LIBRARIES AUSTRALIA ADVISORY COMMITTEE
MEETING
19 March 2008
Council Room
National Library of Australia

DRAFT AGENDA

10:00 am
1. Welcome and introduction, apologies
2. Draft Minutes of the previous meeting and business arising LAAC/2008/1/1
3. Director-General’s remarks (oral)
4. Libraries Australia Status Report LAAC/2008/1/2
5. Libraries Australia Statistical Information LAAC/2008/1/3

10:45 am Morning Tea

FOR DISCUSSION

6. New subscription model for State, Territory and Public Libraries from 2008-09 LAAC/2008/1/4
7. New subscription model for special libraries – progress report LAAC/2008/1/5
8. Guidelines for determining subscription fees for cross-sectoral consortia LAAC/2008/1/6

12.30 pm Lunch

12. Australian National Bibliographic Database Coverage Survey LAAC/2008/1/10

FOR INFORMATION

14. National Metadata Store LAAC/2008/1/12
16. Conclusion & Review of resolutions (if any)

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

Wednesday 5 September 2007

State Library of Queensland

The meeting commenced at 10:00 a.m.

Present:

Chair
Ms Linda Luther
*University Librarian*
*University of Tasmania*

Members
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 Pam Gatenby
*Assistant Director-General Collections Management*
*National Library of Australia*

Mr Lindsay Harris
*Library Manager*
*The Queen Elizabeth Hospital, South Australia*

Ms Anne Horn
*University Librarian*
*Deakin University*

Ms Monika Szunejko
*Manager, Access*
*State Library of Western Australia*

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

Ms Sherrey Quinn
*Libraries Alive! Canberra*

Observer
Ms Jan Fullerton
*Director-General*
*National Library of Australia*
Officers in Attendance

Mr Tony Boston
Assistant Director-General, Resource Sharing
National Library of Australia

Ms Debbie Campbell
Director, Collaborative Services
National Library of Australia

Ms Bemal Rajapatirana
Libraries Australia Database Services
National Library of Australia

Mr Robert Walls
Director, Database Services
National Library of Australia

Minutes

Ms Karen Mackney
Libraries Australia Customer Services
National Library of Australia

A summary of action items and resolutions is included at Attachment A.

Agenda Item 1  Welcome, Introductions and Apologies

Ms Luther welcomed members of the Advisory Committee to the meeting.

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

Ms Joan Moncrieff
Manager, Access and Information Resources
Deakin University

Agenda Item 2  Draft Minutes of the Previous Meeting,
Teleconference and Business Arising
(LAAC/2007/3/1)

Mr Boston reported on actions arising from the previous Meeting on 18 April 2007.

Libraries Australia is developing a survey of Australian library holdings on the ANBD to give a better indication of the currency and coverage of the ANBD and discover important gaps in coverage. A draft of the survey instrument and investigations into the process are in progress.

Work priorities have been incorporated into the strategic plan.

The Libraries Australia Directions for 2007 statement is now available at:

ACTION:  Ms Quinn requested an amendment to “...the organisation paying indexers...”
RESOLVED: That the minutes of the conference of 18 April 2007 be accepted.

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

Ms Fullerton provided a summary of the National Library’s activities since the 18th April meeting, including:

- Newspaper Digitisation Project. Digitisation is due to start soon. Workflows for contributors are completed. Files have been sent to Apex in India for OCRing of the text and zoning and categorisation of the articles. It is expected that this pilot data will be processed by Apex and made available to the NLA for quality checking in the second half of 2007. By mid 2008 there should be a significant number of pages in production, and available for searching. The British Library has a similar newspaper digitisation project, which is also working with Apex.

- The Library, the National Archives and the National Film and Sound Archive commissioned Access Economics to develop a cost benefit analysis of the joint digital funding proposal. Following a meeting of the three agencies with Access Economics on 20 June, comments on the draft cost benefit analysis were developed with the final report in August 2007.

- The National Licensing Proposal (Electronic Resources Australia) project is progressing well. Nine products were polled and over 2000 responses received. Libraries are now in the process of committing to ERA pricing. Notable among these are school, public and special libraries. Such libraries on their own would have limited access to these electronic resources.

- Members of NLA staff are currently involved with bibliographic standards development, particularly Ms. Kiorgaard who is the chair of the Joint Steering Committee for the Revision of AACR2.

- The National Library’s special collection processing is being reviewed. Mrs Ayres is currently reviewing Manuscripts workflows in order to standardise processes and systems for digitisation of physical formats in a collaborative way.

Agenda Item 4 Libraries Australia Annual Report (LAAC/2007/3/2)

Mr Boston spoke to the report and highlighted the following:

There were three new releases of Libraries Australia Search, which resulted in enhanced search functionality and alerts. The new releases of Libraries Australia implemented additional links to online bookshops, and reconfigured options to get this item option for booksellers. A search box was released for use on any external website, and the OpenSearch protocol from A9.com was made available. The third release upgraded ‘Advanced search’ features, added a default Cataloguing source tag to records, and implemented a new OpenSearch target.

There was a complete refresh of the Libraries Australia Information site, and the Libraries Australia Administration Manual was completed and made available in both print and electronic forms.

There was strong growth in bibliographic records added to the ANBD, up by 1.2 million records. There was also strong growth in hits from search engines, reflecting
the success of data syndication with services including Google Books and Google Scholar. There were some system availability issues experienced in February, which unfortunately coincided with the Libraries Australia User Survey. There was an increase in membership of Libraries Australia Document Delivery which was largely due to the closure of the ILANET Service. Ms Luther asked to see the 2005/06 ILL statistics for comparative purposes. Additional statistics such as the number of click-throughs to local catalogues from Libraries Australia would also be welcome. It was noted that development of system support for this measure is already on the Libraries Australia enhancements list.

The Libraries Australia and OCLC Collaborative Services Agreement was signed in May, and took effect from 1 July 2007. Libraries Australia has consulted with Australian libraries with WorldCat holdings about whether they want them loaded into the ANBD. There have been seven positive responses to date. ANBD records will also be extracted for loading into WorldCat to synchronise the two databases. WorldCat and ANBD records will then continue to be synchronised daily, and it is anticipated that in the medium term the SRU protocol will enable real time updates.

It has been noted that commercially supplied records such as those from Serial Solutions do not allow third party use of their records and won’t be supplied to OCLC.

OCLC launched a governance study this year after recognising regional growth of library contributors. A UK consultant requested comments for a September meeting, especially in relation to geographical or cultural relationships of OCLC zones. New Zealand has expressed their agreement that a submission be made to OCLC in this regard. The Committee expressed its interest in an ‘ANZAC’ alliance.

**ACTION:** Ms Campbell to provide the Top 10 ILL suppliers and requesters for 2005/06.

**RESOLVED:** That the Committee support an Australian and New Zealand representation to communicate the interests of the region, in relation to OCLC governance.

**Agenda Item 5**  
2006/2007 Libraries Australia Statistical Information  
(LAAC/2007/3/3)

Mr Boston presented the report. The Committee commented on the graph showing holdings added but not deleted. There may be value in showing the change activity in addition to growth. The two spikes represent the addition of University of Tasmania holdings in September 2006 and Parliamentary Library holdings in April 2007.

**Agenda Item 6**  
Libraries Australia Customer and Stakeholder  
Satisfaction Quantitative Findings (LAAC/2007/3/4)

Ms Campbell introduced the report by summarising the consistently high levels of satisfaction, with Search services maintaining the highest levels. There were some negative perceptions that were reflected in the report, and measures have been put in place to resolve these. Satisfaction with Document Delivery fulfilment was one concern, which is an issue possibly only within the control of the libraries concerned.
During discussion, the Committee identified some key concerns. Firstly, CEOs do not appear to have a close working relationship with Libraries Australia when compared with the practitioners. It is not easy to communicate the actual and potential benefits of Libraries Australia service to CEOs. Libraries Australia needs to find ways to remain relevant in the digital age, but it is still predominantly seen as a collection management tool. Other perceptions expressed were that Libraries Australia services were too difficult for the general public to use, and that access to the free search service would result in increased Inter Library Loan requests.

The Committee commented that different library sectors have diverse views, and CEOs are managing services in transition, for example, moving from print collection management to new responsibilities. As a result, issues to use for engaging CEOs will need to be carefully considered.

It was suggested that there be an end user survey to define what services end users are using and why they favour these. This idea was not endorsed. Marketing strategies to enhance understanding of the role of Libraries Australia were discussed, including: a focus group to discuss ways to understand the service better, use of Libraries Australia as a demonstration site in IT literacy classes, and promotion of Libraries Australia as a solution rather than a service. The Value Statement will be provided directly to all CEOs.

**ACTION:** Ms. Campbell to arrange for all CEOs of Libraries Australia subscribing libraries to receive the Value Statement.

**Agenda Item 7 Value Statement (LAAC/2007/3/5)**

Ms Campbell introduced this paper which was proposed at the previous LAAC meeting to determine the value of Libraries Australia. It explores what the service is now, and for the future, by examining its bibliographic purpose as well as possible new directions. It highlights Libraries Australia as a public access portal and an interface to Australian collection material including digital content.

It was proposed that a shorter version of this document would be circulated to the library community.

The Committee discussed the definition of value and how it could be determined. The Value Statement could make reference to sector specific and strategic issues in regard to collection access, whether onsite or offsite. It could also take into account the support given to researchers via data syndication.

The Committee requested the inclusion of additional statistics, such as the benchmarking study for ILL and the costs of original cataloguing vs. copy cataloguing. It was agreed that a recent study of National Library costs of cataloguing would be considered representative data. Ms Campbell stated that some data previously collected from Kinetica will not match that currently recorded for Libraries Australia, but this will be taken into account.

Ms Fullerton expressed that methodologies for assessing the value of services are very difficult to develop, and the idea to conduct an independent economic valuation was not approved. Any methodology needs to relate to individual library service outcomes, which will vary from institution to institution. Dr Tattersall added that the actual services required to fulfil strategic outcomes for the community also need to be taken into account.
**ACTION:** Ms. Campbell to create a shorter version of the Value Statement.


Mr Boston summarised the draft plan.

It was suggested that the Plan be linked to the Value Statement. Mr Harris recommended the inclusion of performance indicators which could be used to measure progress against the plan or a combination of progress reports with a compliance report at the end of the strategic timeframe. The Plan could provide a statement for continuous improvement and a strategy to improve the mechanism for finding and getting materials. This could include a reference to the Long Tail, and Web 2.0 approaches such as tag clouds for browsing. Ms. Ellis raised the issue of including sources of material not currently included in the ANBD, such as Picman (the State Library of NSW's Pictorial & Manuscripts service).

**ACTION:** Mr Boston to remove the reference to RMIT and make the statement broader, to take into consideration other journal article providers as these opportunities arise.

**ACTION:** Mr Boston to revise the document, and make it available on the website with amendments later in the year.

**RESOLVED:** That the paper be endorsed.

**Agenda Item 9  Libraries Australia Forum Agenda (LAAC/2007/3/7)**

Ms Lea Giles-Peters, State Librarian, State Library of Queensland and chair of the 2007 Libraries Australia Forum, joined the meeting for this item. The LAF agenda was reviewed.

Changes to the Agenda were endorsed.

**Agenda Item 10  Libraries Australia Subscriptions (LAAC/2007/3/8)**

Ms Campbell introduced the papers as a suggested framework for subscriptions. She acknowledged Mr Paul Beer for his contribution to this paper, including his thorough provision of the statistical information for the model. The most common measurable parameter across all sectors is population size. The 2006 Census statistics were referenced, along with current Libraries Australia usage statistics.

It was queried whether CAUL had accepted the funding model for that sector. Given the large number of subscription renewals since the model was introduced it could be assumed that the model has been implemented. There are a few institutions with concerns about their level of subscription payment, however Libraries Australia are negotiating solutions with them on an individual basis.

There was concern that the population model would not suit the new Queensland local government boundaries. It was confirmed that Public Libraries Australia,
Country Public Libraries Australia, Viclink and the Northern Territory libraries have accepted population models as useful.

It was suggested also that there be a conclusion to the document. For example, once implemented, the effectiveness of the models would be reviewed after 1-2 years in operation.

The Committee recommended the following amendments to the document.

**ACTION:** For the Recommendations under the heading State and Territory libraries subscription model:

- Delete Recommendation 1.
- Amend Recommendation 2. to read “…that the subscription model for State and Territory libraries be recalibrated to match with population percentages and should take account of state/territory responsibilities for public libraries where applicable;”
- Amend Recommendation 3. to read “…that the new subscription model and its implications be discussed with State and Territory CEOs at a NSLA meeting;”
- Amend Recommendation 4. to read “…that guidelines be written and disseminated for the operation of the consortia in terms of their relationship to Libraries Australia.

**ACTION:** For the Recommendations under the heading Public Libraries subscription model:

- Amend Recommendation 1. to read “…that a new public libraries subscription model be recalibrated and its implications be discussed with the public library sector or its representatives.
- Delete Recommendation 2.

**RESOLVED:** To accept the recommendations with these amendments.

**Agenda Item 11 Support for Institution Specific Data (LAAC/2007/3/9)**

Mr Walls summarised the paper, with the recommendation that the Committee discuss the issues relating to changing Libraries Australia policy regarding support for Institution Specific Data (ISD). The paper outlines the decision made by the 45th ABN Standards Committee Meeting not to migrate ISD from ABN to Kinetica. Libraries Australia currently supports institution specific holdings data, and electronic location and access data. The paper notes that it is possible to define three levels of bibliographic data: shareable, optionally shareable and non-shareable.

Expanding support for ISD in Libraries Australia would enable libraries to use it as a public catalogue. Implementation will require significant changes to the configuration of the Libraries Australia Cataloguing service and development of support in the search service as part of the NLA’s IT Integration Project.
The Committee supported the proposals described in the paper and recommended that an Expert Advisory Group of ANBD contributors be established to review Libraries Australia policy regarding support for ISD, with the requirement to report back to the Committee at the next meeting in March 2008.

**ACTION:** Libraries Australia to establish an Expert Advisory Group to review Libraries Australia policy regarding support for ISD and report to the Libraries Australia Advisory Committee in March 2008.

**Agenda Item 12**  **Australian National Bibliographic Database development (LAAC/2007/3/10)**

Ms. Rajapatirana introduced the paper which reported on 2006/2007 activities which were aimed at improving the support for authority data; duplicate record removal; development of RIS and the maintenance and development of data validation and matching. The paper also included the ANBD Development Plan for 2007/2008.

The report was noted.

**Agenda Item 13**  **Business Integration Project Report (LAAC/2007/3/11)**

The report was introduced by Mr Boston. It details the activities of the National Library of Australia in adopting a single business approach to Information Technology Architecture. In 2007 a project team was established to explore and build a prototype integrated resource discovery interface. The prototype will use a data store to deliver “collection views” and shared services, which will address matters of long term efficiencies and maintenance. There will be a generic single business brand, but existing brands will remain in use when dealing with contributors to these.

The report was noted.

**Agenda Item 14**  **Article: Hannay, Timo “Web 2.0 in Science” in CT Watch Quarterly, August 2007**

URL to article: <www.ctwatch.org/quarterly/articles/2007/08/web-20-in-science>

The article was noted.

**Agenda Item 15**  **Conclusion and Review of Resolutions**

*The meeting closed at 4.00 p.m.*
## Attachment A – Summary Table of Recommendations and actions

Libraries Australia Advisory Committee meeting 5 September 2007

<table>
<thead>
<tr>
<th>Agenda item</th>
<th>Resolutions</th>
<th>Recommendations</th>
<th>ACTION</th>
</tr>
</thead>
</table>
| **Agenda Item 2** | Draft Minutes of the Previous Meeting, Teleconference and Business Arising (LAAC/2007/3/1) | That the minutes of the conference of 18 April 2007 be accepted. | amendment to “...the organisation paying indexers...”  
**Action Completed** |
| **Agenda Item 4** | Libraries Australia Annual Report (LAAC/2007/3/2) | That the Committee support an Australian and New Zealand representation to communicate the interests of the region, in relation to OCLC governance. | Ms Campbell to provide the Top 10 ILL suppliers and requesters for 2005/06. |
| **Agenda Item 6** | Libraries Australia Customer and Stakeholder Satisfaction Quantitative Findings (LAAC/2007/3/4) | | Ms. Campbell to arrange for all CEOs to receive the Value Statement.  
**Action partially Completed** |
| **Agenda Item 7** | Value Statement (LAAC/2007/3/5) | | Ms. Campbell to create a shorter version of the Value Statement.  
**Action Completed** |
| **Agenda Item 8** | Libraries Australia Strategic Plan July 2007-June 2010 (LAAC/2007/3/6) | That the paper be endorsed | Mr Boston to remove the reference to RMIT and make the statement broader, to take into consideration other journal article providers as these opportunities arise.  
Mr Boston to revise the document, and make it available on the website with amendments later in the year.  
**Action Completed** |
| **Agenda item 10** | Libraries Australia Subscriptions (LAAC/2007/3/8) | To accept the recommendations with these amendments | For the Recommendations under the heading State and Territory libraries subscription model:  
Ms Campbell to Delete Recommendation 1. Amend |
Recommendation 2. to read “...that the subscription model for State and Territory libraries be recalibrated to match with population percentages and should take account of state/territory responsibilities for public libraries where applicable;”

Amend Recommendation 3. to read “...that the new subscription model and its implications be discussed with State and Territory CEOs at a NSLA meeting;”

Amend Recommendation 4. to read “...that guidelines be written and disseminated for the operation of the consortia in terms of their relationship to Libraries Australia.

For the Recommendations under the heading Public Libraries subscription model:

Amend Recommendation 1. to read “…that a new public libraries subscription model be recalibrated and its implications be discussed with the public library sector or its representatives.

Delete Recommendation 2

Actions Completed.

Agenda item 11
Support for Institution

Libraries Australia to establish an Expert
Libraries Australia Advisory Committee paper
LAAC/2008/1/2

LIBRARIES AUSTRALIA STATUS REPORT

July 2007 – February 2008

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<td>ANBD &amp; CJK holdings (Feb)</td>
<td>143,704 144%</td>
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<tr>
<td>Year to date</td>
<td>1,052,705 101%</td>
<td>1,040,000</td>
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<td>LADD requests (Feb)</td>
<td>25,976 108%</td>
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<tr>
<td>Year to date</td>
<td>194,840 103%</td>
<td>190,000</td>
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<tr>
<td>Search and Cataloguing services delivered within service levels</td>
<td>99.4%</td>
<td>99.5%</td>
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<tr>
<td>Percentage of batch loads added within 5 days of receipt</td>
<td>100%</td>
<td>98.0%</td>
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</table>

Libraries Australia Strategic Plan and Value Statements

The 2007-2010 Libraries Australia Strategic Plan and 2007 Value Statements which were approved at September’s Libraries Australia Advisory Committee meeting were made publicly available at <www.nla.gov.au/librariesaustralia/laacpapers.html>.

Libraries Australia Search

A new release of Libraries Australia Search in February introduced permalinks, improved the reporting of OCLC holdings and installed Amazon’s new API request format.
The Libraries Australia Cataloguing Client manual has been revised. In addition, the fee for obtaining a copy of the Cataloguing Client has been waived.

**CBS 3.2**

After delays during 2007 due to IT resourcing issues, the upgrade of the Libraries Australia Cataloguing Service to CBS version 3.2 was successfully completed in November.

The release contains a number of important enhancements including: a single signon procedure for users of the web cataloguing interface, support for searching remote bibliographic databases from the Libraries Australia Cataloguing Client, automatic transliteration of Chinese script and important database management functionality which will enable improvement to the quality of the Australian National Bibliographic Database in the coming year, especially in the removal of duplicate records.

The following remote bibliographic databases can now be accessed from the Libraries Australia Cataloguing Client, and records imported into the ANBD:

- Library of Congress Catalogue
- OCLC WorldCat
- Singapore National Union Catalogue
- Te Puna (New Zealand National Union Catalogue)
- Chinese University of Hong Kong
- University of Hong Kong
- Hong Kong University of Science and Technology.
The decision has been taken to outsource maintenance of CBS configurations and installation of upgrades to OCLC EMEA (formerly OCLC Pica). A maintenance agreement is currently being drafted.

Libraries Australia made a decision to remove the charges associated with supplying a copy of the Libraries Australia Cataloguing Client.

**Libraries Australia Record Export Service and Products**

353 users are currently registered as Record Export Service managers. From 1 September 2007 to 29 February 2008 the following organisation has registered for the Record Export Service:
- Great Lakes Library Service.

ANBD data was supplied for the following research projects:
- South Australian universities collection overlap study
- University of Adelaide study of collection overlap in Australian Veterinary School libraries
- University of New South Wales Bibliometric and Infometric Research Group project.

A charging mechanism has been developed for ANBD data supplied for research purposes.

A new free product, Recent Australian Government Publications (GovRAP), has been developed. The monthly product which provides a listing of Australia's recent government publishing is available on the Libraries Australia web site at: <www.nla.gov.au/librariesaustralia/govrap.html>.

**Libraries Australia Record Import Service**

89 organisations now contribute to the National Bibliographic Database using the Record Import Service; included in this total are three consortia with a combined membership of 48 libraries. In total, data from 134 libraries is added to the ANBD via the RIS.

Significant improvements were released for RIS reports and statistics. The new RIS reports produce more accurate statistics and improve the way that new and potentially matched records are counted and reported. There are now separate outputs for records that receive warnings and those that are errors (fail to load), and also additional reports for records that are sent to review, are unprocessed or fail to find matches on the database. This upgrade was released with some minor problems. These will be addressed when IT resources are available.

**Libraries Australia Document Delivery Service**

From 1 September 2007 to 29 February 2008 the following organisations have joined the Document Delivery Service:
- Blake Dawson Brisbane Library
- Blake Dawson Canberra Library
- Blake Dawson Melbourne Library
- Blake Dawson Perth Library
• Blake Dawson Tony McIntyre Library
• Brisbane Grammar School
• The Cancer Council of NSW
• Charles Sturt University: Orange Campus Library
• Defence Library Service - Singleton
• Defence Library Service - Stirling
• NSW Attorney General’s Dept. Downing Centre Library
• NSW Attorney General’s Dept. Industrial Relations Commission Library
• NSW Attorney General’s Dept. Land & Environment Court Library
• Queen Victoria Museum and Art Gallery
• South East Water Library
• Southern Cross University – Coffs Harbour Campus
• University of Notre Dame: Darlington Medical Library
• University of the Sunshine Coast.

The following libraries commenced interoperating with LADD using the ISO ILL protocol:
• Deakin University (VDX)
• East Gippsland Shire Library (as part of LibraryLink Victoria)
• Frankston Public Library (as part of LibraryLink Victoria)
• Monash Public Library (as part of LibraryLink Victoria)
• University of Western Australia (VDX)
• Wellington Library (as part of LibraryLink Victoria).

The following libraries changed over from using RLG ILL Manager to Relais to interoperate with LADD using the ISO ILL protocol:
• Flinders University
• University of Western Sydney.

ISO ILL testing is currently underway with:
• Australian Defence Force Academy (Relais)
• University of Adelaide (Relais)
• University of New South Wales (Aleph).

A Disaster Recovery Plan has been developed for ISO ILL sites and is available on the Libraries Australia website at:

A Memorandum of Understanding has been drafted for ISO ILL sites to ensure that both Libraries Australia and the ISO ILL sites have a clear understanding of each others roles and responsibilities.

Two new email alerts, Renew Answer-Yes (When a request for a renewal is approved) and Renew Answer-No (When a request for a renewal is declined), were made available to LADD users.

Use of the Trans Tasman interlending link between the LADD and Te Puna Interloan systems continues to grow. For the period 1 September 2007 to 29 February 2008:
• 3,502 items were supplied to NZ libraries
• 1,111 items were supplied to Australian libraries.

The following improvements have been made to the Transaction Reports for the Libraries Australia Document Delivery Payments Service (LADDPs):
• reconciles transactions to the library’s tax invoice and payment;
• provides a list of all reciprocal arrangements a library has within LADD, as both the supplying and requesting library; and
• incorporates all report types into a single workbook.

Libraries Australia Administration & Help Desk

Total Enquiries

In the timeframe 1 July 2007 until 29 February 2008 inclusive: 6,354.

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<td>Cataloguing</td>
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<tr>
<td>Document delivery</td>
<td>838</td>
</tr>
<tr>
<td>Picture Australia</td>
<td>438</td>
</tr>
</tbody>
</table>

Staffing

There have been a number of changes in the structure of the helpdesk team, including the addition of Lucy Carson, formerly of Picture Australia; and Natasha Simons, formerly of Database Services. Emma Corbett took up the role of Marketing and State User Group Liaison.

We also welcomed Scotia Ashley LADD to the Support position and Susan Gaw to the ALG/ILRS position.

In December, the Help Desk ran a Question Time session: “Do you have a question you have always been wanting to ask? Do you have some feedback you have been wanting to give us but have just been too busy? Well here is the perfect opportunity. If you’ve been reflecting on the year, and have any outstanding questions you’d like to ask us or comments you would like to make, Libraries Australia Help Desk staff are looking forward to hearing from you. Question time will run from Monday December 17th to Wednesday December 19th.”

This resulted in 16 calls, one of which provided the suggestion for the new LADD email alerts. Most calls were bouquets. The session will be repeated in 2008.

Libraries Australia availability

Service

During business hours, the average availability of the service between July 2007 and February 2008 was 99.55% (an improvement on last year’s 94.83%).

User Agreements

The organisational User Agreements have been reviewed, and will be updated for release in March on the Libraries Australia web site at
A summary of changes to the User Agreement, including hours of availability, will be provided with the invoices.

**New registrations and cancellations**

**New registrations**

- 5 Individual
- ASEAN China Business Service
- Australian Prudential Regulation Authority
- Berwick Mechanics Institute & Free Library
- Book House Training Pty Ltd
- Cobar Shire & TAFE Library
- JMB Academy
- Land & Water Australia
- Mount Gambier Public Library
- Public Service Association of NSW
- South East Water Library
- Stone Resources Ltd
- The Royal Australian & New Zealand College of Obstetricians & Gynaecologists
- Urban Neighbours of Hope

**Cancellations** (due to library closure or they are using the free service)

- 6 Individual
- Australian Customs Services: NSW – Library has closed
- Barrier Reef Institute of TAFE – using the free service
- Bayer Australia Ltd – Library has closed
- Bayside District Health – using the free service
- Calvary Health Care – using the free service
- Central Gippsland Health Service – using the free service
- Cridlands Pty Ltd – using the free service
- Education Department Library, Tasmania – Library has closed.
- Frankston Hospital – using the free service
- JP Morgan – using the free service
- Julia Farr Services – Library has closed
- Milne Agri-Group – using the free service
- New Zealand Ministry of Health - Now using LA through the Trans Tasman Interlending Agreement
- Office of Public Employment (SA) – Library has closed
- Office of the Director of Equal Opportunity in Public Employment – Library has closed
- Queensland Academy of Sport – using the free service
- Queensland Alumina – using the free service
- Queensland Medical Laboratory Library – using the free service
- Royal Melbourne Hospital – Library has closed
- The Boston Consulting Group – using the free service
- Victoria University of Wellington (NZ) - Now using LA through the Trans Tasman Interlending Agreement
- Wellington City Council (NZ) – using the free service
Business relationships

With OCLC

180 files with a total of 16.9 million bibliographic records (excluding some records from commercial sources) were extracted from the ANBD and supplied to OCLC for loading into WorldCat in October. OCLC have undertaken a process of reconciliation of NUC symbols with OCLC Institution Ids which was completed in early January. Libraries Australia records are now in the queue with records from many other National Union Catalogues around the world waiting to be loaded into WorldCat.

As part of the project to synchronise ANBD and WorldCat holdings for Australian libraries, data files containing the WorldCat holdings of 7 Australian libraries were received from OCLC. Test loads of these files have revealed some data problems that will create matching problems. Some records match on LC numbers but the incoming record and the database record represent different manifestations, also there are instances where the NBD record has been catalogued as a serial and the OCLC record catalogued as a monograph. Staff are investigating how to circumvent these data problems in order to add these records to the database with the minimum number of duplicates.

In December OCLC made a change to its Z39.50 service to enable display of Australian library holdings. A small change was made to Libraries Australia Search to enable display of Australian holdings on the full records display. This change went into production in February 2008.

Discussions with OCLC have commenced to explore how the existing agreement with the National Library might be extended to cover other OCLC services. These include: FirstSearch, WorldCat Local, Collection Analysis, Resource Sharing and Registry. The Library has also commenced discussions about collaboration with OCLC Research particularly in the Virtual International Authority File (VIAF) and WorldCat Identities projects.

With Commercial Users

The Libraries Australia commercial user agreement has been revised to ensure that records provided by commercial suppliers are protected from contribution to WorldCat.


Libraries Australia Customer and Stakeholder Satisfaction Survey

An action plan has been devised to address concerns articulated in the Libraries Australia Customer and Stakeholder Satisfaction survey. The plan is detailed in LAAC paper LAAC/2008/1/7, to be discussed separately.
Market share

<table>
<thead>
<tr>
<th>Measure</th>
<th>Result</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation by key library sectors (measured annually)</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Customer retention</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Libraries using Libraries Australia Document Delivery</td>
<td>740</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Marketing and customer relations

New flyers issued include:

- APAIS for small libraries
- Recent Australia Government Publications

The 512MB USB bracelet was successfully launched at the 2008 VALA conference.

Presentations & papers

David Ong presented a paper, with George Panagiotidis of CAVAL Collaborative Solutions, at the 10th Interlending and Document Supply conference in Singapore during October 2007, entitled “Lock, Stock and 2 Administrators”.

Sponsorship/Attendance at other events/conferences

VALA 2008 Conference

Three Libraries Australia staff, Emma Corbett, Mary-Louise Weight and Ian Dunn, provided fulltime support on the stand at the VALA 2008 conference, with part-time assistance from other National Library staff. At the exhibitors’ debriefing session, many other exhibitors asked to be placed next to the Libraries Australia stand at the next VALA conference.

User Group Meetings

The schedule for State/Territory User Group Meetings is outlined below. Libraries Australia Staff attending these meetings are: Debbie Campbell, David Ong and Bemal

### Location and Dates

<table>
<thead>
<tr>
<th>Location and Dates</th>
<th>Attending</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DC</strong></td>
<td><strong>DO</strong></td>
</tr>
<tr>
<td>SA - Wed 20 Feb</td>
<td>Yes</td>
</tr>
<tr>
<td>NT - Thurs 21 Feb</td>
<td>Yes</td>
</tr>
<tr>
<td>ACT - Wed 5 March</td>
<td></td>
</tr>
<tr>
<td>TAS - Wed 5 March</td>
<td>Yes</td>
</tr>
<tr>
<td>VIC - Thurs 6 March</td>
<td>Yes</td>
</tr>
<tr>
<td>NSW - Fri 14 March</td>
<td>Yes</td>
</tr>
<tr>
<td>WA - Thurs 10th April</td>
<td>Yes</td>
</tr>
<tr>
<td>QLD - Thurs 17th April</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Training

<table>
<thead>
<tr>
<th>Training Service Provider</th>
<th>Date (2007)</th>
<th>LACC training</th>
<th>LADD training</th>
<th>LA training</th>
<th>LADD Q &amp; A</th>
</tr>
</thead>
<tbody>
<tr>
<td>NT Library</td>
<td>Oct - Dec</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>State Library NSW</td>
<td>Oct - Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lyn Farkas ACT</td>
<td>Oct- Dec</td>
<td>2</td>
<td>8</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Caroline Wood SA</td>
<td>Oct- Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Library WA</td>
<td>Oct- Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lyn Evans QLD</td>
<td>Oct- Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>George Panagiotidis VIC</td>
<td>Oct- Dec</td>
<td>1</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Helen Gourkova VIC</td>
<td>Oct - Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training Service Provider</th>
<th>Date (2008)</th>
<th>LACC training</th>
<th>LADD training</th>
<th>LA training</th>
<th>LADD Q &amp; A</th>
</tr>
</thead>
<tbody>
<tr>
<td>NT Library</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Library NSW</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lyn Farkas ACT</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caroline Wood SA</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Library WA</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lyn Evans QLD</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>George Panagiotidis VIC</td>
<td>Jan - Mar</td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Helen Gourkova VIC</td>
<td>Oct - Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
New projects & Enhancements

Free APAIS access for small libraries

On 4th February 2008, access to APAIS for small libraries was made free of charge. This arose from discussions with Informit in 2007. A small library is defined as a Libraries Australia subscriber in Australia which is not an academic or state library. The new offer is described at <www.nla.gov.au/librariesaustralia/documents/APAISFlyer.pdf>.

Expert Advisory Group on Institutional Specific Data

The LAAC paper 2008/1/8 describing the progress of the Expert Advisory Group is to be discussed separately.

Directory Services

In preparation for the Directory Integration Project, some modifications to Australian Libraries Gateway pages are being made, including:

- Removal of Publishers and Booksellers pages. Similar information is made available in Libraries Australia under the At Bookshops/Suppliers option of the Get this Item function.

On-line Bookshops

Of the bookshops we are able to search, your item was found at the following:

- Blackwell Online
- Angus & Robertson
- Australian Online Bookshop
- Adelaide Booksellers
- Adelaide Bookshops
- Blackwell Online
- Amazon.com
- BMac.com

Supplier

In late 2007, Libraries Australia Customer Services contacted the Australian Booksellers Association for an updated list of contacts.

- Removal of @ symbols in email addresses, to reduce spam quantities.

Recommendation

The Libraries Australia Advisory Committee to note the report.
Collaborative Services Branch
Contact: Debbie Campbell
dcampbell@nla.gov.au
02 6262 1673

04 March 2008
### Libraries Australia Revenue and Expenses

<table>
<thead>
<tr>
<th>Period</th>
<th>Result</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$2,780,880</td>
<td>$2,637,000</td>
</tr>
<tr>
<td>Expenses</td>
<td>$2,012,741</td>
<td>$2,137,000</td>
</tr>
</tbody>
</table>

### Search Activity

<table>
<thead>
<tr>
<th>Period</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Aug-Sep-Oct</td>
<td>9,182,969</td>
<td>8,840,000</td>
</tr>
</tbody>
</table>

### Holdings Added

<table>
<thead>
<tr>
<th>Period</th>
<th>Added</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Aug-Sep-Oct</td>
<td>1,052,705</td>
<td>1,040,000</td>
</tr>
</tbody>
</table>

### Bibliographic Records Added

<table>
<thead>
<tr>
<th>Period</th>
<th>Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Aug-Sep-Oct</td>
<td>806,413</td>
</tr>
</tbody>
</table>

### Libraries Australia Doc Del Requests

<table>
<thead>
<tr>
<th>Period</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Aug-Sep-Oct</td>
<td>194,840</td>
</tr>
</tbody>
</table>
NEW SUBSCRIPTION MODEL FOR STATE, TERRITORY AND PUBLIC LIBRARIES FROM 2008-09

Background

As part of the ongoing review of Libraries Australia subscription fees, a subscription model based on population was proposed for the state/territory and public library sectors at the Libraries Australia Advisory Committee (LAAC) meeting on 5th September 2007. The concept was approved by the LAAC members, with a request for further development of the model¹.

The current fee schedule for both sectors was based on an historic usage fee, and needs to be brought up-to-date. In addition, many libraries have expressed their concern that the current subscriptions are not apportioned fairly across all libraries, as usage has fluctuated since the model was established. Although Libraries Australia capped increases to public library subscription fees at 5%, some smaller libraries are in effect still subsidising larger ones, and vice versa.

This paper outlines the issues taken into consideration while arriving at the model (provided at Attachment A), the fee estimates, and possible transitional arrangements.

Issues for the state and territory libraries

The total fee paid by state and territory libraries to Libraries Australia in 2006-07 was $488,901. This was based on historical usage figures which do not easily lend themselves to a tiered structure. Using a population-based model, some fees show anomalies: the State Library of NSW pays more than it should, and less populous states are subsidising states experiencing growth.

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Population (as at 06/2007)</th>
<th>%Pop</th>
<th>Current fee – for state library</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>6,889,100</td>
<td>32.8%</td>
<td>$153,855</td>
</tr>
<tr>
<td>Victoria</td>
<td>5,205,200</td>
<td>24.8%</td>
<td>$86,773</td>
</tr>
<tr>
<td>Queensland</td>
<td>4,182,100</td>
<td>19.9%</td>
<td>$25,818</td>
</tr>
<tr>
<td>WA</td>
<td>2,105,800</td>
<td>10.0%</td>
<td>$68,000</td>
</tr>
<tr>
<td>SA</td>
<td>1,584,500</td>
<td>7.5%</td>
<td>$43,409</td>
</tr>
<tr>
<td>Tasmania</td>
<td>493,300</td>
<td>2.3%</td>
<td>$45,364</td>
</tr>
<tr>
<td>ACT</td>
<td>339,900</td>
<td>1.6%</td>
<td>$24,227</td>
</tr>
<tr>
<td>NT</td>
<td>215,000</td>
<td>1.0%</td>
<td>$41,455</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>21,014,900</strong></td>
<td>100%</td>
<td><strong>$488,901</strong></td>
</tr>
</tbody>
</table>

The tiered model for the NSLA Consortium which is applied to each of the state and territory libraries based on a tier (small, medium, large), shows that their status may be out-of-date, particularly for the State Library of Queensland, when looking at the population figures and funding available to Queensland public libraries\(^2\). Therefore NSLA Consortium tiers are not recommended as a basis for the setting of Libraries Australia subscription fees for this sector.

Small: ACTLIS, NTL and SLT
Medium: SLQ, SLSA and SLWA
Large: SLNSW and SLV

The total fee paid by public libraries to Libraries Australia in 2006-07 was $759,832. For Tasmania, Northern Territory and the ACT, public library access is covered by state/territory library fees. The table below compares what is currently paid for public libraries against population across each state and territory.

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Population (as at 06/2007)</th>
<th>Current fee – for public libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>6,889,100</td>
<td>$387,905</td>
</tr>
<tr>
<td>Victoria</td>
<td>5,205,200</td>
<td>$192,727</td>
</tr>
<tr>
<td>Queensland</td>
<td>4,182,100</td>
<td>$139,050</td>
</tr>
<tr>
<td>WA</td>
<td>2,105,800</td>
<td>$10,000</td>
</tr>
<tr>
<td>SA</td>
<td>1,584,500</td>
<td>$29,700</td>
</tr>
<tr>
<td>Tasmania</td>
<td>493,300</td>
<td>-</td>
</tr>
<tr>
<td>ACT</td>
<td>339,900</td>
<td>-</td>
</tr>
<tr>
<td>NT</td>
<td>215,000</td>
<td>-</td>
</tr>
<tr>
<td>TOTALS</td>
<td>21,014,900</td>
<td>$759,382</td>
</tr>
</tbody>
</table>

**Issues for the public libraries**

Payments made to Libraries Australia by public libraries are managed at the state level. The attribution of charges to public libraries within a state is managed by state consortia. In general, the public library sector is making use of Libraries Australia more than is currently reflected in its overall percentage contribution to service subscriptions. We would like to keep this momentum, and do not propose to significantly change its overall contribution.

However, the public library sector in each state deals with some unique circumstances which merit further investigation in relation to a proposed transition to a new subscription model.

---

**New South Wales**

The New South Wales public library sector is facing extensive budget cuts, and is assessing the possible introduction of usage fees\(^3\). The budget shortfall is best illustrated by the recently published Australian Bureau of Statistics table showing the amount of money allocated to each member of the public in each state and territory:

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>Vic.</th>
<th>Qld</th>
<th>SA</th>
<th>WA</th>
<th>Tas.</th>
<th>NT</th>
<th>ACT</th>
<th>Aust.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per capita</td>
<td>$11.79</td>
<td>$18.19</td>
<td>$27.20</td>
<td>$18.19</td>
<td>$21.94</td>
<td>$49.02</td>
<td>$60.02</td>
<td>$59.43</td>
<td>$19.95</td>
</tr>
</tbody>
</table>

State and Territory Government Cultural Funding, Per person, **Libraries**, 2005-2006\(^4\)

The proposed model does effect a reduction for New South Wales.

Two public library consortia exist: NSW-PL (Metropolitan) and NSW-PL (Country), and each of them has drafted a population-based model for Libraries Australia subscriptions recently. The NSW-PL(C) resets Libraries Australia fees when passing on invoice amounts to individual libraries because of the fairness issue mentioned above. The NSW-PL(M) has decided to implement a similar arrangement in 2008-09.

There are approximately 20 public libraries (or 300,000 people) in New South Wales which do not belong to either consortium. Because the proposed model is based on the whole population of the state, this means that those remaining libraries can subscribe to Libraries Australia without a change in the total fee to be charged. This offers an opportunity for NSW consortia (and Libraries Australia) to market the service to these libraries. The transitional fees to be paid by each consortium are outlined at Attachment A.

**Victoria**

A single public library consortium, Viclink, has introduced a state-wide model based on population and acquisition budgets, to share Libraries Australia subscriptions more equitably. One public library, the Upper Murray Regional Library with branches in Albury, Corowa and Tumbarumba, recently moved from the NSW-PL(C) to Viclink. This will introduce a modest discrepancy between the two states in the new subscription model, but we do not propose to ‘adjust’ the population of each state as public libraries close to geographical boundaries may change which consortium they belong to at any time.

**Queensland**

The Queensland Public Library Association (QPLA) was not previously able to reach agreement on apportioning subscription fees across public libraries. A new structure, based on the redistribution of local government boundaries in Queensland\(^5\), is to be introduced in March 2008 and this could resolve some of the issue.

---


\(^4\) *Cultural Funding by Government, 2005-2006, #4183.0* <www.abs.gov.au>, represents the latest figures available.

\(^5\) *Stronger Councils for a growing Queensland*, <www.strongercouncils.qld.gov.au/>
The State Library of Queensland subsidises the Country Lending Service, which supports local government areas of less than 20,000 people. The CLS is not a member of Libraries Australia, but would be able to join under the proposed fee structure without additional charge.

**South Australia**

Public Library Services (PLS) has a four year plan to join up all public libraries in South Australia. Libraries Australia has already been in negotiations with the PLS to accept records via the PLS union catalogue. Note that the PLS receives no funding from the State Library of South Australia for its operations.

**Western Australia**

All public libraries have their subscriptions managed through the State Library. The state is experiencing significant population growth, and new public libraries are under construction. The structural reform of public library services which will start to take effect in 2008 should create good timing for a fee change.

**Tasmania**

All public libraries in the state are considered to be branches of the State Library, and as a consequence, they do not receive separate funding for any purpose. In the past, the SLT has paid disproportionate fees, compared to other states, for all Tasmanians.

**Northern Territory**

The NTLS oversees Libraries Australia membership for most libraries in the territory, including the Charles Darwin University and special libraries such as schools. In the past, the NTLS has paid disproportionate fees compared to other states, for all Territorians, and this will continue for some years unless a special dispensation is made.

**Australian Capital Territory**

The ACTPLS pays a single Libraries Australia subscription fee for all public libraries in the territory.

**Proposal**

Using population figures published by the Australian Bureau of Statistics in December 2006 as a baseline, it is proposed that each state/territory library pays 1.5 cents per person, and that each public library pays 4 cents per person. Thus libraries would pay 5.5 cents per person to use Libraries Australia.

The new model allows each state and territory to continue with its own administrative arrangements, as the payments made by public libraries are managed at the state level.

---

6 *Public Library Services* [http://www.plain.sa.gov.au/]


**Transition**

A transition arrangement to the new population-based model would be implemented to minimise any large increases or decreases in subscriptions. A 5% cap on fee changes could be met within an eight year timeframe, except for Queensland, the Northern Territory, and South Australia. This is illustrated in Attachment A.

Moving from the current schedule to the new schedule will result in an annual loss of approximately $90,000. However this could be offset by increases in overall population, so the proposed fees should be reviewed at least every three years. This excludes the application of Consumer Price Index adjustments.

**Recommendation**

The Libraries Australia Advisory Committee to note the report.

Collaborative Services Branch
Contact: Debbie Campbell
dcampbell@nla.gov.au
02 6262 1673

04 March 2008
## State fees and public library fees

<table>
<thead>
<tr>
<th>State / Territory</th>
<th>Population (as at 06/2007)</th>
<th>%Pop</th>
<th>Current fee – for state library</th>
<th>Proposed state lib fee: 1.5 cents per person</th>
<th>Current fee – for public libraries</th>
<th>Proposed pub lib fee: 4 cents per person</th>
<th>Current fee</th>
<th>Future fee</th>
<th>Variance</th>
<th>% Variance</th>
<th>Population % change from last census*</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>6,889,100</td>
<td>32.8%</td>
<td>$153,855</td>
<td>$103,337</td>
<td>$387,905</td>
<td>$275,564</td>
<td>$541,760</td>
<td>$378,901</td>
<td>-$162,860</td>
<td>-30%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Vic.</td>
<td>5,205,200</td>
<td>24.8%</td>
<td>$86,773</td>
<td>$78,078</td>
<td>$192,727</td>
<td>$208,208</td>
<td>$279,500</td>
<td>$286,286</td>
<td>$6,786</td>
<td>2%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Qld</td>
<td>4,182,100</td>
<td>19.9%</td>
<td>$25,818</td>
<td>$62,732</td>
<td>$139,050</td>
<td>$167,284</td>
<td>$164,868</td>
<td>$230,016</td>
<td>$65,148</td>
<td>40%</td>
<td>2.2%</td>
</tr>
<tr>
<td>WA</td>
<td>2,105,800</td>
<td>10.0%</td>
<td>$68,000</td>
<td>$31,587</td>
<td>$10,000</td>
<td>$84,232</td>
<td>$78,000</td>
<td>$115,819</td>
<td>$37,819</td>
<td>48%</td>
<td>2.3%</td>
</tr>
<tr>
<td>SA</td>
<td>1,584,500</td>
<td>7.5%</td>
<td>$43,409</td>
<td>$23,768</td>
<td>$29,700</td>
<td>$63,380</td>
<td>$73,109</td>
<td>$87,148</td>
<td>$14,039</td>
<td>19%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Tas.</td>
<td>493,300</td>
<td>2.3%</td>
<td>$45,364</td>
<td>$7,400</td>
<td>-</td>
<td>$19,732</td>
<td>$45,364</td>
<td>$27,132</td>
<td>-$18,233</td>
<td>-40%</td>
<td>0.7%</td>
</tr>
<tr>
<td>ACT</td>
<td>339,900</td>
<td>1.6%</td>
<td>$24,227</td>
<td>$5,099</td>
<td>-</td>
<td>$13,596</td>
<td>$24,227</td>
<td>$18,695</td>
<td>-$5,533</td>
<td>-23%</td>
<td>1.7%</td>
</tr>
<tr>
<td>NT</td>
<td>215,000</td>
<td>1.0%</td>
<td>$41,455</td>
<td>$3,225</td>
<td>-</td>
<td>$8,600</td>
<td>$41,455</td>
<td>$11,825</td>
<td>-$29,630</td>
<td>-71%</td>
<td>2.1%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>21,014,900</td>
<td>100%</td>
<td>$488,901</td>
<td>$315,224</td>
<td>$759,382</td>
<td>$840,596</td>
<td>$1,248,28</td>
<td>$1,155,820</td>
<td>-$92,464</td>
<td>-7%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

* population served by public libraries is based on latest ABS census data
Annual Transition: ±5% or $3,000

<table>
<thead>
<tr>
<th>Current fee</th>
<th>Year1</th>
<th>Year2</th>
<th>Year3</th>
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## Combined State and Public Library Consortia

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NEW SUBSCRIPTION MODEL FOR SPECIAL LIBRARIES – PROGRESS REPORT

Background

As part of the ongoing review of Libraries Australia subscription fees, a subscription model for special and TAFE libraries was requested by the Libraries Australia Advisory Committee (LAAC) for review at its meeting on 19th March 2008.

The sector classified as ‘special libraries’ has no single defining characteristic apart from the fact that the libraries do not easily sit with any other sector. Their services may be delivered to federal, state and local government departments; the education sector, health service providers, the legal community or to the corporate sector, just to name a few.

The diversity of the special library sector is such that finding a single parameter or modest set of parameters to base it on is difficult. In addition, a few types of libraries such as the TAFE sector and the schools sector have requested individual treatment under a new model.

This paper outlines the issues taken into consideration while arriving at the model, the fee estimates, and possible transitional arrangements.

Issues for special libraries

The group of special libraries which subscribe to Libraries Australia has the following defining characteristics:

- membership is by no means comprehensive across Australia;
- it is subject to fluctuations annually, usually via cancellations, particularly for smaller libraries such as those at schools (refer LAAC paper 2008/1/2);
- it represents a modest proportion of the overall Libraries Australia budget even though it contains the largest number of subscribing libraries;
- as a group, it comprises 532 subscribing libraries (54% of subscribing libraries) which paid $654,385 revenue in 2007/08 (16.1%). It should be noted that the group ‘contributes’ $30,000 from libraries whose usage of the service is minimal.

Issues for TAFE libraries

- the education sector excluding universities comprised 105 libraries and contributed $139,034 in 2007-08. It encompasses school libraries and

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Institutes, but is predominantly represented by 61 TAFE libraries which contributed $102,167.

- TAFE subscriptions currently range from $250 per annum to $26,800 for a state-based consortium, and they are clustered into several fee groups, so it would be relatively straightforward to switch them to a tiered subscription model.

Issues for school libraries

- There are 14 school libraries which subscribe to Libraries Australia. Of these, some use the service extensively for searching. The total fee contributed in 2007/08 by this group was $5,315.

- While it would be possible to market the free Libraries Australia Search service to school libraries, some may continue to seek access to international databases and other Libraries Australia services. Most school libraries are already paying the minimum subscription, so this will continue.

Factors considered

Several parameters on which to create payment tiers were explored, including population served and acquisition budgets. For government departments, population served was interpreted as the number of people on staff, but this information is not uniformly published in Annual Reports and is time-consuming to collect or confirm. Similarly, health agencies tend to summarise the number of ‘health workers’ in the industry, rather than attributing staff to individual jurisdictions where a library might reside. The population numbers also do not reflect ability to pay.

The size of acquisition budgets has been proposed by individual libraries struggling to pay the existing fee schedule which was based on usage, but in general this is shrinking and its use would not allow a new schedule to be budget neutral to Libraries Australia revenue.

Earlier work prepared by the Libraries Australia staff (and LAAC member Sherrey Quinn) in 2005 explored a combination of parameters – the number of library staff, non-salary budget, acquisitions budget, and contribution motivation but this has become complex to administer. It does, however, provide useful baseline information for a transition to a new model.

The new model, proposes the use of the total library budget of the agency registering to use Libraries Australia. This information was sought via email over a

2 By way of example, see <http://www.hnehealth.nsw.gov.au/about_us/facts_and_figures>.
ten-day timeframe in February, in conjunction with an FTE parameter to be used as a cross-check against the data offered\(^3\). Of all libraries contacted, only 34% responded.

The libraries which did respond showed an enormous range of fees paid (reflecting search history prior to 2005). For example:

<table>
<thead>
<tr>
<th>Special Library</th>
<th>Current Model</th>
<th>Proposed Model</th>
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</thead>
<tbody>
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<td>Budget</td>
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<tr>
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\(^3\) The email requested the provision of: “total estimated library budget to the nearest $100,000 (this includes staff, acquisition, subscription, and operational expenses, but excludes rental and office overheads); and total number of full time equivalent staff employed within your library.”
While the current subscription model makes a distinction between contribution and non-contribution of records to the ANBD, this recognition will not continue under the new model, to reflect the fact that many different types of contribution now occur and all are recognised with a fairer model.

Proposal for special libraries

Given the quantity of special libraries subscribing to Libraries Australia, maintenance of the subscription fees for this group needs to be streamlined to become more proportional with actual Libraries Australia revenue. This observation lends itself to a tiered model. Several tiered models based on total budget were tested, including:

- a three-tiered model

<table>
<thead>
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<th>Budget</th>
<th>Possible Fee</th>
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<td>$2.5m - $15m</td>
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</table>

- a seven-tiered model (applied as shown above)

<table>
<thead>
<tr>
<th>Budget</th>
<th>Proposed Fee</th>
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<tr>
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<tr>
<td>$5m+</td>
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An alternative model, consisting of a base rate of $250 plus an additional searching charge of $1.00 per search, was also considered for low volume libraries because it may better suit the small size of their individual constituencies. This option is less attractive from an administrative viewpoint.

Proposal for TAFEs and school libraries

The final model for TAFE libraries is still to be determined. A separate poll to collect FTE student figures for TAFE communities will be conducted, to devise a closed population-based model. The results will be matched against the proposed tiers shown in the seven-tiered model above.
All school libraries will have the option to subscribe to Libraries Australia at the new base rate of $250 per annum.

**Transition**

A transition arrangement to the new total budget-based model would be implemented to minimise any large increases or decreases in subscriptions. The budget information is self-nominating, but Libraries Australia staff could conduct sample checking of published figures periodically. The proposed fee tiers should be reviewed at least every three years.

In addition to a transition, it is proposed that the preferred model not be introduced until the 2009/2010 financial year, to reduce the impact on Libraries Australia revenue overall.

Because of the significant lack of response to the request for total budget information, it is recommended that a follow-up poll be conducted to allow more time for response. Libraries which do not respond to the subsequent request to provide this information could be moved to the alternative model consisting of a base rate of $250 plus $1.00 per search. This should encourage those libraries to advise Libraries Australia administration of their budget details. Requests to move to the new model may also be received when the agreed new tiers are published.

**Recommendation**

The Libraries Australia Advisory Committee to note the report.

Collaborative Services Branch  
Contact: Debbie Campbell  
dcampbell@nla.gov.au  
02 6262 1673

4 March 2008
GUIDELINES FOR DETERMINING SUBSCRIPTION FEES
FOR CROSS-SECTORAL CONSORTIA

Background

There are several consortia which exist to streamline membership of Libraries Australia. For example, each Australian state and the Northern Territory support a consortial arrangement for their public library sectors.

Over the last 12 months, Libraries Australia has devised new models for subscription fees which have been developed on a sectoral basis for libraries. The sectors are: university, state/territory, public, and special. However, additional guidelines are required which allow the new subscription models to be applied fairly to a cross-sectoral consortium.

In this context, a consortium is defined as: “a group of member representatives from companies, libraries, agencies or cooperatives which work together and is itself empowered to represent its members as a legal entity.”

Conduct of the User Agreements

For technical and administrative reasons, any Libraries Australia subscribers which join the service via a consortium are required to sign an individual agency User Agreement. Such reasons include:

- assignment of a unique National Union Catalogue symbol;
- assignment of unique sign-ons, to ensure the right levels of access to Libraries Australia subscription services;
- legal requirements for invoicing of LADD transactions; and
- the ability to satisfy individual agency requests for usage statistics.

Effect of the new subscription models

The process of deriving new subscription models also revealed that:

- any new parameter chosen as the basis for a model is not automatically going to result in a reduction in subscriptions to the Libraries Australia service. The new subscription models are designed to be revenue neutral for each sector;

- while Libraries Australia welcomes new libraries into the service via a consortium arrangement, there is often little benefit in terms of savings in administration. This may be offset by the benefit of streamlined record contribution, but this is not a universal result;

- the establishment of a consortium does not mean that a consortial subscription fee is set in perpetuity, no matter how many libraries join it. Every library which joins Libraries Australia, whether directly or via a third party, should pay fees which are comparable to others in the same sector.
Efficiencies brought by consortia

Some of the efficiencies originally proposed for the establishment of consortia are provided here for discussion, with responses which reflect how Libraries Australia currently operates.

Q1. Does the use of a shared system platform save effort for Libraries Australia Database Services?

Response: there is an initial saving when data arrives from a single source, because it reduces the testing and configuration of the Record Import Service.

Q2. Does an ongoing single file transfer, rather than multiple transfers, result in major savings for Libraries Australia operations?

Response: a single file transfer does result in some savings for the network, for example, by reducing network traffic. However, this is also potentially a single point of failure – many agencies would be affected simultaneously instead of one if the transfer failed. Once the routine is established, there are no further savings.

Q3. Do consortia bring agencies to the Libraries Australia service which might not have otherwise joined?

Response: Libraries Australia always welcomes new agencies to the service, and recognises that consortia may provide additional support to agencies to facilitate the process which Libraries Australia may not be able to replicate. However, agencies which are already members of Libraries Australia and switch to a consortium cannot expect their membership fees to be discounted as a result.

Such agencies are also likely to continue to require separate statistics of Libraries Australia usage to justify any membership fee.

Q4. Are there cost-benefits in encouraging members of a consortium to use the Libraries Australia value-added services, such as Libraries Australia Document Delivery?

Response: while Libraries Australia greatly values the advocacy in such an action, there are no savings to the operation of the service. This will remain true for any new piece of software or service which is introduced.

Q5. Does a single consortial invoice result in significant savings for Libraries Australia?

Response: unique arrangements tend to cost Libraries Australia more, as all invoicing processes are now automated. While the service does tailor invoices to consortia, and likes to assist agencies in this way, it would cost Libraries Australia less if all agencies were issued with a standard invoice.

Q6. Does the single point of contact a consortium provides alleviate effort for Libraries Australia staff?

Response: this has not been the experience of the Libraries Australia support team, particularly when significant changes in the operation of the service take place. The
new subscription models are a case in point. In fact, the need to deal with a third party can increase the complexity or the cost of the relationship with the consortium members.

Q7. What does Libraries Australia value from a consortium?

Response: Libraries Australia values the advocacy provided by consortia for services provided in the national interest.

In summary, the efficiencies gained by the Record Import Service are offset by the increased administrative arrangements imposed by a consortium, so there are very modest savings for Libraries Australia. However, in recognition of the advocacy role played by consortia, the following new guidelines are proposed.

**Proposed new guidelines**

1. Where a consortium signs a Libraries Australia User Agreement on behalf of its members, the consortium will be required to provide a list of members current at the time of signing. When any new agency chooses to become a member of the consortium, the latter will be required to negotiate the agency’s membership fee with Libraries Australia in accordance with the subscription model devised for the relevant sector.

2. For any agency which is new to Libraries Australia and has chosen to become a subscriber via a consortium, a 50% reduction in the Libraries Australia fee will be offered in the first year of membership.

3. For any agency which is already a Libraries Australia member (or has been in the preceding 24 months) and chooses to rejoin Libraries Australia through the auspices of a consortium, their subscription will be calculated according to the model devised for the relevant sector.

The guidelines will be incorporated into Libraries Australia User Agreement clauses, and issued to relevant consortia for commencement in July 2008.

**Recommendation**

The Libraries Australia Advisory Committee to note the report.

Collaborative Services Branch
Contact: Debbie Campbell
dcampbell@nla.gov.au
02 6262 1673

18 February 2008
Introduction

The Libraries Australia Customer Satisfaction Survey of 2007 provided users the opportunity to raise any concerns and issues they faced with Libraries Australia services. The survey results were reported in two previous papers, Libraries Australia Customer and Stakeholder Satisfaction Qualitative Findings [LAAC/2006/3/4] and Libraries Australia Customer and Stakeholder Satisfaction Quantitative Findings [AAC/2007/3/4]. This report looks in detail at those items and highlights the completed actions and outlines potential ways to address the balance.

The information provided below has been grouped by affected area and service. Where tasks/action has been taken, these have been noted. Suggestions for further actions are also included.

Issues from CEOs

Lack of awareness of method of determining their charges

- **Possible action:** Advertise the method of determining subscription charges both directly to CEOs and via the Libraries Australia homepage, once the new subscription models are complete.

Limited active promotion of Libraries Australia Search within organisations - Libraries Australia provides marketing materials for free to interested libraries. This material is accessible via the Helpdesk or an online form. Promotion of access for end users is done at State User Group meetings, and via other public events such as the Libraries Australia Forum.

- **Current action:** Promotion of the 2007 Values Statement and the summary version Supporting Australian Libraries at State User Group meetings.
- **Possible Action:** Develop and publish a case study of a library who has implemented end user access to Libraries Australia Search and what benefits it brought to that library.
- **Possible Action:** Make available a free or subsidised travel and attendance at the Libraries Australia Forum.

Libraries Australia as a competitor for local library services – Libraries Australia should be seen as a value-added service for users and could be used in addition to the local catalogue.

- **Possible Action:** Promote these aspects of Libraries Australia to users during the ‘Getting the most out of Libraries Australia Services’ roadshows planned for this year.
Individuals are becoming the customer, not libraries

- **Possible Action:** Market our continued commitment to libraries and their workflows via the Forum, at State User Groups and by highlighting enhancements to our services (via the aforementioned meetings and the relevant mailing lists).

E-resources a growing area that Libraries Australia should be conscious of and support to remain relevant

- **Current action:** E-collection sets are available via the Products service.
- **Possible action:** Increase encouragement to contribute records for electronic items, collect more e-resource MARC data by continuing to explore relationships with DB suppliers, and investigate relationships with the Million Books Project/Open Content Alliance services.
- **Possible Action:** Convene an Expert Advisory Group to investigate the issues surrounding electronic resources and how best to address these issues within Libraries Australia services.

Data

*Prevalence of duplicates* - this is an issue both for libraries trying to find the right record to add holdings to, and frustration/confusion for end user.

- **Current action:** there is an online duplicate removal form available for users to identify potential duplicates. Last year, approximately 1400 records were resolved. Cataloguers are strongly encouraged to carefully search the ANBD before adding records. The result of this searching could provide either an existing record, a close copy which could be cloned and re-edited, or confirmation that the record does not exist on the database, so a new one can be created. For offline contributions, a robust matching algorithm is used, and any records which cannot be automatically resolved are sent for human review.
- **Future Action:** It is anticipated that the functionality to de-duplicate existing records on the ANBD will be implemented in 2008.

*Quality of records* (compared to ABN days)

- **Current action:** Libraries Australia adheres to the contribution of records in the minimum record standard, and this is supported by validation of records (contributed both online and offline). In addition, Libraries Australia encourages the highest level of record be contributed, and lower quality records be upgraded where possible. The data quality of the ANBD is only as good as that contributed via Australian libraries.

**Accuracy of holdings**

- **Current & Future Action:** promote the need for libraries to regularly maintain their holdings to ensure they are accurate and current via the Libraries Australia email lists, at State User Group meetings and via the ‘Getting the Most out of Libraries Australia Services’ sessions.
Not all libraries contributing to ANBD - There are a number of reasons why a library may not contribute it's holdings to the ANBD, including concerns that there would be an increase in ILL that would not be sustainable by local resources and the fact that non-shareable items are not reported to the ANBD.

- **Current action:** Promotion of the 2007 Values Statement and the summary version Supporting Australian Libraries at State and Territory User Group meetings.

Limited (or no) holdings by LADD participants – A number of LADD participants do not provide their holdings to the ANBD. This is not in the spirit of resource sharing.

- **Possible action:** Conduct a comparison of LADD users with a list of ANBD contributors to identify LADD users who aren’t contributing, and write them encouraging them to contribute holdings to the ANBD. If we were to mandate this requirement it may need a period of up to 2 years implementation time to avoid losing LADD users.

Libraries Australia Cataloguing Client

Time consuming record contribution

- **Current action:** Record Templates (with predetermined values), the ability to copy/clone records, and the cut and paste functionality are all available in the Client to minimise the time taken to create a record.

- **Possible action:** Emphasise to users that Libraries Australia offers a number of alternative methods for record contribution to suit the variety of contributors’ needs. (Note: In comparison to the Amicus Client, the new Libraries Australia Client is able to transmit data much faster and in a more streamlined way.)

- **Possible Action:** Develop step by step use cases describing how to streamline record creation. See Attachment A for sample use cases.

Subject heading order - Subject Headings are currently displayed in the order in which they were added to the database, and there is no option to re-sort them.

- **Possible action:** Investigate with OCLC the possibility of sorting by alphabetical order. Other possible improvements to subject headings include:
  - Display all subdivisions on a subject heading in the short view
  - Display language code of authority record in short view.

Linking functionality – there was comment regarding the linking functionality (bibliographic to authority records) of the Libraries Australia Cataloguing Client being particularly slow. This problem does not currently exist, though it was an issue during the implementation of the Update Database.

- **Future action:** It is anticipated that automatic linking of records will be introduced into Libraries Australia Cataloguing in 2008.

Bibliographic products – This section of the report only showed a 45% satisfaction rate, but it is worth noting that 50% were neither satisfied nor dissatisfied.
• **Possible action:** survey existing customers and ask for suggested improvements. Anecdotal evidence indicates a need to market what is available and how to access the service. The comparatively low cost of products and the flexibility that is available in this service should be included in any future marketing.

• **Future Action:** Products will feature in the ‘News’ section of Libraries Australia Search and there are plans to identify and promote Products via the Libraries Australia email list.

**The difference between the Free and Subscription Libraries Australia Search needs to be clarified**

*Advertise the free service* – the emphasis on this will depend on the outcome of the proposed Business Integration [refer LAAC paper LAAC/2008/1/12].

**Inaccurate search results**

- **Action completed:** Relevance Ranking was implemented in November 2006 and further refined in June 2007. Planned work on the Business Integration Project will permit further exploration.

*Increase functionality in Free service* - A number of respondents commented that adding features of the Subscription Service to the Free Service would be beneficial (these included: Advanced search, deselecting Picture Australia, sorting result sets). A decision was made at the time of the launch of the Free Service to limit the functionality available. Adding this functionality to the Free Service may detract from the Subscription Service.

**Libraries Australia Search**

*‘Find and get’ should be done by librarians* – A number of libraries commented that it should be the role of the librarian to research and make available items for their users. Though this may be the case in certain libraries, access to Libraries Australia Search for end users offers additional options to end users, and has the potential to reduce the workload on reference librarians, which in turn may free up resources to manage potential increases in interlibrary loan requests.

*Libraries Australia Search is an interface for librarians* – While designing the application, efforts were made to ensure a simple, end user friendly application. Though the advanced features of Libraries Australia Search may be more familiar to librarians, it is believed that end users may have difficulties using the application.

• **Possible Action:** Call for an EAG on the Search Interface to determine what changes could be made to improve the end user experience of the application.

• **Possible Action:** Address these issues during the proposed Business Integration.

**Cost of searching OCLC prohibitive**

• **Action completed:** Since the agreement between OCLC and the National Library to open up access between the WorldCat and Libraries Australia catalogues, the cost of searching WorldCat is included as part of a library’s
subscription to Libraries Australia, and searching is no longer charges on a per-search basis. This agreement has been in effect since July 1 2007.

Libraries Australia Document Delivery

Email alerts needed

- **Action completed:** In May 2007, email alerts were introduced into the Libraries Australia Document Delivery (LADD) service. This new functionality sends an email to a nominated email account when a request reaches a nominated status (e.g. a new request comes into the system/an overdue notice is received for an item).

Contact/delivery details important, and should be maintained – the LADD service and the Inter Library Resource Sharing directory are both separate databases. The currency of data in both databases reflects the efforts of the libraries involved in updating their data.

- **Current action:** Libraries Australia stresses the importance of maintaining accurate information in both databases.

- **Possible action:** Conduct a synchronisation task to compare the entries in LADD and the ILRS, and contact libraries if their data does not match. It is hoped that the proposed Directory Integration project will go some way towards synchronising and ensuring currency of data in all Libraries Australia directories.

Time outs in LADD too short – It is possible to increase the length of time before the application times out, but this should be balanced against the security risk inherent in doing so.

- **Action completed:** 17 March 2008. LADD Staff conducted a 30 second survey to determine if the users would like an increase in time, and what the preferred length of time would be. It is worth noting that the Libraries Australia Search also has a 30 minute timeout, though to date there have been no requests to increase this time period.

Application is too complex to use – LADD is a request management application, and supports the ISO ILL standards for Inter Library Loan. A number of respondents compared LADD to other applications, such as GratisNet, which is a request creation application, and does not support the full lifecycle of requests. There are a number of cheat sheets available to support libraries which do not use the application regularly. There are training courses available via Libraries Australia Training Agents in each State and Territory.

- **Possible Action:** Libraries Australia and CAVAL are in the process of discussing enhancements to the current online training that is available for this service.

WebCat

WebCat functionality is too limited – There will be approximately 20,000 records contributed this year via WebCat. WebCat is intended for libraries which contribute a small number of records per year to the ANBD (<300), and for libraries which do little
original cataloguing and therefore may have limited cataloguing skills. It is not intended to be a replacement for the Libraries Australia Cataloguing Client.

- **Possible action:** Investigate expanding the number of fields available via WebCat. Via a survey, determine what fields should be included in the WebCat form, and investigate with OCLC PICA what this enhancement would cost.

- **Possible action:** Explore the creation of additional templates to support a wider variety of material types (e.g. Maps).

**Multiple logins no good for WebCat**

- **Action completed:** 19 November 2007. With the upgrade of the Cataloguing system (CBS) to version 3.2, the need for a second authentication step when using WebCat was resolved.

**Communicate uploading service**

- **Current action:** Advertise bulk delete and other bulk contribution options to Libraries Australia users.

**Training – in remote/regional areas**

*Should training be part of the subscription?* – Training is conducted by third party agents on behalf of the National Library of Australia. The User Agreement specifies that training is mandatory only for participation in LADD. There are a number of issues to be resolved if this was to be included: number of participants per organisation, frequency, cost of this training (where the average is $350), especially given that the minimum cost of a subscription is less than this amount.

- **Possible action:** investigate possibilities for expanding online training – possibly by engaging a Training Agent to be available via telephone or video hook up.

**Hard to keep up to date with multiple changes (low use customers)**

- **Current action:** Libraries Australia mailing lists, Release Notes, MOTD, News Items, Refresher Training courses and cheat sheets are all available to assist users to keep up to date with changes to the services.

**High price of training** – Libraries Australia does not determine prices for training, this is done by the registered training agents. Where Libraries Australia has conducted training courses (e.g. Cataloguing Workflows Workshops), the cost of these sessions are kept to a minimum.

**Advanced courses required**

- **Current action:** There are two refresher/advanced courses currently available – the LADD and LA Search refresher courses.

- **Future action:** There are plans to conduct a series of training courses on ‘Getting the Most out of LA Services’ in 2008, aimed at improving the
understanding of functionality available in Libraries Australia services and allowing more streamlined utilisation of services.

**Helpdesk**

**Lack of expertise**

- **Current action:** There is an intensive training program for new staff. The Helpdesk has also implemented enhanced informal training to include sessions from Libraries Australia staff and IT support staff.

**Slow response times**

- **Current action:** increased frequency of internal ‘open tasks’ reports, which identify tasks that are outstanding.
- **Completed action:** A session was conducted with the Libraries Australia DataBase Services team to refresh knowledge of the use of Support Wizard and the need to provide accurate and timely responses.

*Provides workarounds, rather than solutions* – Dependent on the issue at hand, there are sometimes no solutions. If this is the case, workaround options are given to users.

*Be proactive in reporting outages – e.g. downtime reporting*

- **Action completed:** Collaborative Services Branch has been proactive in reporting outages to users, balanced with positive commentary.

**Not enough self service available**

- **Current action:** Frequently Asked Questions, manuals and cheat sheets are available for free to users. See Attachment B for a sample of a cheat sheet.
- **Possible action:** Development of use cases and ‘Did you know’ information sheets for wider circulation. See Attachment C.

**Recommendation:**
The Libraries Australia Advisory Committee to note the report.

Collaborative Services Branch  
Contact: David Ong  
dong@nla.gov.au  
02 6262 1326

04 March 2008
Attachment A: Sample Use Cases (Please note, these are in Draft form only)

Alerts

Scenario
Amy is an Industrial Design PhD student studying Australian colonial furniture. She is currently putting together her literature review and is using the Endnote software to manage her citations and bibliography. Amy would like to know when new and updated records for journals, books and academic papers, relating to her thesis topic, are added to the database. She would like to be able to download these records into Endnote. Amy searches Libraries Australia through her university library subscription.

Solution
1. Amy should use the Libraries Australia alerts function, which will email her new or updated records that are added to Libraries Australia. Amy could elect to have these updates emailed to her weekly, monthly or tri-monthly.

2. She will need access to a personalised Libraries Australia account.

3. Personalisation allows libraries with a shared login, to offer their clients and staff personal Libraries Australia accounts, from which they can:
   - choose their own user-id and password
   - save records and queries into a personal folder
   - specify which search screen will display at login
   - choose default databases for searching
   - choose up to three libraries as “your library”
   - set up alerts for regular emailing of new records from a search
   - request interlibrary loans.

4. Libraries using shared-logins can activate personalisation by contacting the Libraries Australia Help desk (email librariesaustralia@nla.gov.au or call 1800 026 155) and providing a list of user IDs that the library would like personalisation to be made available from and specifying the different functionality they want to allow.

5. Amy’s university librarian can help her activate a personalised account by:
   - Clicking on the ‘create one now’ link above the search box on the Libraries Australia homepage.
   - Completing the ‘create your personal Libraries Australia account’ form. Fields with a * are mandatory. This includes creating a login, password and secret question and entering personal information such as name and email address.
   - Amy can also customise her Libraries Australia search account by setting a default search screen, selecting specific databases and also choosing up to three favourite libraries (libraries with which she has an affiliation – e.g. her university library, her local public library and a special design library).
6. Once her personalised account is available, Amy can create an alert from either her search history or by saving her search term, by clicking on the ‘save as alert’ button beside the search term.

7. The ‘Create Alert’ screen will appear where Amy can define the settings for her alert, including:
   - Assigning an alert name for e.g. Aust. Colonial furniture and adding a description for e.g. new and updated records for journals, books and academic papers
   - Selecting a Frequency and Duration from the drop-down menus, which will determine how often and how long the alert will run, for e.g. the alert will run each week for one year. Amy will receive a reminder in the last email for this alert before it is due to expire.
   - Her email address in the Send Alerts Results To field.
   - Amy can then select both new and changed records.
   - To enable Amy to add these records to her Endnote library, she selects the ‘RIS’ format for her search query results from the drop-down box next to Format.
   - If Amy would like to include her query in the email, she can tick the box beside this option.

8. Amy then clicks the Save button to register the alert.

Libraries Australia Webcat

Scenario
Sam is the manager of a specialist library with a small, unique collection of herpetology material. The library does not have an online catalogue. There is only a part time reference librarian assisting Sam and neither of them have an extensive cataloguing background. His library currently subscribes to Libraries Australia so library patrons can use the search service. Sam would like to add his library’s holdings to the Australian National Bibliographic Database (ANBD) and make the material available to researchers through Libraries Australia Search.

Solution

2. He finds information about the different methods available to libraries who want to add their records to the ANBD on the following page: http://www.nla.gov.au/librariesaustralia/cataloguing.html.

3. As he and his colleague have little cataloguing experience, they decide to use the online Webcat form to create new brief records for their unique material and the Edit Holdings function to add their holdings to existing records on the AND (both available through Libraries Australia Search).
4. Sam decides to contact the Libraries Australia Customer Services team (phone 1800 026 155 or email librariesaustralia@nla.gov.au) to discuss what actions his library should take to access Webcat and Edit holdings.

5. Libraries Australia Customer Services staff advises Sam to add the 'cataloguer' access group to his Library's profile (or create a new cataloguing login and password depending on their workflows and procedures) in the Libraries Australia Administration system. This access group will allow Sam and his colleague to use the online Webcat form and the Edit holdings button in Libraries Australia Search.

6. As Sam has 'Customer Administration' access on his Libraries Australia login, he can add the ‘cataloguer’ access himself through Libraries Australia Administration (https://librariesaustralia.nla.gov.au/apps/laadmin). If Sam did not have this access, or was unsure of the procedures involved, he could email librariesaustralia@nla.gov.au with a request to have cataloguing access.

7. Once Sam’s library is set up with Cataloguing access, they begin thoroughly searching the ANBD through Libraries Australia Search to find records that match their library's holdings.

8. On finding a matching record they add their library's holdings by clicking on the 'edit holdings' button in the detailed record.

9. This will display the 'edit holdings' form, where they can add:
   a. Their library’s call number, or simply add the word ‘held’ in the call number field.
Attachment B – Sample Cheat sheet

DocStore Flowchart as REQUESTER

**Start**

Want

Yes

Do you want to receive your request via DocStore?

No

**DocStore Steps**

1) Requested Delivery method must be *Electronic Mail*

2) In the User or Location address, DocStore must show:

   docstore@docdel.librariesaustralia.nla.gov.au

**Steps to ensure that DocStore is not used:**

* Ensure that the DocStore field for your location is blank

* Add an ARIEL or Email address to the Addresssee field

* Detail method of delivery in the Notes field of the request (optional)

Note: This is not the User or Location Notes field, but the Notes field of that particular request

**Your DocStore address**

The Libraries Australia Document Delivery DocStore address
docstore@docdel.librariesaustralia.nla.gov.au

Note: The DocStore field should only ever have a valid DocStore address, or be empty
Attachment C: Possible ‘Did you Know’ information sheets

*Please note, these are in Draft form only*

**LAS:**
- You can give your end users access to LAS and it won’t affect your subscription rate? (not charge per search)
  - you can select which databases you wish to allow your users access to
  - personalisation
  - IP authentication/scripted login
  - Other ways of searching (Open Search)

**ILL/DD :**
You can allow your end users to create ILL requests?
- These are mediated (You control what gets requested)

**LADD:**
Docstore
Tips on searching
Work Queues
Importance of request management interface
Cheat sheets

**LACC/cataloguing**
- authorities linking
- external databases
- adding a $ by using ‘$’
- Transliteration of Chinese script

- Bulk delete records for free
- products available
- RIS improvements to reports
- Duplicate reporting form
- Keeping holdings up to date
INITIAL REPORT OF THE EXPERT ADVISORY GROUP
ON INSTITUTION SPECIFIC DATA

Introduction

The Libraries Australia Advisory Committee at its meeting in September 2007 recommended that an Expert Advisory Group (EAG) be established to review Libraries Australia policy regarding support for institution specific data (ISD).

This paper outlines the scope of the task to explore the use of Institutional Specific Data, and discusses the work completed so far. More work to address all of the terms of reference in full is to come.

Terms of Reference

The new EAG has the following terms of reference:

- Review Libraries Australia policy regarding support for institution specific data;
- Provide recommendations as to which non-shareable or optionally shareable data elements should be supported in Libraries Australia;
- Provide recommendations as to the format in which these data elements should be exchanged between Libraries Australia and subscriber libraries;
- Provide recommendations as to whether the MARC 21 Holdings Format should be supported for the exchange of holdings data between Libraries Australia and subscriber libraries;
- Provide recommendations on system enhancements which could be made in Libraries Australia to support non-shareable and optionally shareable data.

Membership

In October expressions of interest for membership of the EAG were sought via Libraries Australia-L. All expressions were accepted and the EAG members are:

- Suzanne Clarke (Monash University)
- Stephen Dunne (Learning Resources Unit, TAFE, S.A.)
- Paul Pretor (University of Ballarat)
- Russell Varney (Public Library Services, State Library of Queensland)
- Wan Wong (National Library of Australia)
- Bemal Rajapatirana (Libraries Australia)
- Rob Walls (Libraries Australia) (Convenor)

Report on Progress

The EAG was established in November and a web site was set-up at:

The EAG met for the first time at the National Library on 12 December. Following the meeting, a paper was prepared containing the draft recommendations of the EAG and
detailed proposals for the support of ISD in bibliographic records and the implementation of the MARC 21 Holdings Format in Libraries Australia (See Attachment A). This paper was reviewed and modified by the EAG at a teleconference on 27 February and has now been made available to all Libraries Australia users for comment. Comments will be accepted until 21 March 2008. Bemal Rajapatirana will attend State User Group meetings in Melbourne, Sydney and Canberra in early March to discuss the recommendations. An oral report of these discussions will be provided to the Committee.

**Recommendation**

The Libraries Australia Advisory Committee notes the report.

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28 February 2008
Attachment A

Expert Advisory Group on Institution Specific Data

Draft recommendations and proposed schema

1. Introduction

The Libraries Australia Advisory Committee in September 2007 recommended that an Expert Advisory Group (EAG) be established to review Libraries Australia policy regarding support for institution specific data (ISD).

This document reports the draft recommendations of the EAG. It also includes proposals for the support of ISD in bibliographic records and the implementation of the MARC 21 Holdings Format.

The EAG now invites feedback and comments on its draft recommendations and the proposed schema. The EAG also invites Libraries Australia users to indicate if they have ISD which they would wish to contribute to Libraries Australia. Libraries are encouraged to provide comments to the Expert Advisory Group members by email to: librariesaustralia@nla.gov.au Comments will be accepted until 21 March 2008.


2. Draft EAG recommendations

1. The EAG recommends that support for ISD in bibliographic records in Libraries Australia be based on the MARC 21 Format for Bibliographic Data, using subfield $5 to identify the library to which an ISD field applies. Subfield $5 should be supported in all fields where it is defined for use in the MARC 21 format, and in selected other fields as needed to meet the requirements of Libraries Australia users.

2. The EAG recommends that Libraries Australia implement the full MARC 21 Format for Holdings Data and should provide guidelines to the Australian library community on how to use the format.

3. The EAG recommends that MARC 21 holdings format records contributed to Libraries Australia should meet at least Level 1 of the standard Holdings Statements for Bibliographic Items (ANSI/NISO Z39.71). Details of the standard and guidelines for implementation should be made available for discussion with Libraries Australia users.

4. The EAG recommends that Libraries Australia maintain parallel support for the current summary holdings model for exchange of holdings data (i.e. using field 850/984 embedded in bibliographic records) in the Record Import Service and Record Export Service.

5. The EAG recommends that when Libraries Australia disseminates a draft schema they should ask libraries to indicate if they have data that they would want to contribute as ISD a) in bibliographic tags and/or b) in MARC 21 holdings records.

6. The EAG recommends that any library contributing ISD (including holdings data and URLs of electronic resources) be encouraged to keep it up-to-date for the
benefit of all users and that Libraries Australia develop and publicise business rules to that effect.

7. The EAG recommends that support for institution specific authority records should be re-considered after the implementation of ISD in bibliographic records but noted the preference of Libraries Australia managers to at least support the storage of local system numbers in authority records.

3. Proposed schema for ISD in bibliographic records

The EAG recommends that support for ISD in bibliographic records be based on the MARC 21 Format for Bibliographic Data, using subfield $5 to identify the library to which an ISD field applies. Subfield $5 would contain the Australian National Union Catalogue (NUC) symbol of the library that contributed the data. Subfield $5 should be supported in all fields where it is defined for use in the MARC 21 format and in selected other fields as needed to meet the requirements of Libraries Australia users.

The EAG recommends this approach because:

- It minimises the variation from the MARC 21 Format for Bibliographic Data;
- It provides all of the specificity in tagging and functionality that is supported in the MARC 21 Format for Bibliographic Data; and
- Only one data element is required to both flag the data as ISD and identify the organisation that supplied the data to the ANBD.

The EAG notes that Libraries Australia has no plans to syndicate ISD to other services; before this could happen Libraries Australia would need to seek the agreement of libraries that have supplied ISD to the ANBD and would also need the receiving organisation’s agreement on the exchange format.

The EAG recommends that Libraries Australia support the use of subfield $5 in the following fields as defined in the MARC 21 Format for Bibliographic Data:

246 – VARYING FORM OF TITLE
500 – GENERAL NOTE
501 – WITH NOTE
506 – RESTRICTIONS ON ACCESS NOTE
526 – STUDY PROGRAM INFORMATION NOTE
540 – TERMS GOVERNING USE AND REPRODUCTION NOTE
541 – IMMEDIATE SOURCE OF ACQUISITION NOTE
561 – OWNERSHIP AND CUSTODIAL HISTORY NOTE
562 – COPY AND VERSION IDENTIFICATION NOTE
563 – BINDING INFORMATION
583 – ACTION NOTE
584 – ACCUMULATION AND FREQUENCY OF USE NOTE
585 – EXHIBITIONS NOTE
655 – INDEX TERM – GENRE/FORM
700 – ADDED ENTRY--PERSONAL NAME
710 – ADDED ENTRY--CORPORATE NAME
711 – ADDED ENTRY--MEETING NAME
730 – ADDED ENTRY--UNIFORM TITLE
740 – ADDED ENTRY--UNIFORM TITLE

The EAG recommends that Libraries Australia should also support the use of subfield $5 in the following fields:
4. Proposed support for the MARC 21 Holdings Format in Libraries Australia

The EAG recommends that Libraries Australia implement support for the MARC21 Holdings (M21H) Format. Implementation of the M21H Format would provide better support for the exchange and presentation of ISD, in particular more appropriate support for Electronic Location and Access data which is currently supported in the shareable bibliographic field 856. Many Library Management Systems (LMS) support the creation of location data in the M21H Format therefore supporting this format within the Australian National Bibliographic Database (ANBD) and Libraries Australia would enable libraries to utilise this functionality if present in their LMS.

All the fields defined within the latest MARC 21 Format for Holdings Data standards would be available for use within the ANBD and Libraries Australia. Appendix 1 lists the core M21H fields that are recommended for use within Libraries Australia. Libraries should consult the standard for further details on the content designation supported within the format.

5. Current support for holdings in Libraries Australia

Holdings or location data is currently contributed to the ANBD in field 984 through the Record Import Service, field 850 in the Cataloguing Client and via a form in the Web Cataloguing Interface. This current method utilises the bibliographic model where a single holdings field is embedded in the bibliographic record. As some library systems are unable to import/export M21H records the current model would continue to be supported in parallel with the option to supply holdings in a M21H record.

Libraries contributing records via the Record Import Service could continue to contribute holdings to the ANBD in the 984 summary holdings field. Libraries that utilise the Cataloguing Client or the Web Interface would also have the option to continue providing summary holdings data in field 850.

The use of field 856 and subfield $x to contribute institution specific URLs would be restricted to RIS contributors. Libraries that want to contribute institution specific URLs would be encouraged to adopt the M21H Format and include this data in a separate holdings record.

6. Contributing records in the MARC 21 Holdings Format

The MARC21 Format for Holdings Data offers options when implementing the record structure. The following section outlines these options and makes recommendations as to how M21H records could be implemented within Libraries Australia.
6.1 Separate or embedded holdings

Within the standard there is the option to embed holdings in the bibliographic record or to implement separate holdings records which are linked to a bibliographic record. It is recommended that the second option of separate holdings records be implemented. This option provides additional flexibility to transport institution specific data such as Electronic Location data and also supports the provision of more complex holdings data fields associated with the key location field 852.

The RIS converts the supplied field 984 into a field 850. The CBS software that underpins the ANBD then converts field 850 into a separate holdings, or copy, block which is appended to the appropriate bibliographic record. This existing functionality can be readily extended to support additional fields within the M21H format.

6.2 Minimum MARC21 Holdings record standard

It is recommended that M21H records contributed to Libraries Australia comply with level 1 of the Holdings Statements for Bibliographic Items (ANSI/NISO Z39.71). This is the minimum required to provide data that will accurately locate an item in a library’s collection and reflects the standard already met by the bulk of the holdings data in the ANBD.

Level 1 only requires an item identifier and location identifier (e.g. 004 and 852 field). Libraries may comply with additional levels of the NISO standards and are encouraged to contribute records at the level required to provide access to their collection. Mandatory data elements for level 1 are listed in the next section.

Appendix 1 lists those fields that must be used to meet Level 1 Holdings as outlined in the Holdings Statements for Bibliographic Items (ANSI/NISO Z39.71).

7. Mapping summary holdings in the bibliographic format to the MARC21 holdings format

It is recommended that data provided in the bibliographic format in field 984 or 850 be stored twice.

It is important to keep the summary holdings data as originally supplied or created in order to maintain an authentic version of the field. For this reason the current practice of mapping the externally supplied 984 field to the internal format 850 field would continue. There is a 1 to 1 correspondence between these two fields and their respective subfields and no loss of data or data granularity in the current conversion process.

To support alternate display and export options, in addition to retaining the summary field the system would also store a separate M21H record within the CBS update database. Data in fields 984 / 850 would be mapped to field 852 and the appropriate associated fields. Field 852 is the standard field for recording location information in a M21H record.

To attempt to disaggregate the contents of the 984/850, store it in the holdings format structure and then correctly re-combine the data for export would be problematic given the following data issues:
• The summary holdings data field contains highly variable and unstructured content which makes the data difficult to parse and map accurately.
• Some 984 subfields do not have an equivalent designation in the M21H format.

By retaining the 984 field as originally supplied it enables cataloguers, local system administrators and other data experts to re-visit this data and over a period of time to provide improved mappings or refresh their 984 fields with data in the 852 and corresponding M21H fields.

See Appendix 2 for a mapping of summary holdings data in field 984 / 850 to the corresponding M21H Format fields. See Appendix 3 for examples of summary holdings data that has been mapped to the corresponding M21H Format fields.

8. References

Holdings Statements for Bibliographic Items (ANSI/NISO Z39.71).
http://www.niso.org/standards/standard_detail.cfm?std_id=590

Holdings Statements-Summary level (ISO 10324:1997)

http://www.loc.gov/marc/bibliographic/ecbdhome.html


http://www.loc.gov/marc/holdings/echdlist.html

Database Services Branch
Libraries Australia
National Library of Australia
28 February 2008
### Appendix 1. MARC21 Holdings Format Data Elements

The following table lists core M21H fields that are recommended for use within Libraries Australia. The table highlights those fields that must be used to meet Level 1 Holdings as outlined in the *Holdings Statements for Bibliographic Items* (ANSI/NISO Z39.71).

Data elements marked as ‘system generated’ should be supplied by the exporting system when holdings records are contributed through the RIS and they will be automatically generated when holdings records are entered via the Cataloguing Client or the Web Interface. Default values are provided for some of the coded data fields however libraries should provide code values that accurately reflect item information where this is available and supported by their local systems.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Repeatability</th>
<th>Requirement</th>
<th>Rule</th>
<th>Comment / Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leader/00-05</td>
<td>Record Length</td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
</tr>
<tr>
<td>Leader/05</td>
<td>Record Status</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘n’</td>
<td>n = New</td>
</tr>
<tr>
<td>Leader/06</td>
<td>Type of Record</td>
<td>N</td>
<td>M</td>
<td>If Leader/07 of bib record is ‘s’ or ‘i’ or ‘b’ then Leader/06 is set to ‘y’. Otherwise: Leader/06 is ‘u’</td>
<td></td>
</tr>
<tr>
<td>Leader/07-08</td>
<td>Undefined</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘##’</td>
<td># = blank</td>
</tr>
<tr>
<td>Leader/09</td>
<td>Character coding scheme</td>
<td>N</td>
<td>M</td>
<td>Supply either: # = MARC8 a = UCS/Unicode</td>
<td>Must supply either: # = MARC8 a = UCS/Unicode</td>
</tr>
<tr>
<td>Leader/10</td>
<td>Indicator count</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘2’</td>
<td>2 char positions used for indicators in a variable data</td>
</tr>
<tr>
<td>Leader/11</td>
<td>Subfield code length</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘2’</td>
<td>2 char positions used for each subfield code in a variable data</td>
</tr>
<tr>
<td>Leader/12-16</td>
<td>Base address of data</td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
</tr>
<tr>
<td>Leader/17</td>
<td>Encoding level</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘1’</td>
<td>Must contain a code value that reflects the content of the holdings record as stated in ANSI/NISO Z39.71</td>
</tr>
<tr>
<td>Leader/18</td>
<td>Item information in record</td>
<td>N</td>
<td>M</td>
<td>If fields 876, 877 or 878 are present then Leader/18 is ‘i’ Otherwise: Leader/18 is ‘n’</td>
<td>i = Item information n = No item information</td>
</tr>
<tr>
<td>Leader/20-23 Entry map</td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>---</td>
<td>---</td>
<td>------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directory</td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>001 ANBD Control number for Holdings record</td>
<td>N</td>
<td>R</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Mandatory</strong> if 004 or 035 not present. ANBD holdings control number is required.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>003 Control Number Indicator</td>
<td>N</td>
<td>M</td>
<td>Default value is 'AuCNLKN'. Generate default value for records added to the NBD via RIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>004 ANBD Control number for related bibliographic record control number</td>
<td>N</td>
<td>R</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Mandatory</strong> if 001 or 035 not present. ANBD bibliographic control number is required.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>005 Date time stamp for latest update</td>
<td>N</td>
<td>O</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Format: yyyymmdhhmmss.f A new date/time is supplied when the record is added to the ANBD via the RIS.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008 Fixed Length Data Elements</td>
<td>N</td>
<td>O</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>System generated components detailed in table below.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/00-05 Date entered on file</td>
<td>N</td>
<td>O</td>
<td>System generated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Format: YYMMDD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/06 Receipt or acquisition status</td>
<td>N</td>
<td>O</td>
<td>Default is ‘0’</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>o = Unknown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/07 Method of acquisition</td>
<td>N</td>
<td>O</td>
<td>Default is ‘u’</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>u = Unknown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/08-11 Expected acquisition end date (Intent to cancel date)</td>
<td>N</td>
<td>O</td>
<td>Default is ‘#####’</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>#### = No intent to cancel or not applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/12 Retention policy</td>
<td>N</td>
<td>O</td>
<td>If field 984$h or 850$x is present then 008/12 is ‘6’; Otherwise 008/12 is ‘0’</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6 = Retained for a limited period o = Unknown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/13-15 Special retention policy</td>
<td>N</td>
<td>O</td>
<td>Default is ‘###’</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>### = No special policy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 008/16 | Completeness | N | O | If bib ldr/07 = m present then 008/16 code = 0  
If bib ldr/07 = s and 984$f/850$h contains text: “incomplete” then 008/16 code = 2 | ‘0’ = Parts of an item are retained for a limited period or no estimate is made. ‘2’ = Incomplete |
| 008/17-19 | Number of copies reported | N | O | Default is ‘001’. Field is right justified. Supply zero for unused positions. May be derived from number of subfield $c$'s present in field 984 or 850. | 001 = 1 copy reported |
| 008/20 | Lending policy | N | O | Default is ‘u’ | u = Unknown |
| 008/21 | Reproduction policy | N | O | Default is ‘u’ | u = Unknown |
| 008/22-24 | Language | N | O | Default is ‘und’ | und = Undetermined |
| 008/25 | Separate or composite record | N | O | Default is ‘0’ | 0 = Separate copy report. 1 = Composite copy report. This code should be supplied if information about 2 or more copies is consolidated into a single holdings record. |
| 008/26-31 | Date of last report | N | O | System generated | Format: YYMMDD |
| 010 | Library of Congress (LC) Control Number | N | O | Highly recommended. Field should contain the LC control number of the related LC bibliographic record. |
| 014 | Linkage Number | R | O | Indicator 1 is ‘o’ if Libraries Australia holdings record control number is stored. Indicator 1 is ‘i’ if Libraries Australia bibliographic record control number is stored. | Libraries have the option to specify whether the bibliographic or holdings control number is output. |
| 020 | ISBN number | R | O |
| 022 | ISSN number | R | O |
| 024 | Other standard number | R | O |
| 035 | Local system number | R | R | Default is to supply local system number for related bibliographic record. **Mandatory** if 001 or 004 is not present. No mechanism is available in current M21H standard to differentiate between local system number for bibliographic record and local system number for holdings record. Further discussion required with Libraries Australia contributors and MARC Network Standards Development Office. |
| 852 | Location | R | M | Supply as a minimum subfield $a$ | $a$ = Location expressed as NUC code. Not repeatable |
| 853 | Captions and Patterns – Basic Bibliographic Unit | R | O |
| 856 | Electronic Location and Access (URL) | R | O |
| 863 | Enumeration and Chronology – Basic Bibliographic Unit | R | O |
| 866 | Textual holdings – Basic Bibliographic Unit | R | O | Supply as a minimum subfield $a$ | $a$ = Textual holdings. Not repeatable. |
Appendix 2. Mapping of summary holdings data in field 984 / 850 to the MARC21 Holdings Format fields

The mapping table below indicates how records contributed via the Record Import Service and those contributed through the Libraries Australia Cataloguing Client or Web interface would have data in field 984 or field 850 respectively mapped to their corresponding M21H Format fields.

<table>
<thead>
<tr>
<th>984 (RIS)</th>
<th>850 (Online)</th>
<th>Libraries Australia definition</th>
<th>MARC21 holdings fields</th>
<th>MARC21 Holdings field definition</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>984 $a</td>
<td>850 $a</td>
<td>NUC symbol</td>
<td>852 ## $a</td>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>984 $c</td>
<td>850 $c</td>
<td>Call number</td>
<td>852 ## $c</td>
<td>Shelving location</td>
<td></td>
</tr>
<tr>
<td>984 $d</td>
<td>850 $e</td>
<td>Volume nos. for serials</td>
<td>866 #0 $60 $a</td>
<td>Textual holdings</td>
<td></td>
</tr>
<tr>
<td>984 $e</td>
<td>850 $g</td>
<td>Dates for serials</td>
<td>866 #0 $60 $a</td>
<td>Textual holdings</td>
<td></td>
</tr>
<tr>
<td>984$f</td>
<td>850 $h</td>
<td>Serials completeness note</td>
<td>866 #0 $60 $z</td>
<td>Public note</td>
<td></td>
</tr>
<tr>
<td>984$g</td>
<td>850 $k</td>
<td>Serials referral note</td>
<td>866 #0 $60 $z</td>
<td>Public note</td>
<td></td>
</tr>
<tr>
<td>984$h</td>
<td>850 $x</td>
<td>Retention and guaranteed</td>
<td>866 #0 $x</td>
<td>Non-public note</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>subscription period note</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>035$a</td>
<td>850 $b</td>
<td>Local system number</td>
<td>035 ## $a</td>
<td>Local system number</td>
<td></td>
</tr>
<tr>
<td>856$xISD5:NUC $u</td>
<td>956 $u</td>
<td>Electronic location and access (Institution specific)</td>
<td>856 $u</td>
<td>Electronic location and access</td>
<td>Institution specific URLs contributed through RIS or the Cataloguing Client will be converted to field 856 in the M21H record.</td>
</tr>
</tbody>
</table>

Note: Additional parsing rules to create mappings to fields 863-865 and 853-855, and to provide more accurate 007 and 008 coded data will be investigated. The success of these mappings is subject to the variability of data supplied in the 984 field.
Appendix 3. MARC21 Holdings Mapping Examples

This appendix contains sample mappings for summary holdings data. It demonstrates how holdings embedded in field 984 of the bibliographic record could be mapped to the MARC21 holdings format. It also indicates how the 984 is translated to the database format 850 field which is also embedded in the bibliographic record and how this field relates to the constructed M21H record. The mapped examples are presented in M21H format display as seen through the Libraries Australia Cataloguing Client. This presentation format is not indicative of how the data is held in the internal CBS data format.

The following typographical conventions have been used:

N – any integer
# - a blank in coded data fields
X – is a check digit. All ANBD record numbers regardless of format are allocated check digits. Still to determine if holdings control numbers will have check-digits suppressed and be padded with leading zeros.
$ - subfield delimiters.

1. Monograph with no call number recorded:

<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holdings embedded in bibliographic record</td>
<td></td>
</tr>
<tr>
<td>001 000023456789 984 $aVSL$cheld</td>
<td>001 000023456789 850 $aVSL$cheld$920080901$520081001</td>
</tr>
<tr>
<td></td>
<td>M21 holdings record</td>
</tr>
<tr>
<td></td>
<td>Ldr  NNNNNnu##a22NNNNN1n4500</td>
</tr>
<tr>
<td></td>
<td>001  NNNNNNNX</td>
</tr>
<tr>
<td></td>
<td>003  AuCNLKN</td>
</tr>
<tr>
<td></td>
<td>004  000023456789</td>
</tr>
<tr>
<td></td>
<td>005  20081001000000000.0</td>
</tr>
<tr>
<td></td>
<td>008  0809010u#####0001uuundo080901</td>
</tr>
<tr>
<td></td>
<td>852  $aVSL$cVSL</td>
</tr>
</tbody>
</table>

2. Monograph with call number recorded:
<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
<tbody>
<tr>
<td>001 000000267856 984 $aANL$c712.6 SHE 984 $aVSL$cHeld</td>
<td>001 000000267856 850 $aANL$c712.6 SHE$920081001$520081104 850 $aVSL$cHeld$920080901$520081001</td>
</tr>
<tr>
<td>M21 holdings records</td>
<td></td>
</tr>
<tr>
<td>Ldr NNNNNnu##a22NNNNN1n4500</td>
<td></td>
</tr>
<tr>
<td>001 NNNNNNNNX</td>
<td></td>
</tr>
<tr>
<td>003 AuCNLKIN</td>
<td></td>
</tr>
<tr>
<td>004 000023456789</td>
<td></td>
</tr>
<tr>
<td>005 2008100100000000.0</td>
<td></td>
</tr>
<tr>
<td>008 0809010u####0###0001uuund0080901</td>
<td></td>
</tr>
<tr>
<td>852 $aVSL$cVSL</td>
<td></td>
</tr>
<tr>
<td>Ldr NNNNNnu##a22NNNNN1n4500</td>
<td></td>
</tr>
<tr>
<td>001 NNNNNNNNX</td>
<td></td>
</tr>
<tr>
<td>003 AuCNLKIN</td>
<td></td>
</tr>
<tr>
<td>004 000023456789</td>
<td></td>
</tr>
<tr>
<td>005 2008110400000000.0</td>
<td></td>
</tr>
<tr>
<td>008 0810010u####0###0001uuund0081001</td>
<td></td>
</tr>
<tr>
<td>852 $aANL$c712.6 SHE</td>
<td></td>
</tr>
</tbody>
</table>
3. Monograph with multiple locations and local system numbers:

<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
<tbody>
<tr>
<td>001 0000020003389</td>
<td>001 0000020003389</td>
</tr>
<tr>
<td>035 $a0185709</td>
<td>850 $aQU$b0185709$cUGLG PE3601.Z5M3$cBIOR PE3601.Z5M3</td>
</tr>
<tr>
<td>984 $aQU$cUGLG PE3601.Z5M3$cBIOR PE3601.Z5M3</td>
<td>005 2008100100000000.0</td>
</tr>
<tr>
<td></td>
<td>008 08090100####0###00002uuund0080901</td>
</tr>
<tr>
<td></td>
<td>035 $a00513412</td>
</tr>
<tr>
<td></td>
<td>852 $aQU$cUGLG PE3601.Z5M3</td>
</tr>
<tr>
<td></td>
<td>852 $aQU$cBIOR PE3601.Z5M3</td>
</tr>
</tbody>
</table>
4. Monograph with referral note:

<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
</table>
| 001 00000011412 035 $a0108018 984 $aQGU $cref QK431.F5 1981$g(vols. held recorded in serials) | 001 00000011412 850 $aQGU$b0108018$cref QK431.F5 1981$k(vols. held recorded in serials) $9 20080901$520081001  
M21 holdings records  
Ldr NNNNNNy##a22NNNNNn4500  
001 NNNNNNNNX  
003 AuCNLKN  
004 00000011412  
005 2008100100000000.0  
008 0809010u####0###0001uuund0080901  
035 $a0108018 852 $aQGU$ceref QK431.F5 1981  
866 0 $60$z(vols. held recorded in serials) |
5. Serial with incomplete holdings:

<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
<tbody>
<tr>
<td>001 000002712791 984 $aVER $cSerials PSY $dV. 1- $fV. 6,7,11 impf</td>
<td>001 000002712791 850 $aVER$cSerials PSY $eV. 1- $g1936- $hV. 6,7,11 impf $9 20080901$520081001</td>
</tr>
<tr>
<td>M21 holdings records</td>
<td></td>
</tr>
<tr>
<td>Ldr NNNNNny##a22NNNNN1n4500</td>
<td></td>
</tr>
<tr>
<td>001 NNNNNNNNX</td>
<td></td>
</tr>
<tr>
<td>003 AuCNLKN</td>
<td></td>
</tr>
<tr>
<td>004 000002712791</td>
<td></td>
</tr>
<tr>
<td>005 2008100100000000.0</td>
<td></td>
</tr>
<tr>
<td>008 0809010u####0###0001uuund0080901</td>
<td></td>
</tr>
<tr>
<td>035 $a0108018</td>
<td></td>
</tr>
<tr>
<td>852 $aVER$cSerials PSY</td>
<td></td>
</tr>
<tr>
<td>866 o $60 $aV. 1- 1936-</td>
<td></td>
</tr>
<tr>
<td>866 o $60$zV. 6,7,11 impf</td>
<td></td>
</tr>
</tbody>
</table>
### 6. Serial with local system number and ISD URL:

<table>
<thead>
<tr>
<th>Import format</th>
<th>Database format + MARC21 holdings record</th>
</tr>
</thead>
</table>
AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE:
DEVELOPMENT REPORT

This paper reports on current initiatives aimed at improving the quality and coverage of the Australian National Bibliographic Database (ANBD).

ANBD Development Plan 2007-2008

The ANBD Development Plan was revised in August 2007. It provides a basis for the ongoing data quality maintenance and enhancement activities. The plan highlights activities including: duplicate record removal, development of a new Authority Record Import Service, and maintenance and enhancement of data validation and matching. The plan is available on the Libraries Australia web site at: http://www.nla.gov.au/librariesaustralia/nbdqual.html

Enhancements to record matching

- A special loading script was implemented for the National Library file loads. This script identifies any unprocessed records and adds them to the main database. The script had previously been executed manually but after the CBS 3.2 upgrade staff automated the script to run as the final step in every file load supplied by NLA.

- Local system number matching was modified for holdings update records. Previously local system number matches were verified by comparing the dates of publication within the matching records. If the dates of publication differed it broke the match and eliminated the incoming record from any further processing preventing the holdings update from proceeding. This date comparison step has now been removed when local system number matches occur. This will improve the rate of records that are matched against the database and consequently the number of holdings updates. The plan is to extend this modification to records for bibliographic updates pending further testing.

- Changes to the evaluation algorithm to improve matching in relation to form of item (for example, print, electronic or microform as expressed in the 008/23 and 008/29 coded data positions). Currently if the form of item code is the only differentiator between an incoming and database record there is insufficient weighting in the algorithm to deem the two records as different. Programming changes have been supplied by OCLC but test results are mixed and further programming has been requested.

Authority Record Import Service

During September and October Database Services staff completed the editing and addition of name authority records to the ANBD to reflect records created in the National Library of Australia’s Voyager system over the past two years. Staff completed work on the entry and updating of 3,509 name authority heading records.
and 871 uniform title and subject headings from the National Library's Voyager system.

System development has been completed which enables authority data files to be received and managed by the Record Import Service (RIS). Development of data load table (FCV) and match/merge algorithms for authority data have also been completed. This will enable RIS to accept and add new authority records to the ANBD and to update existing authority records if supplied with an ANBD control number or a local system number. Modifications to RIS validation rules, record presentation rules and global changes to authority data are still pending. These must be in place prior to commencement of test uploads with the National Library.

There is no limit to the types of authority records that can be added or updated. Issues around matching and adding name authorities from a de-duplicated file (where name authorities are only created once regardless of their application as name or subject access points) against the ANBD which does contain duplicated name authorities (names are entered as name authorities and as subject authorities) are still to be resolved. For the interim all names contributed from the National Library's Voyager system will be added as name authorities in the names file.

Automated de-duplication

The Libraries Australia Cataloguing Service was successfully upgraded to CBS version 3.2 in November. CBS 3.2 includes the software fixes required to enable the automated de-duplication software to run successfully with the National Library's CBS configuration. Testing of the automated de-duplication software commenced in February.

Record Import Service

89 organisations now contribute to the ANBD using the Record Import Service; included in this total are three consortia with a combined membership of 48 libraries. In total, data from 134 libraries is added to the ANBD via the RIS.

During the period the following libraries began using the RIS:

- Museum Victoria (VNMU)
- University of New South Wales (NUN)
- University of Tasmania (TU)
- University of Western Australia: Callaway Centre Archive (WU:CAL)
- Australian Film and Sound Archives Film Lending Collection (AFSA:L)
- Environmental Protection Agency (QDEH)

Other significant RIS activities:

- Significant improvements were released for RIS reports and statistics. The new RIS reports produce more accurate statistics and improve the way that new and potentially matched records are counted and reported. There are now separate outputs for records that receive warnings and those that are errors (fail to load), and also additional reports for records that are sent to review, are unprocessed or fail to find matches on the database. This upgrade was released with some minor problems. These will be addressed in March once IT resources are available.
- The global refresh of the State Library of Queensland’s holdings commenced.
- A file of 800 manuscript records for the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATIS) was loaded to the ANBD. The records were loaded through the update stream to enable AIATIS to make changes to existing manuscript records on the NBD which would then also be reflected in the Register of Australian Archives and Manuscripts (RAAM). Following on from this the first batch of AIATSIS records with AIATSIS Thesaurus headings was loaded. These headings contain Library of Congress thesauri codes for their thesauri for peoples, languages and places.
- Temporary outages of RIS were experienced in early September due to server limits being exceeded and RIS loading was suspended for 5 days (Friday 16 November to Tuesday 20 November) during the CBS 3.2 software upgrade.

**Bibliographic records and holding refreshes**

- Database Services staff deleted all State Library of Queensland holdings (approximately 586,000) from the ANBD during January and February. 586,000 holdings were deleted from the database over January and February and 18 files containing approximately 700,000 records were received. Loading commenced in mid February with approximately 189,000 records (or 4 files) processed to-date.
- Wyndham Public Library (VWYN) contributed 42,451 holdings update records to the ANBD. To improve their match rate staff worked with their systems librarian to improve the quality of the data supplied. This resulted in an average match rate of between 66-75% for each file supplied. An improvement on their earlier attempts where only 50% of the file supplied was able to match database records.
- A number of problems pertaining to the Waverly Public Library (NWAV) holdings refresh had to be addressed. Approximately 10,000 records required correction to remove incorrect prefixes from the Library of Congress control number field. A further thousand also required editing to correct the order of subfield data in the imprint and collation (fields 260 and 300). Approximately 79,000 holdings statements had to be amended after the load to remove a date stamp from within subfield $c (call number area).

**WorldCat Data Exchange**

As part of the project to synchronise ANBD and WorldCat holdings for Australian libraries, data files containing the WorldCat holdings of 7 Australian libraries were received from OCLC. Test loads of these files have revealed some data problems that will create matching problems. Some records match on LC numbers but the incoming record and the database record represent different manifestations, also there are instances where the NBD record has been catalogued as a serial and the OCLC record catalogued as a monograph. Staff are investigating how to circumvent these data problems.

**E-collections**

The ABS (Australian Bureau of Statistics) e-collection was expanded with the addition of new titles into the collection and holdings attached to those titles.
Reviewing

The number of records awaiting review by NBD staff is approximately 42,922. This is a reduction of approximately 11,708 compared with November 2006.

NBD staff removed 1632 duplicate records that were reported by Libraries Australia users.

Global Data Updates

During the period holdings deletions were performed for the following institutions:

- Auburn Library (58 holdings)
- Barrier Reef Institute of TAFE (1571 holdings)
- Campaspe Regional Library (47,080 holdings)
- Environmental Protection Agency (Queensland) (18,714 holdings)
- Monash Public Library (43,280 holdings)
- Southern Tablelands Regional Library (317 holdings)
- University of New South Wales (8475 holdings)
- Walter and Eliza Hall Institute of Medical Research (911 holdings)
- University of Adelaide (412 holdings)
- Australian Film and Sound Archives (7430 holdings)

During the period the following holdings transfers/changes were performed:

- 11,102 holdings transferred for Defence Science and Technology Library (from the NUC VARL to VDSTO)
- 49 holdings transferred for Defence Science and Technology Library (from VMRL to VDSTO)
- 47,933 holdings transferred for University of New South Wales (from NUN:U to NUN) this completes the last of their NUC collapses for 5 campus libraries
- A total of 32 global changes were performed to apply collection identifier codes to selected microform and electronic collection records which for licensing reasons cannot be supplier to OCLC for inclusion in WorldCat
- Waverly Public Library (NWAV) had 79,000 holdings statements amended to remove a date stamp from within subfield $c

Bibliographic global changes during the period included:

- 1400 records had GMDs corrected. Affected GMDs were for [videorecording] and [microform]
- 1,500 records with the incorrect subject term for 'Aboriginal Australians' were corrected
- 605 cancelled LC subject headings were actioned in ANBD bibliographic records
- 10,337 records had Library of Congress control number prefixes corrected
- Routine maintenance was performed for geographic subdivisions to ensure that headings are subdivided directly by the state or territory
- 1632 duplicates reported by customers were removed
- 208 records with multiple 1XX headings (e.g. a 130 and a 100 field) were corrected.
Subject Headings

No new LCSH headings have been approved by Library of Congress. 5 headings are pending approval

605 cancelled LC subject headings were actioned affecting 2019 ANBD bibliographic records.

Non-roman scripts

Testing of Arabic and Hebrew script support in the Libraries Australia Cataloguing Client (WinIBW) revealed problems relating to input and display of these scripts. OCLC EMEA supplied a fix (additional piece of code) was applied to WinIBW to ensure that 880 fields display correctly when they contain Arabic or Hebrew script. However the fix was found to generate 2 new problems. The first is that some records display unstructured holdings at the top of the record. The second is that invoking the 'special characters bar' leads to problems when editing the record. All the 006, 007 and 008 screens expand (open) on edit resulting in the actual editing window being restricted to a few lines. These issues have been raised with OCLC EMEA.

Non-roman script records in Libraries Australia as at the end of February 2008:

Bibliographical records

- Thai 1,190
- Cyrillic 1261
- Hebrew 4912
- Greek 7
- Tamil 12
- Chinese 428,589
- Japanese 334,583
- Korean 99,195
- Arabic 17,312

Authority records

- Chinese 4,066
- Japanese 20
- Korean 10

Recommendation

The Libraries Australia Advisory Committee notes the report.

Libraries Australia Database Services
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(02) 6262 1215 / (02) 6262 1657
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28 February 2008
AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE:
COVERAGE SURVEY

Introduction

The Libraries Australia Advisory Committee at its meeting in September 2007 recommended that Libraries Australia undertake another survey of Australian libraries’ holdings on the ANBD to get a better indication of the currency and coverage of the ANBD and to discover important gaps in coverage.

The last ANBD Coverage survey was conducted in 1999-2000 by the Australian Library Collections Task Force (ALCTF). It reported on material types and specific formed collections.

Objectives

As per the 1999 ALCTF survey this survey will collect information on:
- The extent to which the collections of Australian libraries are actually recorded in the ANBD;
- The types of material most likely / unlikely to be recorded on the ANBD;
- The existence of special collections which are not recorded on the ANBD;
- Patterns of contribution / non-contribution to the ANBD amongst particular library types; and
- Enablers and inhibitors to ANBD contribution.

Proposed methodology

A pilot survey will be conducted with representative libraries from at least the NSLA, CAUL, public and special library sectors. The pilot will ensure that the content and structure of the survey questionnaire will elicit the required responses and that the questionnaire is as easy to use as possible.

Libraries will input their survey responses using an online web form. The form will most likely be developed using the SurveyMonkey service (http://www.surveymonkey.com/).

An example of a completed survey will be included on the web site.

As libraries may need to do some investigation in order to respond to the survey a version of the questionnaire which can be printed easily will be provided.

The survey will be publicised via the librariesaustralia-l list and other appropriate lists.

The National Library will write to libraries that are known to have important special collections to encourage their participation in the survey.
A draft survey questionnaire is provided as Attachment 1. The questionnaire is based on the one used for the 1999 ALCTF survey.

The results of the survey will be used by Libraries Australia to develop strategies to improve overall coverage of the ANBD and in particular to contact libraries with important special collections to attempt to facilitate addition of records for these collections to the ANBD.

**Recommendation**

The Libraries Australia Advisory Committee notes the report and provides advice regarding the proposed methodology, survey questionnaire and possible pilot sites.

Libraries Australia Database Services  
Contact: Rob Walls  
(02) 6262 1657  
rwalls@nla.gov.au

28 February 2008
Attachment 1. Draft Survey Questionnaire

Libraries Australia

NBD coverage survey 2008

Thank you for taking the time to complete the National Bibliographic Database (ANBD) survey. The survey will help identify gaps in the coverage of the ANBD and plan activities to improve the coverage of the ANBD in order to increase its value to all Australians.

Details of your library

Name and address of library:

Email:

Library Sector:

Library management system used:

Contact details of person completing this survey:

Name:

Telephone:

Email:

1. Is your organisation a Libraries Australia member?

2. If not, has your organisation ever been a member of the previous ABN or Kinetica services?

3. How many of your records (holdings) have been added to the ANBD?
4. What percentage is this of your total records (holdings)?

5. How does your organisation contribute to the ANBD?
   Libraries Australia Cataloguing Client
   Libraries Australia Search – WebCat interface
   Record Import Service

6. Would your organisation prefer to contribute to the ANBD in some other way?

7. Are there any other factors which would assist your organisation to contribute to the ANBD?

8. Does your organisation provide access to all of your collection through inter library loan?

9. If not, please describe the restrictions placed on Inter Library Loan (ILL) from your collection?

10. Does your organisation use the Libraries Australia Document Delivery (LADD) service? Or an ISO ILL client that links to LADD?

11. What material in your collection is “not” recorded in the ANBD? Please elaborate including an indication of the approximate number of items. Of the material not recorded in the ANBD, what records exist for this material?

<table>
<thead>
<tr>
<th>Type of Material / Collections</th>
<th>Not catalogued at all (Approximate number)</th>
<th>In card catalogues (Approximate number)</th>
<th>In local library management system (Approximate number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs (indicate date ranges of material, if possible)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Journals (active)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

LAAC/2008/1/10
Page 4
subscriptions)  

<table>
<thead>
<tr>
<th>Journals (closed titles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online (E-resources)</td>
</tr>
<tr>
<td>individual items</td>
</tr>
<tr>
<td>Online (E-resources)</td>
</tr>
<tr>
<td>collections (Please name</td>
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<tr>
<td>them)</td>
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<tr>
<td>Microform collections</td>
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<tr>
<td>(Please name them)</td>
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<tr>
<td>Maps</td>
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<tr>
<td>Music (scores and/or</td>
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<tr>
<td>recordings)</td>
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<tr>
<td>Non-musical sound</td>
</tr>
<tr>
<td>recordings</td>
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<tr>
<td>Pictures (including</td>
</tr>
<tr>
<td>photographs)</td>
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<tr>
<td>Projected media (including</td>
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<tr>
<td>video recordings)</td>
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<tr>
<td>Manuscripts (including</td>
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<tr>
<td>theses)</td>
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<tr>
<td>Other audio-visual</td>
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<tr>
<td>resources</td>
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<tr>
<td>CJK material</td>
</tr>
<tr>
<td>Other non-roman script</td>
</tr>
<tr>
<td>materials (Please name the</td>
</tr>
<tr>
<td>scripts)</td>
</tr>
<tr>
<td>Other foreign language</td>
</tr>
<tr>
<td>material(Please name the</td>
</tr>
<tr>
<td>languages)</td>
</tr>
<tr>
<td>Any formed collections</td>
</tr>
</tbody>
</table>

[LINK TO SPECIAL (FORMED) COLLECTIONS QUESTIONNAIRE]
12. Does your organisation have plans to add records for this material to the ANBD?

13. Does your organisation plan to make an ongoing contribution of records for new material to the ANBD? If not please tell us if there are any inhibitors to contributing to the ANBD?

14. Does your organisation regularly update your holdings on the ANBD to reflect items that have been moved or removed from your collection? If not please tell us if there are any inhibitors to maintaining your ANBD holdings?

Thank you for completing this survey.

LIBRARIES AUSTRALIA
Special (Formed) Collections Questionnaire

Please complete the following section for each of the Special Collections held by your library that are not recorded on the ANBD.

For the purpose of this survey, “special collection” is intended to refer to a group of materials on a particular subject or with another characteristic which means that it is logical to keep the items together rather than separate them.

1. What is the title of collection?

2. Please provide a detailed description of the subject matter and nature of the collection.

3. What is your assessment of the value of this collection for research? Please provide details.

4. What is the predominant language of the collection?

5. Please provide the approximate number of items in this collection.

6. What is the format of items in this collection? (i.e. monographs, microform, ephemera, maps, music, pamphlets, etc.)

7. What is the approximate age of the collection and the date ranges of the publications?

8. Is the material catalogued or uncatalogued? Are there brief catalogue records or full catalogue records available for the material?
9. Are catalogue records on cards or local library systems?

10. What cataloguing standards have been used to catalogue the collection? (e.g. AACR2, LCSH, LC Authorities, MARC21)?

11. If you are a member of Libraries Australia, have you investigated the extent to which records for items in the collection are already on the ANBD? Approximately what percentage did your investigation reveal?

12. If recorded on the ANBD would your library provide access to this material through inter library loan?

13. Is there any other information you wish to add that would assist in the assessment of the research value of this collection?

Thank you for completing this survey.

LIBRARIES AUSTRALIA
LIBRARIES AUSTRALIA FORUM 2008 &
REPORT ON THE LIBRARIES AUSTRALIA FORUM 2007

The Libraries Australia Forum provides an opportunity for participants to network about library practice and issues relating to Libraries Australia services, as well as be informed about new developments.

The Forum in 2008 will be held on 23rd October in Sydney at the Powerhouse Museum. A local committee of New South Wales libraries is assisting Libraries Australia staff with the organisation. The programme is still to be finalised, but will be made available at <www.nla.gov.au/librariesaustralia/aum/laf08/index.html>.

Meetings of the Libraries Australia Advisory Committee, Libraries Australia Training Agents, and the Australian Committee on Cataloguing will be held in conjunction with the Forum.


**Recommendation**

That the Libraries Australia Advisory Committee notes the Forum 2007 summary.

Collaborative Services Branch
Contact: Debbie Campbell
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27 February 2008
Attachment 1

The second Libraries Australia Forum was held at the State Library of Queensland on 6th September 2007.

There were 217 registrations for the Forum this year. The Forum was promoted via the regular channels – messages to the Libraries Australia and Libraries Australia Document Delivery mailing lists, at State User Group Meetings and via the Libraries Australia Home Page. Flyers advertising the Forum were supplied to State User Group Convenors and mailed to subscribing organisations. The State Library of Queensland provided the venue at no cost, which retained the low cost of registration to a comparable level to the previous year.

Attendees were requested to fill out an evaluation form prior to departing from the Forum. This report summarises these evaluation forms. It should be noted that this year we collected 10% fewer responses than in 2006. In total, 127 responses were received from delegates. It was noted that a number of delegates left the Forum before the final session (when the evaluation forms were circulated).

Overall Meeting
Eighty-three per cent of respondents to the evaluation rated the Forum overall as above average or excellent, with the remainder rating it as average. This compares with ninety-six percent rating the Libraries Australia Forum as above average or excellent in 2006.

![Overall Meeting](chart.png)

Figure 1: Overall ratings – 2006 and 2007.

Quality of presentations
Many respondents described the sessions as informative. Reflecting comments from the previous Forum, a number of respondents found them stimulating, thought-provoking and inspiring. They liked the focus on the future, and singled out Lloyd Sokvitne’s presentation on the new catalogue implemented at the State Library of Tasmania. A number of comments were made about the benefits of finding out the direction that Libraries Australia and the NLA are taking.
Eighty-six percent of respondents rated the quality of presentations either above average or excellent. The time and content given to presenters was well received. For example:

*Good content; brisk-speakers given short amounts of time - more lively; easier for the listener.*

*Short, sharp, relevant presentations.*

![Quality of Presentations](chart.png)

**Figure 2: Quality of presentations – 2006 and 2007**

**Meeting Content**

Eighty-one percent of respondents rated the meeting as above average or excellent. The variety of speakers and their expertise was noted in a number of comments. It was suggested that non-NLA staff be included in future Forums.

![Meeting Content](chart.png)

**Figure 3: Meeting Content – 2006 and 2007**

**Opportunities for discussion**

Fifty-eight percent of respondents rated the opportunities for discussion as above average or excellent, compared with seventy-six percent in 2006. Thirty-four percent rated these opportunities as average, and six percent below average or poor. A number of respondents would have liked more discussion and time to ask questions, although others appreciated the succinct nature of the sessions. As per previous
Forums, the opportunity for networking and meeting with colleagues was highly appreciated in the comments.

Some example comments include:

*Because of tight agenda, questions were discouraged.*

*More time for detailed discussions.*

**Figure 4: Opportunities for discussion – 2006 and 2007**

**Parallel sessions**

On the whole, the parallel sessions were well received, with sixty-seven percent of respondents rating the sessions as either excellent or above average. Two percent of respondents reported the sessions as being below average, and none rated the presentations as poor.

Some interesting comments regarding the parallel sessions should be considered for future Forums.

*The parallel sessions should be provided with a better description so that participants can make an informed decision as to which session would best suit their needs.*

*Make breakout sessions more relevant. They are either too broad or too technical. Survey participants beforehand for what they want to see/hear about.*

There was much less time allocated to the parallel sessions this year compared to previous years. Each session was allocated 40 minutes each. The venue this year restricted the number of parallel sessions. Where the Forum traditionally has three concurrent sessions, this year’s venue only allowed for two sessions to be run concurrently. To counter this limitation, the agenda provided for an extra session, giving a total of four sessions.
Each of the sessions drew appreciative comments, although one person commented that the parallel sessions did not focus on the future, but ‘rehashed the features of current products’.

In 2006, three percent of respondents rated the parallel session as below average. Eighty-two percent rated the sessions as above average or excellent, and twenty-one percent as average.

![Parallel Sessions](image)

*Figure 5: Parallel sessions – 2006 and 2007*

**Venue**

In contrast to the ninety-two percent rating last year, fifty-four percent of respondents found the venue excellent or above average, and twenty-six percent found it average. A large number of respondents commented about the cool, windy weather, and that had the weather been better, or more shelter provided, they would have been more comfortable.

Regardless of weather, there were a number of comments regarding the fact that venue was excellent.

![Meeting Venue](image)

*Figure 6: Venue – 2006 and 2007*

An additional factor that a number of respondents commented on was the fact that the State Library had a restrictive bag policy, and the calico Libraries Australia bags fell outside the size restriction.
Catering
Following the success of lunch boxes at the previous Forum, this year lunch was provided the same way. The only criticisms of the lunch were the fact that there was too much food:

...lunch is too big. I had to throw half away.
Although catering was excellent & service very good - food was excessive.

Eighty-four percent rated the Meals and Refreshments as above average or excellent. This is only one percent lower than the responses in this category from the previous year. Libraries Australia should continue to arrange meals in this format for future Forums.

![Figure 7: Meals and refreshments – 2006 and 2007](image)

Helpfulness of Libraries Australia Staff
Ninety-three percent of responses rated the helpfulness of Libraries Australia staff above average or excellent, compared to ninety-seven percent last year. Five percent found staff helpfulness average, and one percent found it less than average. A number of people also commented that it great to see the enthusiasm of Libraries Australia staff.

![Figure 8: Helpfulness of Libraries Australia Staff](image)
NATIONAL METADATA STORE

Purpose
This paper outlines the National Library’s proposals for the next generation of its national discovery service, including the proposed national metadata store. These plans were provided as background for the National and State Libraries Australasia (NSLA) “Re-imagining Discovery Services” Workshop held at the State Library of Victoria on 4 February 2008 and are provided for information to the Libraries Australia Advisory Committee.

Background
The objective of the NSLA Information Access Plan is to “break down the barriers to effective digital library services for the community - through improving access, simplifying interfaces, and integrating searching”. The National Library of Australia believes that this objective can be best met by aggregating metadata describing content in Australian collections and making this aggregation available in the form of a national metadata store. The National Library’s plans owe their origins to the report of its IT Architecture Group (ITAG), which was published in early 2007. The key recommendations in that report were to move the Library’s IT services towards:

- a “Service Oriented Architecture” which would be based on discrete, loosely coupled, shareable, functional service components; and
- a “Single Business approach” which would aim to break down the barriers between the Library’s IT services and manage them in a more coherent, less “silo-like” fashion.

National metadata store
The national metadata store envisaged by the National Library of Australia will be based on the Australian National Bibliographic Database (ANBD) but go beyond it in scope to include analytic content (newspaper and journal articles), research outputs and material in other Australian collections, not just libraries.

It will consist of two core collections:
- A resource collection comprising:
  - metadata describing resources (including resources described at component level in structured finding aids and tables of content); and
  - full-text indexes derived from sources such as archived web sites, digitised texts, unstructured finding aids and content listings, and audio and still image transcripts; a
- A topic collection comprising:
  - controlled vocabularies (including authority files, thesauri and gazetteers); and
  - metadata about the topics themselves (including contextual metadata from trusted partners).

Both collections may be extended by annotations.

Table 1 shows how these two collections relate to the FRBR entity relationship model.
Table 1: Core aggregations

<table>
<thead>
<tr>
<th>Resource</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>Parties</td>
</tr>
<tr>
<td>Expression</td>
<td>Concepts</td>
</tr>
<tr>
<td>Manifestation</td>
<td>Events</td>
</tr>
<tr>
<td>Item/Object</td>
<td>Places</td>
</tr>
</tbody>
</table>

Collection views
Each of these collections will be made available for use by discovery services in the form of a set of collection views that can be searched and harvested through standard protocols.

The first two columns of Table 2 lists the collection views currently under consideration. The resource collection views are based on format. The topic collection views are based on the core topic entities defined in the FRBR model.

These are the views most likely to be promoted as targets. The specialisations search across the resource and topic collection views with filters that are discipline or subject based. There are likely to be a growing number of these and users of the target collection views may also design their own specialisations.

Table 2: Collection Views, filters and business contexts

<table>
<thead>
<tr>
<th>Collection views</th>
<th>Resources</th>
<th>Topics</th>
<th>Specialisations</th>
<th>Filters</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Books</td>
<td>Parties</td>
<td>Dance</td>
<td>Online</td>
</tr>
<tr>
<td></td>
<td>Journals</td>
<td>Concepts</td>
<td>Music</td>
<td>Australian</td>
</tr>
<tr>
<td></td>
<td>Newspapers</td>
<td>Events</td>
<td>Oral History</td>
<td>Australian libraries</td>
</tr>
<tr>
<td></td>
<td>Theses</td>
<td>Places</td>
<td>Research</td>
<td>My libraries</td>
</tr>
<tr>
<td></td>
<td>Pictures</td>
<td></td>
<td>etc</td>
<td></td>
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<tr>
<td></td>
<td>Film and video</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Music scores</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Audio</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cartographic materials</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Archives and manuscripts</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Ephemera</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Objects and artefacts</td>
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<tr>
<td></td>
<td>Data sets</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Web archives</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Filters
The fourth column of table 2 shows how these collection views may be further sliced and diced in portals and other business contexts through the application of four core filters: online, Australian, Australian Libraries and my Libraries. Other filters may also be applied depending on the specific business context.

Discovery services
The National Library of Australia will build its own new national discovery service by searching and reporting hits against these collection views and other relevant
external targets. There will be a default search, as in Google, and users will also be able to switch to specific resource and topic collection views tailored to the needs of users interested in that subset. Views will also be developed for specialisations such as dance Music, Oral History or Research.

Australian libraries will continue to contribute their holdings to the National Metadata Store as they do now through Libraries Australia and other federated services. Some libraries may also choose to use the national discovery service as the primary means of providing access to their own collection. Others will build their own discovery services, using the national collection views as external search targets.

**Collection policies**

The National Library of Australia has started to develop a Collection policy for each view. This will be, in effect, a business plan for the collection view. It will define the scope of the collection view and look at:

- its strengths and weaknesses;
- opportunities to develop and deploy it and threats to its development and deployment;
- existing external aggregations and collections within scope and ways of bringing these into the collection view;
- other external aggregations and collections that extend its scope but don’t need to be a direct part of the collection view;
- stakeholders, and potential partners;
- gaps and barriers to access and how to address them; and
- access requirements specific to the collection view and how to support these in the user interface and through standard protocols.

One of the aims of these collection policies will be to drive agendas for removing barriers to access.

Opportunities for collaboration exist both in the development and management of these policies, in the implementation of strategies to address gaps and barriers to access and in the implementation of access requirements specific to the collection view.

Some of the collection views and business contexts identified in Table 2 already exist in some form in services such as Libraries Australia, Picture Australia, Music Australia, the Register of Australian Archives and Manuscripts, Australia Dancing, the ARROW Discovery Service, state and regional equivalents of these services and library OPACS.

These will already have business plans and stakeholder communities interested in the ongoing development of the national metadata store in their areas of specialisation. Some of these services will be replaced by the National Discovery Service, others will continue to have a life of their own enriched by the gradual enhancement of the content on which they are based or extended.

**Service framework**

The National Library’s IT Architecture Project report noted that “the efficiencies delivered by a service-oriented architecture can be optimised through an overarching service framework that enables business owners and developers to work together to create maintainable, extensible, compliant systems”. In order to support collaboration with external stakeholders, the Library will aim to develop its service framework with reference to the “E-Framework for Education and Research”, which is a collaborative effort of the UK’s Joint Information Systems Committee (JISC),
Australia’s Department of Innovation, Industry, Science and Research, the New Zealand Ministry of Education and The Netherlands SURF Foundation.

The current version of The Library’s service framework is based on about 40 abstract services, grouped into eight sets of services, as shown below. The framework covers all digital library functions, not merely discovery functions. Each abstract service is described with a name, a definition, high-level use cases, references to the standards and protocols used by that service, and a description of a possible strategy through which the Library will develop this service.

The following diagram gives a high level view of the service framework:

Recommendation

The Libraries Australia Advisory Committee notes the report.

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13 February 2008
National Library Collection Usage report


Recommendation

The Libraries Australia Advisory Committee to note the report.
Collection usage report
Interlibrary loans, document delivery and
Copies Direct

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December 2007
Purpose

To report on changing trends in collection usage through Document Supply Services since the last report in 2005.

Background

In 2002, an evaluation of interlending trends revealed that the Library could not supply almost 50% of requests for loans of Australian monographs due to the lack of lending copies. In April 2003 a six month trial commenced to evaluate the impact of lending post 1950 Australian legal deposit material (with the exclusion of special collections). The trial was conducted successfully and the evaluation which was undertaken in December 2003 indicated that lending post 1950 material from the legal deposit collection resulted in less than 0.1% of material being lost or damaged.

In early 2004 the loan policy was changed to allow post 1950 monographs from the legal deposit collection to be available for interlibrary loan. In 2005 a report was presented to CDMC reporting on collection usage since the introduction of changes to the loan policy. This paper updates the findings of the 2005 report. The policy change appears to have successfully improved access to print collections by 18%.

This paper examines usage of the collection from 2003/4-2006/7 for material supplied on interlibrary loan. As a result of the introduction of Relais it has been possible to extract additional data for the period April-July 2007. This data includes the number of requests from libraries and individuals for loans and copies of material from all collections.

New trends since the last report

While the number of requests for loans remains consistent, there has been a noticeable change in requesting patterns for copies. Although the number of requests for copies continues to decline by approximately 20% per annum, the number of requests for copies of large amounts of material is increasing.

In the past, the majority of copying requests were for journal articles of 7-10 pages in length. In comparison, Document Supply is now receiving an increasing number of requests for copies of several hundred pages.

Statistical data on the number of pages copied is not available before January 2007; however, since that time the area has serviced 57 requests for “large copying jobs” requiring staff to copy approximately 23,700 pages or an average of 416 pages per large copying request. In terms of workload, this is equivalent to 3,385 standard journal requests of 7 pages each. Most of these requests come from individuals using the Copies Direct Service which has been an important addition to the supply of material from the collections.

Since the Copies Direct service was introduced in 2002 usage has steadily grown by approximately 22% per annum. The biggest increase was in the 2003/4 when Pictures were added to the service resulting in increase in demand of 57% that year.

The Document Supply Service has been digitising out of copyright material requested through Copies Direct and interlibrary loan since 2004 and making it available as an
access copy through the catalogue. In total 237 collection items containing 10,530 pages have been digitised by the Document Supply Service and loaded to the Digital Content Management (DCM) system.

Table 1: shows the diverse range of collections from which this material is digitised: 40% of the digitised items are from the Australian Legal Deposit collection, 54% from various special collections and 6% from overseas collections.

Table 1: shows material digitised by the Document Supply Service since 2004 broken down by collection.

**External environment**

There has been a significant change in the interlibrary loan environment which has accelerated in recent years. At the recent Interlibrary Loan and Document Supply Conference in Singapore Mat Pfleger from the British Library outlined events that have impacted on demand for document delivery services. Key factors highlighted included:

- the impact of the big deals – particularly in the university sector
- the impact of the EU directive including the extension of copyright period to life of author + 70
- publishers offering pay per view services
- increased digitisation i.e. Elsevier offering back issues through their online services
- the impact of Google Scholar and users perception that everything is on the web
- open access
These comments were also echoed by other speakers at the conference. The only exception to this trend is in the United States which is experiencing an increase in demand due to easier access to library holdings and the provision of direct services to individuals.

It was evident that many interlibrary loan sections are changing how they request material. Many are going to overseas suppliers such as Subito and CISTI because of fast turnaround time and reasonable prices, in preference to using their local libraries (for example Australian libraries going overseas) or purchasing the material instead of borrowing for example through booksellers such as Amazon.

Compared to many other libraries, the National Library of Australia has been very successful in making its collections more accessible to offsite users by relaxing its loans policy and introducing new services such as Copies Direct.

**General usage information**

Table 2: shows the number of requests processed through interlibrary loan/document delivery and Copies Direct. It clearly shows the growth of the Copies Direct service and the impact of the decreasing demand for journal articles. It should be noted that although there has been an overall 13% decline in requests we do not believe this has impacted on the number of pages copied.

![Number of requests processed: ILL vs. Copies Direct/Individuals](image_url)

Table 2: interlibrary loan/document delivery and Copies Direct requests processed between 2003/4 and 2006/7

The Copies Direct service is mostly used by individuals requiring copies from the collection although it is also used by libraries particularly to order copies from the Pictures collection.

Table 3 is based on data extracted from Relais between April-July 2007 and shows the proportion of requests processed originating in Australia and overseas. The inset shows the proportion of Copies Direct requests to interlibrary loan activity.
Table 3: shows the proportion of requests processed originating from Australia and overseas. (Data from April-July 2007)

In 2005 the library introduced a new Copies Direct Loan service which offers registered library users in the Main Reading Room the opportunity to borrow material from other libraries to use onsite. Table 4 shows Copies Direct loans by user category.

Table 4: shows Copies Direct Loans usage by Individuals in the Main Reading Room, Petherick readers and staff official loans.

*Note: 2007 data is only till end of August.
Where do the requests originate

The results of the recent State of Origin survey for interlibrary loan requests in Table 5 shows New South Wales (30%) is still the largest requesting state followed by Victoria (24%), the ACT (14%) and Queensland (14%). These four states account for 82% of requests received from Australian Libraries for interlibrary loan and document delivery. This correlates with population figures for each state with the exception of the ACT where the National Library is heavily used by Canberra residents.

Table 5: shows request received from libraries during May 2007 from the different States.
Table 6 below shows the distribution of Copies Direct requests with 91% of requests originating in the same four states that submit the majority of interlibrary loan requests.

![State of origin - Copies Direct requests](image)

Table 6: shows requests from individuals during May 2007 from the different States.

Table 7 shows the distribution of requests by the different categories of libraries registered in Relais. This data is consistent with previous surveys conducted by Document Supply. Universities continue to be the largest sector followed by government libraries.

![Categories of libraries](image)

Table 7: shows the distribution of requests made by library categories
The country of origin survey conducted in May 2007 shows the countries in which interlibrary loan requests originate. Overseas requests from libraries for material on interlibrary loan/document delivery represent 13% of the total number of requests. The chart below shows the main requesting countries.

![Chart showing major requesting countries](chart.png)

Table 8: shows major requesting countries (Data from May 2007 survey)

Note: This table does not include requests from US libraries received through OCLC as interoperability testing with Relais is yet to be completed. (On average 1,500 requests are received from OCLC each year)
The distribution of Copies Direct requests shows a slightly different picture, with requests from the US dominating overseas requesting. Just over 25% of Copies Direct requests originate overseas compared with 13% from libraries.

Table 9: shows major requesting countries for the Copies Direct service (Data from May 2007 survey)

**Collection Usage**

The data used to prepare this section of the report was extracted from Relais and therefore includes interlibrary loan, document supply and Copies Direct requests. This data does not include requests received from OCLC libraries as interoperability testing with Relais is yet to be completed.
Table 10: shows the use of the general and Australian print collections. Post 1950 Legal Deposit material represents 22% of total usage of the print collection.

Table 10: shows use of the print collections for both loans and copies.

Table 11: shows overall collection usage for interlibrary loan/document delivery and Copies Direct requests including Special Collections.

Table 11: Percentage of collection usage by type of collection.
Table 12 breaks down requests by special collection. The category for general collections includes Petherick, rare and Ferguson material. As a result of implementing Relais it is now possible to collect this data easily. Requests processed outside of Relais are not reflected in this data. Pictures usage only reflects requests placed through Copies Direct. Usage of other collections includes both interlibrary loan/document delivery and Copies Direct requests. Generally Music requests tend to involve significant amounts of copying for a single request. For example a request for the *Merry Monarch* involved copying over 2,000 pages. These pages were then bound and the material made available on loan to the reader. Currently copies are being made for two other Music items one consisting of 3,427 pages and the other consisting of 3,697 pages. Manuscript requests reflect a similar pattern of usage with most requests requiring a considerable volume of work.

Table 12: Break up of usage by special collection.
Loan statistics

Table 13 shows the monthly distribution of loans supplied from 2004/5 to 2006/7 and highlights fluctuations in demand at different times of the year. Year to date statistics for 2007/8 show a 15% increase in loan activity compared to last year.

About 20% of all items sent on loan require staff in Document Supply to barcode the item and link the barcode to the item record on Voyager before the material can be dispatched. Since Voyager does not support the NISO Circulation Interchange Protocol (NCIP) each item sent on loan is checked out on both Relais and Voyager resulting in double handling. Also when the material is returned again both Relais and Voyager need to be updated to indicate the material has been returned.

![Loans supplied by month from 2004 to 2007](image)

Table 13: Loans by month from 2004/5 to 2006/7
Table 14 shows loan activity has remained consistent in recent years and highlights the impact of lending post 1950 Legal deposit copies.

Table 14. Distribution of loans by collection.

Tables 15 shows the distribution of loans supplied by date of publication.

Table 15: shows the distribution of loan requests by year of publication.
Table 16 shows loans supplied by Dewey range.

![Requests supplied by Dewey range 2004/05, 2005/06, 2006/07](image)

Table 16: distribution of requests by Dewey decimal classification ranges

**Fill Rate**

Table 17 shows the slight increase in fill rates as a result of lending post 1950 Legal Deposit copies.

![Total number of requests processed vs. supplied](image)

Table 17: total number of requests received and processed noting the number supplied.
The supply rate for Document Supply remains consistent with an average of 82% over the past three financial years.

**Reasons why material can not be supplied**

Table 18 shows the reasons why material could not be supplied based on data from Relais for the period April-July 2007. During this period the Document Supply Service received a total of 11,677 requests via Relais of which 9,105 requests were supplied. Out of the 2,572 requests which could not be filled, 18% of these could not be supplied as the request was for material outside the range of issues held by the library, 11% of requests could not be filled because the volume/issue/year is not held by the Library and 9% were not on the shelf or were missing. In total approximately 35% of these requests should not have been sent to the library as the catalogue clearly indicated the material was not held suggesting a need for additional training of staff in requesting libraries.

Out of the 11,677 requests received by Document Supply during this period, 257 requests were supplied from electronic resources and 49 requests could not be supplied due to licensing restrictions or full text not being available. This information is indicative only as Document Supply regularly checks the catalogue for the availability of electronic resources before redirecting the request through Relais to the hardcopy version. In many cases the hardcopy has been cancelled preventing supply of this material. This inflates the number of requests under the “Earliest/latest held” category in the non-supply table below.
Table 18: shows the reasons why material could not be supplied (Data from April to July 2007)
Preservation

Table 19 shows the total number of collection items referred to preservation services for treatment before and after the material has been made available on loan. There has not been any significant increase in damage to the Australian collection as a result of lending post 1950 N copies.

Table 19: shows the total number of collection items referred to Preservation Services by Document Supply from 2005-2007

Lost material

Between 2005 and 2006 a total of 24 books were lost on interlibrary loan of which five have been replaced. There were 8 from the N collection; 8 from the NL collection and 8 from the overseas collection. This represents a loss rate of 0.07%.

Recommendation:

That the committee note the report.