analyzed the user comments we had received over a two-month period and learned a number of things about user preferences that prompted significant changes in the service:

- 24 percent of user comments were actually reference questions from Open WorldCat users who were looking for an answer to a question or help with a research task of some sort. As a result of this feedback we recently enabled links from Open WorldCat into library digital reference services. Libraries with holdings in Open WorldCat can provide us with a link to their digital reference service and we will display this link next to their library’s name. These links have been used heavily since their release in June.

- A significant number of users asked to buy an item they had found through Open WorldCat. As a result we are piloting a “Buy It!” option through a partnership with Baker and Taylor. Users who exercise this option can contribute a portion of their purchase to a library of their choice.

- Many users seemed to want to add to or edit the record describing the item they had found. As a result of this feedback we have been able to extend the OCLC cooperative to capture the expertise of noncatalogers and librarians.

These are just a few of the user enhancements we’ve made in response to user feedback. None of these were in our plan at the outset of the project.

We’ve also been pleasantly surprised by the efforts of Google, Yahoo!, and other search engines to expose more and more of the “hidden Web,” including library collections. We were happy that Yahoo!, for instance, was willing to launch a toolbar that includes a search of WorldCat records. And we were happy to be included as the “Library search” link in Google Scholar for monographic materials.

Finally, we’ve been pleasantly surprised by the use of the service. In the 12 months ending June 2005, search traffic on WorldCat in FirstSearch grew by 7 percent, and links to Open WorldCat exceeded the number of WorldCat searches on FirstSearch.

With which search engines are you currently sharing records? How often do you send updates or changes? Are you sending the entire WorldCat database?

Google, Yahoo!, and Ask Jeeves are our current search engine partners. We also work with other types of partners including Abebooks, Allibris, Antiquarian Booksellers’ Association of America, Biblio, Book Page, and HCl Bibliography to name a few. Approximately 800 Web sites in all have ingested or linked to some portion of WorldCat, and we share truncated WorldCat records with our search engine partners, which they harvest or ingest. There are links in these records to our “Find in a library” service. Yahoo! and Google have indexed a subset of approximately 3.4 million records from WorldCat, representing 3 million of the most widely held titles in the database plus 400,000 uniquely held items. Ask Jeeves has not yet indexed our content.

The arrangement with Google Scholar is a little different from the relationship with the Google main site in that we are not supplying Google with metadata. Instead, Google is producing its own metadata for
Google Scholar and pointing from the records that describe books to Open WorldCat.

The sites listed previously that are not search engines link to Open WorldCat from known items in their catalogs, using a standard syntax that allows them to query WorldCat by ISBN. (We also support this type of linking via OCLC number and ISSN, and a number of sites are using this syntax to link into Open WorldCat.)

In short, we are supporting a broad variety of linking/partnering models and are planning to expand these models as needed to support partners.

Updates pertain both to the metadata that we provide to search engine partners and to the holdings information that is displayed in the “Find in a library” interface. The metadata is updated quarterly; the holdings are kept current because that service runs from OCLC.

We’ve heard that you have recently added AskJeeves as a new partner. Are there any others in the works at the present?

None that we can discuss specifically at this time. OCLC works with a variety of partners including search engines, booksellers, etc., to achieve our mission.

We also offer search tools and linking mechanisms to support broader access and easier integration of Open WorldCat, such as the Yahoo! and Google toolbars and a standard linking syntax, based on ISBN, ISSN and OCLC number.

Why have you started sending records to Amazon.com?

We’ve provided Amazon with records as part of our broader effort to meet the user at the point of need. These records represent content not previously accessible through Amazon. By adding records, Amazon hopes to create a market for this content. Our goal is to make the content known and available as broadly as possible.

Does OCLC have some type of relationship with Amazon for patrons to order in-print titles? Many libraries get a kickback from Amazon if the book order was referred from their site. Does OCLC get anything from Amazon.com or does this revenue go to local libraries?

OCLC has no financial relationship with Amazon for ordering in-print titles. We do have a relationship with Baker and Taylor and share proceeds as mentioned earlier, with a portion of any purchase going to a library of the buyer’s choice. We may expand the program to include additional providers in the future. Our goal is to get users the information they are looking for, through whatever means suits them, and to do it in a way that promotes the role of the library in discovery and delivery.

Is Amazon providing (or planning) any sort of out-of-print book delivery service using OCLC records as a starting basis?

Not that we’re aware of.

Could you describe the financial model for the Open WorldCat program? If a library does not pay for a subscription for FirstSearch will their holdings appear?

Open WorldCat is part of a library’s subscription fee for WorldCat on FirstSearch. If a library subscribes to WorldCat on FirstSearch, its holdings display in Open WorldCat and information seekers can find and link to them from the Open WorldCat partner sites. Using this model, we can promote broader use of WorldCat and at the same time ensure that the service remains sustainable.

We’ve taken this approach because we view WorldCat on FirstSearch and Open WorldCat as two interfaces to the same service: a “discovery” view of WorldCat. The big difference between Open WorldCat and earlier interfaces, of course, is that the discovery portion of Open WorldCat is unauthenticated—anyone with a Web browser can search the WorldCat records on Google, Yahoo!, etc.

Membership benefit is the primary focus of everything we do at OCLC since libraries began building WorldCat 34 years ago. Participating libraries support our research agendas and other programs, such as Open WorldCat, by paying only very modest subscription fees for using cooperative services available to the membership.

I should also note that we have begun exploring alternative funding models that might help us defray some of the cost of providing this resource to our user community.

Why does a library need the WorldCat database in FirstSearch with the Open WorldCat program?

See above.

Allowing customers to find nearby libraries and then linking into their local catalogs through the Open WorldCat program is very powerful. How do you think this will affect the many regional union catalogs (e.g., OhioLink) that have been developed?

The goal of Open WorldCat is to make OCLC member library collections visible and available at the user’s point of need. It is intended to supplement existing library discovery services by offering another level of access, alongside the OPAC, regional catalogs and other services.

When a user comes to Open WorldCat, we do everything we can to link the user to the appropriate library or library consortium for service. For example, many OhioLink libraries have linked their Open WorldCat account to the OhioLink catalog, presumably because linking to that catalog is, in their opinion, the best way to provide service to their patrons.

So I think Open WorldCat will send more users to regional catalogs.

Regional union catalogs still provide a very efficient mechanism for interlibrary lending. Open WorldCat will lead users to launch traditional Web-based ILL services from their local library. Are there any plans to cooperate with these regional union catalogs that have historically been competitive with the OCLC ILL subsystem?

As I mention above, our focus is on effecting interoperability with local and regional services, including regional union catalogs. The libraries whose holdings are displayed in Open WorldCat determine which links appear in Open WorldCat for their library. We support links to OPACs, OpenURL resolvers, OCLC ILL, and a variety of licensed digital content—including NetLibrary and JSTOR. We are also working hard on deeper integration with circulation systems and remote circulation systems through our implementation of the NISO circulation interchange protocol (NCIP).

Please describe the implementation of FRBR in the Open WorldCat program?

Open WorldCat is using the OCLC Office of Research FRBR algorithm in the “Find in a Library” interface. When a user discovers any one of the records indexed by Yahoo! and Google, the user is able to select the “Editions” tab to display the top 25 most widely held versions of a work. When users select a different edition under the Editions tab, they will see different holdings for that particular edition.
OCLC plans to roll out an enhanced holdings display later this year that will merge all holdings within a work group and display them on one page. An added benefit to this new display will be the addition of format types in one screen. This will allow a user to see the holdings for and select, for example, between the audiobook, the large-print format book, or the book in Braille.

Describe your plans for openURL compliance. Will this functionality be dependent on Google, Yahoo!, or other hosting sites?

Our plans are to make OpenURL as available and accessible as possible to help connect the last mile between end users and libraries.

We see a growing need among our members and partners for a centralized registry of OpenURL resolvers that can be used by libraries, vendors, search engines, and the like to provide broader access to digital library collections.

In an effort to meet this need we have created a registry of OpenURL resolvers with a gateway that routes service requests to the appropriate resolver or resolvers, regardless of where the end user is searching. We are alpha testing this service now and hope to make it broadly available over the next six months or so. (More information on the Alpha OpenURL Resolver Registry can be found on the OCLC Product works site <http://www.oclc.org/productworks/urlresolver.htm>.)

If the approach is successful, it will enable libraries to register their resolver in one place and provide access to their licensed digital content from many vendor services and Web sites.

What else interesting or useful is going on with this program that we should know about?

Our recent work on integrating virtual reference services, providing the "Buy It" option, FRBR, the OpenURL resolver, and supporting new linking protocols are all examples of our efforts to improve Open WorldCat in response to requests from member libraries, users, and partners.

We are also expanding our partner base and better integrating digital content into the service—including special collections, e-books and e-journals. We are planning to enhance the service to improve the experience for users outside the United States. This will include providing an expanded directory of postal codes, a multi-lingual interface, and adding more holdings for non-U.S. libraries.

We also plan to offer new kinds of services through Open WorldCat. As I mentioned earlier, we will soon release functionality that will enable users to add reviews and notes to the records they find through Open WorldCat. This will give users the ability to add comments, see comments by others, and add or edit other information they know about a particular WorldCat record.

Finally, the early success of the Open WorldCat program has led us to consider extending an "open" model to more OCLC services. In addition to exposing more and more of WorldCat, we are looking at options for delivering other OCLC services, from virtual reference to cataloging, through the Open WorldCat platform. ■

About the Author

Chip Nilges is Vice President, OCLC New Services, and is responsible for the Open WorldCat program, which allows Web searchers access to the OCLC WorldCat database through popular search engines and other sites on the open Web. He leads a team that functions as an incubator for strategic new services and for external partnerships that may support these initiatives. Mr. Nilges was selected as one of 50 Library "Movers and Shakers" by Library Journal in March 2005. He earned a master's degree in business administration, a master's in English, and a bachelor's degree in English, all from Ohio State University. ■

V ADVISOR REPORTS FROM THE FIELD

Google Print: Shipwreck or Clear Sailing?

By Mark Sandler (Collection Development Officer, University of Michigan) <sandler@umich.edu>

And the ship's wise men
Will remind you once again
That the whole wide world is watchin'
Bob Dylan, "When the Ship Comes In"

What can we say about Google Print that hasn't already been said a hundred times over? The purposes of the project are described on the Google Web site, along with sample titles showing how content (both in and out of copyright) will be represented. The partner libraries have offered FAQs and other statements that describe the project from their perspective. The Chronicle of Higher Education and other papers have done a very good job covering the goals and implementing strategies of the project, as well as community responses to its vision. The University of Michigan has posted its agreement with Google online, and all parties have made numerous appearances at library and publisher meetings, these sessions often playing to overflow crowds. Anyone wanting to know about the Google Print initiative didn't need to wait for this small article to learn what's going on.

A year after the December 2004 press release announcing Google's intention to work with five libraries to digitize some or all of their collections, the interesting issues seem to me more about the nature of technological and social change than about the methods of digitization or the effectiveness of online search and retrieval systems. More interesting than what Google is actually doing, is how people perceive the effort. Even if all this had been a hoax, and Google never had any intention of investing a dime in digitization of old or new library books, they would have done the Information world (authors, research universities, publishers, indexes, printers, libraries, search engines, conversion firms, etc.) a wonderful service by causing us to reexamine—collectively and individually—our fundamental mission, our