LIBRARIES AUSTRALIA ADVISORY COMMITTEE
MEETING

22 October 2008
Powerhouse Museum
Sydney, NSW

DRAFT AGENDA

10:00 am
1. Welcome and introduction, apologies

2. Draft Minutes of the previous meeting and business arising LAAC/2008/2/1


4. Libraries Australia Statistical Information LAAC/2008/2/3

11:00 am Morning Tea

FOR DISCUSSION

5. Oral reports from the National Library
   Director-General;
   Assistant Director-General, Collections Management

6. Relations with OCLC LAAC/2008/2/4


12.30 pm Lunch

9. Single Business Discovery Project LAAC/2008/2/7

10. Consultation activities – a status report LAAC/2008/2/8

11. Strategic Plan and recent achievements LAAC/2008/2/9

FOR INFORMATION

12. Libraries Australia Forum 2008 (oral)

13. NSLA Re-Imaging Library Services Initiative LAAC/2008/2/10

14. NSLA Open Borders Project LAAC/2008/2/11
15. Australian Newspapers Beta Service
16. OLE Project
18. Conclusion & Review of resolutions (if any)

3:45 pm Close of Meeting
DRAFT MINUTES OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE MEETING

Wednesday 19 March 2008
National Library of Australia, Canberra

The meeting commenced at 10:00 a.m.

<table>
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<th>Officers Present:</th>
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<td>Chair</td>
<td>Observer</td>
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<td>Ms Linda Luther</td>
<td>Ms Jan Fullerton</td>
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<td>University Librarian</td>
<td>Director-General</td>
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<td>University of Tasmania</td>
<td>National Library of Australia</td>
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<td>Dr Warwick Cathro</td>
<td>Ms Pam Gatenby</td>
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<td>Assistant Director-General</td>
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<td>Ms Elizabeth Ellis</td>
<td>Ms Debbie Campbell</td>
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<td>Mitchell Librarian and Director, Collection</td>
<td>Director, Collaborative Services</td>
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<td>Ms Amelia McKenzie</td>
<td>Ms Bemal Rajapatirana</td>
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<td>Assistant Director-General (acting)</td>
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<td>Mr Lindsay Harris</td>
<td>Mr Robert Walls</td>
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<td>Library Manager</td>
<td>Director, Database Services</td>
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<td>The Queen Elizabeth Hospital</td>
<td>National Library of Australia</td>
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<td>Ms Anne Horn</td>
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<td>University Librarian</td>
<td>Ms Emma Corbett</td>
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<td>National Library of Australia</td>
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<td>Ms Joan Moncrieff</td>
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<td>Associate Librarian, Technical Services, Library</td>
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<td>Deakin University</td>
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<td>Ms Monika Szunejko</td>
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<td>Manager, Access</td>
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<td>State Library of Western Australia</td>
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<td>Dr Naida Tattersall</td>
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<td>Manager, Libraries Social &amp; Cultural Branch</td>
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<td>Gold Coast City Council</td>
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Ms Sherrey Quinn  
Libraries Alive! Canberra

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

**Agenda Item 1**  
**Welcome, Introductions and Apologies**

Ms Luther welcomed all present to the first meeting of the year. All Committee members were in attendance, no apologies received.

Ms Fullerton informed the Committee that Mr Boston has left the National Library for a position at the Bureau of Meteorology. Ms Gatenby is acting Assistant Director-General, Resource Sharing until it is permanently filled; Ms McKenzie is acting in Ms Gatenby’s permanent position.

Ms Luther asked for thanks to be conveyed to Mr Boston on behalf of the Committee for his efforts and wished him well in his new endeavours.

**Agenda Item 2**  
**Draft Minutes of the Previous Meeting and Business Arising (LAAC/2008/1/1)**

Ms Campbell reported on actions arising from the previous meeting on 5 September 2007.

Ms Campbell addressed the action items that were partially completed.

Agenda item 4 Libraries Australia Annual Report (LAAC/2007/3/2). The data relating to ILL usage in 2005/06 has been extracted and will be circulated with the letter to all libraries with details of the forthcoming increases to their subscriptions.


This was reported as partially completed as the summary value statement had yet to be given to CAUL but this would happen at its April 2008 meeting.

Ms Campbell distributed a copy of the summary value statement to the Committee.

**RESOLVED:** That the minutes of the meeting held on 5 September 2007 be accepted.

**Agenda Item 3**  
**Director-General’s Remarks (oral)**

Ms Fullerton provided a summary of the National Library of Australia’s activities since the September 2007 meeting:
- Budget cuts imposed on the NLA include a 2% increase in the efficiency dividend. As a result, several money saving ideas are being considered, the one affecting this Committee being the proposed cancellation of the annual Libraries Australia Forum.

- The OCLC Members Council election process had commenced, with ballot papers being sent to some Australian libraries by OCLC but not all those eligible. Concern about the process generated robust discussion. It was decided that the Libraries Australia Office would write to Jay Jordan and Karen Calhoun (copied to Andrew Wang) requesting the recommencement of the nomination process.

- Ms McKenzie reported on the Newspaper Digitisation Project. Work is continuing on the trial batches of scans that have been sent to the vendor in India who is performing the OCR tasks. The vendor has had difficulty with the National Library’s specifications and as a result the time frame has slipped. The revised time frame includes completing the latest round of testing and discussion by the middle of this year. Ms Gatenby remarked that there will be a public release with the new search and discovery system with some content by the end of the calendar year. Mr Cathro added that to date 700,000 pages have been scanned and this represents significant progress. There has been very good progress with the development of the search and discovery system. The State Libraries were given access to a prototype to test, and positive feedback has been received. Currently, a national campaign is running to raise media and public awareness of missing newspapers titles in the collections of the state, territory and national libraries.

- The NSLA’s ‘Re-imagining Library Services’ strategic plan is being developed. The plan aims to move libraries into the digital age with the delivery of improved services to the end user. This is an ambitious and impressive project.

- The National Library continues its commitment to the rapid prototyping approach which has seen the adoption of the open source software called VuFind (further information available: www.vufind.org/) to create an alternative version of the National Library’s online catalogue. Highly positive feedback has been received in response to the alternative catalogue which was created with minimal effort. (The production catalogue is available for use at http://catalogue.nla.gov.au/.)

- The first phase of the Digital Rights Management Project has been completed. An algorithm has been developed to determine copyright status when an item is requested. The State Libraries have requested access to this algorithm. Mr Cathro mentioned the second phase, to allow the modification of the copyright owner information, will be completed by the end of this month. Legacy information will also be migrated into the Digital Collections Management system and the catalogue, which will take some time.

**ACTION:**
Ms Campbell to draft and send letter to Jay Jordan and Karen Calhoun of OCLC requesting the recommencement of the nomination process for the OCLC Asia Pacific representative, including a new time frame in consultation with Libraries Australia.
Agenda Item 4
Libraries Australia Status Report
(LAAC/2008/1/2)

Ms Gatenby reported on the final report from the Library of Congress’ Working Group on the Future of Bibliographic Control and a number of the findings of that report:

- There isn’t easy access to the Library of Congress’ special collections.
- Digitisation of published printed material is occurring at a higher rate than the digitisation of original material.
- MARC is not web compatible.
- The Library of Congress has been asked to simplify processes and to accept lower cataloguing standards.
- The Library of Congress’ role should be clearly defined.

The full report is available here: www.loc.gov/bibliographic-future/.

Ms Gatenby introduced the Libraries Australia Status Report for July 2007 – February 2008:

- There was steady performance on key performance indicators.
- A new release in February of Libraries Australia Search saw the major improvements of permalinks and correct OCLC holdings displays.
- The Libraries Australia Cataloguing Client is now free of charge to users.
- The CBS 3.2 upgrade to the cataloguing software was successfully implemented in November 2007.
- Currently there are 353 users of the Record Export Service.
- A charging mechanism has been designed to charge for ANBD data that is supplied for research purposes.
- A service called Government Recent Australian Publications (GovRAP) has been launched. This free monthly bibliographic file lists Australia’s recent government publishing output.
- Currently there are 134 Record Import Service members adding data to the ANBD via the import service.
- During the period from 1 September 2007 to February 2008 there were 18 new members of the Libraries Australia Document Delivery service and the traffic between New Zealand and Australia continues to increase.
- During the reporting period, the availability of Libraries Australia has improved to 99.55 percent.
- OCLC is currently in the process of loading Libraries Australia records to WorldCat.
The trade stand at VALA was extremely busy with promotional items including USB sticks, chocolates and lens cloth cleaners attracting the delegates.

Access to APAIS for small libraries is now included as part of their Libraries Australia subscription; this was launched at VALA. Since then searching has jumped from 2 searches in January to 300 in February. The use of OCLC WorldCat has also increased, from 27,000 searches last financial year to 480,000 since July 2007.

Ms Luther queried the absence of the University of Tasmania in the report as interoperating via ISO ILL as they converted to VDX in 2007. (This was due to the fact that the inclusion of UTas fell outside the timeframe for the Status Report.)

Mr Cathro requested a graph on WorldCat searching trends for the next meeting.

Ms Horn asked Ms Campbell to explain the underlying issues with regards to the new ISO ILL interoperability ‘memorandum of understanding’. Ms Campbell remarked that this meant ensuring ISO libraries alert Libraries Australia to any network or other issues being experienced that may impact on the Document Delivery service. It also requests that this is done in a timely manner.

There was general discussion about why libraries have cancelled their subscriptions to Libraries Australia. While most cancel due to closures and mergers, there could be some that cancel inadvertently. To gain more insight into cancellations and to avoid the accidental lapse in subscriptions, it was decided an exit interview would be beneficial.

A lengthy discussion concerning OCLC ensued. Mr Walls commented that libraries with 10 or more holdings on OCLC’s WorldCat were contacted and only records for those libraries that gave permission were added to the ANBD. Most libraries advised that their WorldCat holdings were less current than those in the ANBD. It is possible for a library to have WorldCat holdings and for these not to be in the ANBD however this is unlikely. OCLC will advise Libraries Australia of any Australia libraries that commence original cataloguing in WorldCat.

Mr Walls went onto report that it will take several weeks to load all the ANBD data into OCLC and once this has been completed a message will be sent to the email lists.

Ms Gatenby stated that the National Library is keen to send a representative to OCLC to discuss further collaboration and additions to services that would be relevant to Australian libraries and to have that information reported back to this Committee for consideration.

The discussion moved to whose responsibility it was to inform Libraries Australia subscribers about additional services available to them from OCLC. After much discussion, it was agreed that a meeting will be held with the local (Melbourne) office every 6 months to exchange information. Libraries Australia would communicate any significant OCLC changes to subscribers. Ms Fullerton stated that Libraries Australia will continue to negotiate on behalf of subscribers and is in a position to understand Australian library business. The issue of providing additional OCLC services such as collection analysis to Australian libraries would be taken up with OCLC in the context of the current Agreement. A process to confirm which services libraries are interested in will be established. In the meantime, if individual libraries want to use these services, they could negotiate directly with OCLC’s Melbourne office. The Committee agreed.
**ACTIONS:**

Ms Campbell to amend the Libraries Australia Status Report.

The Libraries Australia Office to create a suitable exit interview to be completed by those organisations cancelling their subscription.

Ms Campbell to include graph of the trends in searching performed on OCLC’s WorldCat database in the next status report.

The Libraries Australia Office to start discussions with OCLC’s Melbourne office concerning additional services.

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**Agenda Item 5**

**Libraries Australia Statistical Information**

*(LAAC/2008/1/3)*

Ms Gatenby presented the 2007/2008 Libraries Australia statistics and drew attention to the search activity statistics, stating they were 13 percent higher than the target.

The Free Service has also enjoyed an increase in use of 44 percent.

The Committee noted the report.

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**Agenda Item 6**

**New Subscription Model for State, Territory and Public Libraries from 2008-09**

*(LAAC/2008/1/4)*

Ms Campbell introduced the new subscription model proposed for adoption by all state, territory and public libraries. It was noted that the National and State Libraries Australasia (NSLA) had endorsed the model.

The Committee agreed that the application of the Consumer Price Index (CPI) to all subscriptions was fair and equitable. However, applying this rise efficiently across all sectors needs to take into account sectors in transition to a new model.

The Committee discussed at length issues concerning the Queensland Public Library Association (QPLA). Ms Tattersall expressed her concern that QPLA members may not be aware of the new subscription model. Ms Campbell explained that the executive of each state-based consortium had been contacted prior to the LAAC meeting to indicate that a new model would be put forward, and the decision of the LAAC would be reported back to consortial executives.

**ACTIONS:**

Ms Campbell to provide Ms Tattersall with the population figures provided by the QPLA.

Ms Campbell to send a letter to all state- and territory-based consortia advising of the changes to the subscriptions and the ramifications for their member libraries.
Ms Campbell to remove irrelevant text from the paper.

The Committee noted the report.

**Agenda Item 7**  
**New Subscription Model for Special Libraries – Progress Report**  
**(LAAC/2008/1/5)**

Ms Campbell introduced the new subscription model and highlighted the fact that budget information had not been received from 70% of special libraries. The Committee discussed the issue of budget confidentiality that special libraries face. Many options were presented by the Committee to encourage special libraries to disclose their budgets. These included increasing the base rate to $300 and raising the per-search charge from $1.20 to $2.00 for those libraries that did not disclose their budget details.

Communication with the special libraries will include a statement stressing that any budget information provided will be treated as confidential and will not be divulged to a third party. This new approach will be arranged for the end of 2008. The Committee endorsed the tiered model and agreed on a three year transition, starting in 2009.

The rate payable by those special libraries who do not provide their budget details will be considered. The issue of a tier for libraries with budgets higher than $10-$15 million was also discussed. The Committee agreed that the Libraries Australia Office should devise a suitable arrangement for libraries in this tier.

**ACTION:**

Ms Campbell to investigate a suitable model and charges for those libraries which do not disclose their budgets and for those libraries with large budgets.

The Committee noted the report.

**Agenda Item 8**  
**Guidelines for Determining Subscription Fees for Cross Sectoral Consortia**  
**(LAAC/2008/1/6)**

Ms Campbell introduced the guidelines. She noted that this paper addresses arrangements for consortia which have more than one type of library or even more than one type of agency seeking membership of Libraries Australia. The finding is that generally consortia do not result in savings to Libraries Australia administration. However, the advocacy performed on Libraries Australia’s behalf is highly valued. In recognition of this advocacy, a short term discount is provided for new agencies joining a consortium.

In addition, the Libraries Australia User Agreement will be updated to ensure that the consortium manager and Libraries Australia are both current in their understanding of the membership and the rules under which consortia operate. This has not been formally identified in the past. Consortia affected by the new arrangements will be contacted.
The Committee noted the report.

**Agenda Item 9**  
Actions arising from the Libraries Australia Customer Satisfaction Survey 2007  
(LAAC/2008/1/7)

Ms Campbell reported that a number of the issues raised by the customer survey are being addressed through the ongoing program of enhancements. In addition, some new activities have been started, and others are scheduled. One possible action to improve contact with customer libraries would be to extend an invitation to all libraries to visit Canberra to talk directly to Libraries Australia staff.

Ms Campbell presented a PowerPoint slideshow on the differences between the free and subscription services which is intended for the CAUL meeting in April.

The Committee noted the report.

**Agenda Item 10**  
Initial Report of the Expert Advisory Group on Institution Specific Data (ISD)  
(LAAC/2008/1/8)

Mr Walls introduced the report. He reported that expressions of interest were sought in October 2007 for participation in the expert advisory group and all received were accepted. The group met for the first time on 12 December 2007 at the National Library of Australia.

Highlights of the initial report are as follows:

- Libraries Australia should support ISD in the MARC 21 format using subfield $5.
- Strong support for the implementation of MARC 21 holdings format
- The group is not supportive of ISD in authority records at this time.
- The group is drafting a new policy statement for ISD and the terms of reference are almost fully addressed

Ms Rajapatirana reported on the discussion of ISD at several State User Group meetings.

Concern was raised about the level of support of MARC 21 holdings format in library management systems; display issues in local systems; and the implications of the transferring of data.

A wide ranging discussion of the issues surrounding ISD followed.

The Committee suggested that the final EAG report should include a description of the service needs that will be met by the support of ISD in Libraries Australia and clarification of the resource implications of such a development for Libraries Australia.
Agenda Item 11
Australian National Bibliographic Database: Development Report
(LAAC/2008/1/9)

Ms Rajapatirana said that it was a busy period and much work was concentrated on
enhancements to record matching algorithms. By June the first full run of the de-
duplication algorithm will occur.

Ms Rajapatirana reported on the good progress of authority uploading. Libraries
Australia are currently waiting on the revised validation rules from OCLC (Leiden)
and are loading the National Library of Australia’s records first as a trial.

The State Library of Queensland’s global refresh is progressing well, with 500,000
records loaded to date. The AIATSIS load is also progressing well, with the inclusion
of the officially recognised thesaurus terms.

The Record Import Service (RIS) is expanding, with 134 contributing libraries (89 +
48 in three consortia). Improvements to the reporting and statistical side of RIS have
been made and more are planned.

A question was raised concerning ‘Non- Roman Scripts’ on page 5. Thai is mentioned
twice with differing figures.

ACTIONS:

Ms Rajapatirana to amend the report with the correct figures for Thai.

The Committee noted the report.

Agenda Item 12
Australian National Bibliographic Database Coverage Survey
(LAAC/2008/1/10)

Mr Walls introduced the report. The Committee reviewed the proposed survey and
the following amendments were recommended:

- Distinguish between Australian and non-Australian resources.
- In question 11 remove the inverted commas around ‘not’.
- Add newspapers to the ‘Types of Material/Collections’.
- Add a question on what has been digitised in collections.
- Add architectural and other plans to the ‘Types of Material/Collections’.
- Separate music scores and recordings in the ‘Types of Material/Collections’.
- Add a note about internal working documents and commercial-in-confidence documents, stressing these won’t be added and include a note saying it is acknowledged that some libraries can’t report on those documents.

- Add another column for notes.

- Make the survey document landscape.

- Offer a reason on why completing this will be useful.

**ACTIONS:**

Mr Walls to make the amendments.

The Committee noted the report.

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**Agenda Item 13**


(LAAC/2008/1/11)

Ms Campbell mentioned the possibility of cancelling the 2008 Libraries Australia Forum, suggested as a divisional budget saving, and sought the Committee’s view on this. The Committee discussed the format of the Forum, stating it was intended to be a strategic and futures conference and that the content needs to address this.

The Committee decided that a wiki space would be of benefit to encourage people to comment on what they want to get out of the Forum. A letter to all CEO’s of subscribing libraries informing them of the Forum and encouraging them to attend was also considered and agreed upon. The Committee discussed the idea of cancelling the Forum and it was decided that this year’s Forum would proceed with an increase in the registration fee to cover the total costs of the Forum.

A review of the Forum and frequency of the LAAC meetings will be added to the agenda for the October LAAC meeting.

**ACTIONS:**

Create a wiki space for people to comment on what they want at the Forum.

Send a letter to all CEOs of subscribing libraries informing them of the Forum and encouraging them to attend.

Add a review of the Forum and frequency of the LAAC meetings to the agenda for the next LAAC meeting.

The Committee noted the report.
Agenda Item 14
National Metadata Store
(LAAC/2008/1/12)

Mr Cathro introduced the paper. The national metadata store proposed by the National Library of Australia will be based on the Australian National Bibliographic Database but will go beyond it in scope to include analytic content, research outputs and material in other Australian collections, not just libraries.

Mr Cathro demonstrated the National Library’s wiki space, ‘Library Labs’ to the Committee:

A short demonstration of the National Library’s Beta Catalogue followed and Ms McKenzie explained how this supports clustering, faceted searching refinement with relevance ranked results.

There was general discussion on the metadata store and its implications.

The Committee noted the report.

Agenda Item 15
National Library Collection Usage report
(LAAC/2008/1/13)

Ms Gatenby provided the Committee with a report on the changing trends in collection usage through the National Library’s of Australia’s Document Supply Service, noting in particular the positive impact on use of relaxing the National Library’s policy on lending Legal Deposit materials and of providing an easy requesting service through Copies Direct. She also highlighted the fact that, while the number of requests for copies continues to decline, the number of requests for large amounts of material is increasing significantly.

The Committee noted the report.

Agenda Item 16
Conclusion & Review of Resolutions (if any)

The meeting closed at 3.50pm.
Attachment A – Summary of Recommendations and Actions
Libraries Australia Advisory Committee Meeting
19th March 2008

Agenda Item 2
Draft Minutes of the Previous Meeting and Business Arising
(LAAC/2008/1/1)

That the minutes of the conference of 5 September 2007 be accepted.
Minutes accepted.

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

- A letter to be addressed to Jay Jordan and Karen Calhoun (copied to Andrew Wang) requesting the recommencement of the nomination process for the OCLC Asia Pacific representative, including a new time frame in consultation with Libraries Australia.
  Ms Campbell to draft and send letter to Jay Jordan and Karen Calhoun (copied to Andrew Wang) of OCLC.

Agenda Item 4
Libraries Australia Status Report
(LAAC/2008/1/2)

To note the report with these amendments:

- Ms Campbell to amend the Libraries Australia Status Report before making it public.

- Creation of an exit interview to be completed by those organisations cancelling their subscription.
  Libraries Australia Office to create a suitable exit interview.

- To include a graph of the trends in searching performed on OCLC’s WorldCat database.
  Ms Campbell to include graph in the next Status Report.

- Commence discussions with OCLC’s Melbourne office re additional services.
  Libraries Australia Office to arrange.

Agenda Item 6
New Subscription Model for State, Territory and Public Libraries from 2008-09
(LAAC/2008/1/4)

- To remove irrelevant text from the report:

- Ms Campbell to amend report.
Ms Campbell to provide Ms Tattersall with the population figures provided by the QPLA.

A letter to be sent to all public library consortia, including the QPLA, advising of the changes to the subscriptions and what that would mean for their member libraries.
Ms Campbell to send.

**Agenda Item 7**  
New Subscription Model for Special Libraries – Progress Report  
(LAAC/2008/1/5)

- Libraries with large budgets need to be addressed in the subscription model. The Committee agreed to leave the rate payable with the Libraries Australia office to devise a suitable arrangement.
Ms Campbell to investigate.

**Agenda Item 11**  
Australian National Bibliographic Database: Development Report  
(LAAC/2008/1/9)

To note the report with one amendment:

- On page 5 of the report under ‘Non- Roman Scripts’, Thai is mentioned twice with differing figures.
Ms Rajapatirana to amend with correct figure.

**Agenda Item 12**  
Australian National Bibliographic Database Coverage Survey  
(LAAC/2008/1/10)

To note the report with these amendments:

- Distinguish between Australian and non-Australian resources.
Mr Walls to make amendment.

- In question 11 remove the inverted commas around ‘not’.
Mr Walls to make amendment.

- The addition of newspapers under ‘Types of Material/Collections’.
Mr Walls to make amendment.

- The addition of architectural and other plans under ‘Types of Material/Collections’.
Mr Walls to make amendment.

- Include a question on what has been digitised in collections.
Mr Walls to make amendment.
- Under ‘Types of Material/Collections’, separate music scores and recordings. Mr Walls to make amendment.

- Add a note stating that internal documents and commercial documents that these won’t be added and include saying it is acknowledged that some libraries can’t report on these documents. Mr Walls to make amendment.

- Add another column for notes – make the survey landscape. Mr Walls to make amendment.

- Offer a reason on why completing this will be useful. Mr Walls to make amendment.

**Agenda Item 13**

To note the report with these amendments:

- Create a wiki space for people to comment on what they want at the Forum. Ms Campbell to arrange a wiki.

- Send a letter to all CEOs of subscribing libraries informing them of the Forum and encourage them to attend. Ms Campbell to draft and send letter to all CEOs of subscribing libraries.

- Addition to the next LAAC meeting agenda of a review of the Forum and frequency of the LAAC meetings. Ms Campbell to add these items to the next agenda.
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OVERVIEW

The significant achievements for Libraries Australia in 2007/08 were:

- enhanced access to the WorldCat and APAIS databases;
- completion of the WorldCat data load;
- the release of Libraries Australia Search 2.3;
- CBS 3.2 fully implemented in November 2007;
- implementation of new subscription models for the state/territory and public library sectors;
- investigation of the use of Institution Specific Data by an Expert Advisory Group;
- completion of system development to enable authority data files to be received and managed by the batch Record Import Service;
- increasing use of the ISO ILL Protocol for Libraries Australia Document Delivery; and
- the updating of all Libraries Australia Agreement templates.

KEY STATISTICS FOR 2007/2008

**Key statistics**

**ANDB size:** About 43.7 million holdings (last year 42m)

Over 18.5 million bibliographic records; reflecting growth of 1.1 million (last year 1.2m)

About 1.8m authority records (6,000 added) and 1.7 million holdings added (last year 1.6m)

Links to more than 840,000 online resources (last year, 700,000)

**Searches:** Over 14 million searches (last year 12m), of which 2.2 million (or 15%) used the free service (last year 1.6m or 13%)

**Document delivery:** More than 307,000 items requested through the document delivery service (last year 278,000); an increase of 29,746 requests on the previous year (last year 48,000)
Top 20 Searching organisations, by sector

### Education

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<td>University of Western Australia Library (WA)</td>
<td>121,802</td>
</tr>
<tr>
<td>Flinders University Library (SA)</td>
<td>109,463</td>
</tr>
<tr>
<td>La Trobe University Library: Bundoora, Borchardt Library (VIC)</td>
<td>108,460</td>
</tr>
<tr>
<td>Victoria University Libraries (VIC)</td>
<td>105,599</td>
</tr>
<tr>
<td>University of Adelaide: Barr Smith Library (SA)</td>
<td>97,598</td>
</tr>
<tr>
<td>University of Wollongong Library (NSW)</td>
<td>93,750</td>
</tr>
<tr>
<td>University of South Australia Library (SA)</td>
<td>89,194</td>
</tr>
<tr>
<td>Edith Cowan University Library (WA)</td>
<td>88,322</td>
</tr>
<tr>
<td>Charles Darwin University: Casuarina Campus Library (NT)</td>
<td>85,560</td>
</tr>
<tr>
<td>Queensland University of Technology Library (QLD)</td>
<td>78,845</td>
</tr>
<tr>
<td>University of Canberra Library (ACT)</td>
<td>78,078</td>
</tr>
</tbody>
</table>

### National, State & Territory Libraries

<table>
<thead>
<tr>
<th>Library</th>
<th>Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Library of Australia</td>
<td>678,725</td>
</tr>
<tr>
<td>State Library of New South Wales</td>
<td>338,865</td>
</tr>
<tr>
<td>State Library of Victoria</td>
<td>172,375</td>
</tr>
<tr>
<td>State Library of Western Australia</td>
<td>151,781</td>
</tr>
<tr>
<td>National Library of New Zealand</td>
<td>121,397</td>
</tr>
<tr>
<td>State Library of South Australia</td>
<td>98,373</td>
</tr>
<tr>
<td>State Library of Queensland</td>
<td>87,366</td>
</tr>
<tr>
<td>Northern Territory Library</td>
<td>82,325</td>
</tr>
<tr>
<td>State Library of Tasmania</td>
<td>75,623</td>
</tr>
<tr>
<td>ACT Library and Information Services</td>
<td>67,507</td>
</tr>
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</table>
### Public Libraries

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Circulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston Information and Library Service (VIC)</td>
<td>153,227</td>
</tr>
<tr>
<td>Shoalhaven Libraries (NSW)</td>
<td>98,218</td>
</tr>
<tr>
<td>City of Sydney Library (NSW)</td>
<td>85,513</td>
</tr>
<tr>
<td>Richmond-Tweed Regional Library (NSW)</td>
<td>81,236</td>
</tr>
<tr>
<td>Moreland City Libraries: Coburg Library (VIC)</td>
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</tr>
<tr>
<td>Liverpool City Library (NSW)</td>
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<td>Brisbane City Council Libraries (QLD)</td>
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<tr>
<td>Yarra Plenty Regional Library Service (VIC)</td>
<td>75,099</td>
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<tr>
<td>Darebin Libraries: Preston Library (VIC)</td>
<td>65,209</td>
</tr>
<tr>
<td>Ipswich Library and Information Service (QLD)</td>
<td>62,363</td>
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<tr>
<td>Monash Public Library Service (VIC)</td>
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<tr>
<td>Bayside Library Service (VIC)</td>
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</tr>
<tr>
<td>Hurstville City Library (NSW)</td>
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<tr>
<td>Newcastle Region Libraries (NSW)</td>
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<tr>
<td>Melbourne Library Service (VIC)</td>
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<tr>
<td>Port Phillip Library Service: St Kilda Library (VIC)</td>
<td>51,550</td>
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<tr>
<td>Clarence Regional Library (NSW)</td>
<td>51,347</td>
</tr>
<tr>
<td>Ryde Library Services (NSW)</td>
<td>51,210</td>
</tr>
<tr>
<td>Armidale Dumaresq Council War Memorial Library (NSW)</td>
<td>50,402</td>
</tr>
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<td>Sunshine Coast Regional Council Libraries (QLD)</td>
<td>49,544</td>
</tr>
</tbody>
</table>

### Special Libraries

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Circulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zenith Management Services (NSW)</td>
<td>134,998</td>
</tr>
<tr>
<td>CAVAL Collaborative Solutions: CARM Centre (VIC)</td>
<td>94,090</td>
</tr>
<tr>
<td>ALS Library Services Pty Ltd (SA)</td>
<td>58,085</td>
</tr>
<tr>
<td>National Islamic Centre and Library (ACT)</td>
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</tr>
<tr>
<td>NSW Department of Primary Industries: Departmental Publications Archives</td>
<td>48,162</td>
</tr>
<tr>
<td>Department of Agriculture, Fisheries and Forestry (ACT)</td>
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</tr>
<tr>
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<td>42,906</td>
</tr>
<tr>
<td>Department of Families, Community Services &amp; Indigenous Affairs (ACT)</td>
<td>29,697</td>
</tr>
<tr>
<td>National Museum of Australia Library (ACT)</td>
<td>29,386</td>
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<tr>
<td>Australian Taxation Office: Jan Brady Library (ACT)</td>
<td>28,839</td>
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<tr>
<td>Sydney Water Library (NSW)</td>
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<tr>
<td>Art Gallery of New South Wales: Research Library and Archive (NSW)</td>
<td>26,872</td>
</tr>
<tr>
<td>Curriculum Corporation (VIC)</td>
<td>25,825</td>
</tr>
<tr>
<td>Australian Council for Educational Research: Cunningham Library (VIC)</td>
<td>24,594</td>
</tr>
<tr>
<td>Department of Primary Industries (VIC)</td>
<td>23,934</td>
</tr>
<tr>
<td>Royal Adelaide Hospital: Institute of Medical &amp; Veterinary Science (SA)</td>
<td>23,074</td>
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<tr>
<td>Vision Australia (VIC)</td>
<td>20,527</td>
</tr>
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<td>Defence Science and Technology Organisation (SA)</td>
<td>20,145</td>
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<tr>
<td>James Bennett Library Services Pty Ltd (NSW)</td>
<td>19,899</td>
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<tr>
<td>Department of Defence (ACT)</td>
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### Top 20 Document Delivery requesters

<table>
<thead>
<tr>
<th>Library</th>
<th>2007/08 Requests</th>
<th>2006/07 Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Sydney Library (NSW)</td>
<td>11,664</td>
<td>(10,747)</td>
</tr>
<tr>
<td>Monash University Library (VIC)</td>
<td>10,108</td>
<td>(8,142)</td>
</tr>
<tr>
<td>University of Queensland Library (QLD)</td>
<td>10,093</td>
<td></td>
</tr>
<tr>
<td>La Trobe University Library (VIC)</td>
<td>8,798</td>
<td>(10,104)</td>
</tr>
<tr>
<td>Macquarie University Library (NSW)</td>
<td>7,894</td>
<td>(7,781)</td>
</tr>
<tr>
<td>Griffith University Library (QLD)</td>
<td>7,414</td>
<td>(7,605)</td>
</tr>
<tr>
<td>Queensland University of Technology Library (QLD)</td>
<td>7,134</td>
<td>(5,467)</td>
</tr>
<tr>
<td>University of Western Australia Library (WA)</td>
<td>7,002</td>
<td>(7,352)</td>
</tr>
<tr>
<td>University of New South Wales Library (NSW)</td>
<td>6,797</td>
<td>(6,534)</td>
</tr>
<tr>
<td>University of South Australia Library (SA)</td>
<td>6,415</td>
<td></td>
</tr>
<tr>
<td>Flinders University Library (SA)</td>
<td>6,066</td>
<td></td>
</tr>
<tr>
<td>National Library of New Zealand (Trans Tasman)</td>
<td>5,660</td>
<td>(5,474)</td>
</tr>
<tr>
<td>University of Melbourne Library (VIC)</td>
<td>4,997</td>
<td></td>
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<tr>
<td>RMIT University Library (VIC)</td>
<td>4,886</td>
<td>(5,237)</td>
</tr>
<tr>
<td>University of Tasmania: Morris Miller Library (TAS)</td>
<td>4,612</td>
<td></td>
</tr>
<tr>
<td>University of Western Sydney: Penrith Campus (NSW)</td>
<td>4,209</td>
<td></td>
</tr>
<tr>
<td>University of Newcastle: Auchmuty Library (NSW)</td>
<td>4,202</td>
<td></td>
</tr>
<tr>
<td>Defence Science and Technology Organisation (SA)</td>
<td>3,932</td>
<td></td>
</tr>
<tr>
<td>State Library of Western Australia (WA)</td>
<td>3,663</td>
<td></td>
</tr>
<tr>
<td>Charles Sturt University Library (NSW)</td>
<td>3,551</td>
<td></td>
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</tbody>
</table>

### Top 20 Document Delivery suppliers

<table>
<thead>
<tr>
<th>Supplier</th>
<th>2007/08 Requests</th>
<th>2006/07 Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Library of Australia (ACT)</td>
<td>24,972</td>
<td>(23,989)</td>
</tr>
<tr>
<td>CISTI (Canada)</td>
<td>14,046</td>
<td>(9,847)</td>
</tr>
<tr>
<td>University of Queensland Library (QLD)</td>
<td>13,545</td>
<td>(12,809)</td>
</tr>
<tr>
<td>University of Sydney Library (NSW)</td>
<td>12,772</td>
<td>(12,749)</td>
</tr>
<tr>
<td>University of Adelaide : Barr Smith Library (SA)</td>
<td>9,580</td>
<td>(7,304)</td>
</tr>
<tr>
<td>Monash University Library (VIC)</td>
<td>8,065</td>
<td>(6,906)</td>
</tr>
<tr>
<td>CSIRO: Knowledge &amp; Information Management (VIC)</td>
<td>7,575</td>
<td></td>
</tr>
<tr>
<td>La Trobe University Library (VIC)</td>
<td>7,221</td>
<td>(7,229)</td>
</tr>
<tr>
<td>Macquarie University Library (NSW)</td>
<td>7,044</td>
<td>(6,416)</td>
</tr>
<tr>
<td>University of New South Wales Library (NSW)</td>
<td>7,023</td>
<td>(6,420)</td>
</tr>
<tr>
<td>University of Melbourne Library (VIC)</td>
<td>6,409</td>
<td></td>
</tr>
<tr>
<td>Infotrieve Inc (VIC)</td>
<td>6,315</td>
<td></td>
</tr>
<tr>
<td>University of Newcastle: Auchmuty Library (NSW)</td>
<td>6,190</td>
<td>(6,853)</td>
</tr>
<tr>
<td>State Library of New South Wales (NSW)</td>
<td>5,984</td>
<td></td>
</tr>
<tr>
<td>Griffith University Library (QLD)</td>
<td>5,951</td>
<td></td>
</tr>
<tr>
<td>Deakin University (VIC)</td>
<td>5,880</td>
<td></td>
</tr>
<tr>
<td>Charles Sturt University: Bathurst Campus Library (NSW)</td>
<td>4,867</td>
<td></td>
</tr>
<tr>
<td>Queensland University of Technology (QLD)</td>
<td>4,601</td>
<td></td>
</tr>
<tr>
<td>University of Western Sydney: Penrith Campus (NSW)</td>
<td>4,193</td>
<td></td>
</tr>
<tr>
<td>University of South Australia Library (SA)</td>
<td>4,154</td>
<td></td>
</tr>
</tbody>
</table>
MEMBERSHIP

Libraries Australia welcomed 41 new members in 2007/08, made up of:
- university library campuses - 2.4%
- individuals - 14.6%
- public libraries - 26.9%
- special libraries - 56%

- 6 individuals
- Adelaide Hills Council Library Services
- ASEAN: China Business Services
- Australian Prudential Regulation Authority
- Australian Society of Anaesthetists
- Barossa Council Public Library
- Bayswater Public Library
- Berwick Mechanics Institute & Free Library
- Blake Dawson Waldron
- Book House Trading Pty Ltd
- Canberra Islamic Centre
- Catholic Information Resource Service
- Charles Sturt University, Orange Campus
- Cobar Shire Library (NSW)
- Concept Economics
- Department of Culture & the Arts, WA
- Department of Education & Information Centre Library, Tasmania
- Department of Water (WA)
- Gnowangerup Shire Public Library
- Gunnedah Shire Library
- JMC Academy Library
- Kangaroo Island Library
- Laidley Shire Library
- Land & Water Australia
- Maylands library (WA)
- Mount Gambier Public Library (SA)
- Public Service Association of NSW
- Royal United Services Institute of NSW
- Society of Australian Genealogists
- South East Water Ltd
- Southern Health Library Service
- Stone Resources Ltd
- Tanglin Trust School Ltd
- The Royal Australian & New Zealand College of Obstetricians & Gynaecologists
- Urban Neighbours of Hope
- Victorian Jazz Archive Inc
- Worley Parsons services Pty Ltd
- Xavier College

Libraries Australia now has a total of 1,261 members.

The reasons for membership cancellations (48) were given as:
- No further requirement to use Libraries Australia - 47% including 9 individuals
- Library closure - 27.7%
- Now using the free Libraries Australia search service - 14.9%
- Library mergers - 4.3%
- Now accessing Libraries Australia via Te Puna - 4.3%

Therefore 20% of the cancellations are now using the service via a different pathway.
A Value Statement describing Libraries Australia services was released in late 2007. It examines the history of the Australian National Bibliographic Database (ANBD), the growth in the range of services based on the ANDB, and the growth in the usage of those services.

The statement, at <www.nla.gov.au/librariesaustralia/documents/value_statement_2007.pdf>, states: “the National Library continually seeks ways to grow the use of existing services. The current value of Libraries Australia is measured by stakeholders against the services provided to support the businesses of Australian libraries. Contributions to the AND [are] reused to support all libraries which subscribe to Libraries Australia, and to a lesser extent, assist Australian libraries which aren’t subscribers. The services that underpin the management of individual libraries, which can be exploited as separate modules, are:

- searching;
- original & copy cataloguing;
- batch loading;
- interLibrary Loan / document delivery;
- statistics and products;
- syndication for resource discovery; and
- support for the library network.

The Libraries Australia service does not rest on its laurels however. Future directions for exploiting the ANBD in new ways are proposed, and work in these directions has already begun:

- digitisation of unique local collections;
- management of the scholarly lifecycle by academic libraries;
- licensing of e-resources;
- representation of a nation’s intellectual record over the long term;
- the metasearch platform;
- provision of a statement of the availability of items close to home;
- promulgation of Australian authors; and
- making content accessible through data syndication”.

A summary of the Value statement, Supporting Australian libraries, is also available at <www.nla.gov.au/librariesaustralia/documents/supporting_australian_libraries.pdf>. It is useful for funders of Australian library services, as it provides a quick snapshot of why Libraries Australia is an essential part of Australia’s national information infrastructure. An operational overview of the suite of Libraries Australia services, which leads to further technical details of every aspect of how the services work, is at <www.nla.gov.au/librariesaustralia/services.html>.

After a difficult year in 2006-07, the availability of Libraries Australia services was at a significantly higher level in 2007-08, averaging 99.55% during business hours.

The IT Division of the National Library has advised that the TeraText search platform has reached its optimal operational capacity, and the Division took action in the form of very short outages (of less than 10 minutes) when the mix of executing jobs reached critical levels affecting service response times. This prevented extended outages, and will be an ongoing strategy for stability in 2008-09.
## USAGE OF SERVICES PROVIDED THROUGH LIBRARIES AUSTRALIA

The Australian National Bibliographic Database remains the most heavily used database with over 12 million searches in 2007-08. Searches on all of the databases, including those with new access arrangements (WorldCat, APAIS) are summarised below.

<table>
<thead>
<tr>
<th>Database</th>
<th>2004/05</th>
<th>2005/06</th>
<th>2006/07</th>
<th>2007/08</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANBD</td>
<td>6,396,116</td>
<td>8,664,768</td>
<td>10,066,070</td>
<td>10,287,908</td>
</tr>
<tr>
<td>CJK</td>
<td>8,524</td>
<td>7,253</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>SILAS (Singapore)</td>
<td>11,530</td>
<td>21,877</td>
<td>32,921</td>
<td>62,816</td>
</tr>
<tr>
<td>Te Puna (New Zealand)</td>
<td>19,336</td>
<td>84,825</td>
<td>351,816</td>
<td>425,292</td>
</tr>
<tr>
<td>RLG</td>
<td>70,532</td>
<td>157,419</td>
<td>193,400</td>
<td>-</td>
</tr>
<tr>
<td>SCIPIO</td>
<td>1,708</td>
<td>2,332</td>
<td>2,604</td>
<td>-</td>
</tr>
<tr>
<td>ARROW</td>
<td>-</td>
<td>14,730</td>
<td>17,233</td>
<td>15,162</td>
</tr>
<tr>
<td>British Library Catalogue</td>
<td>-</td>
<td>70,731</td>
<td>56,232</td>
<td>74,040</td>
</tr>
<tr>
<td>Chinese Uni of Hong Kong</td>
<td>-</td>
<td>5,959</td>
<td>8,686</td>
<td>8,878</td>
</tr>
<tr>
<td>CISTI</td>
<td>-</td>
<td>13,783</td>
<td>107,994</td>
<td>144,911</td>
</tr>
<tr>
<td>CURL</td>
<td>13,136</td>
<td>24,999</td>
<td>30,049</td>
<td>24,413</td>
</tr>
<tr>
<td>DBD</td>
<td>1,509</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Hong Kong Uni of Science &amp; Technology</td>
<td>-</td>
<td>6,132</td>
<td>8,844</td>
<td>9,129</td>
</tr>
<tr>
<td>Library of Congress</td>
<td>-</td>
<td>94,428</td>
<td>115,478</td>
<td>125,826</td>
</tr>
<tr>
<td>Picture Australia</td>
<td>-</td>
<td>13,190</td>
<td>5,771</td>
<td>17,420</td>
</tr>
<tr>
<td>University of Hong Kong</td>
<td>-</td>
<td>6,873</td>
<td>10,245</td>
<td>11,028</td>
</tr>
<tr>
<td>APAIS (Titles Index)</td>
<td>72</td>
<td>309</td>
<td>168</td>
<td>1,012</td>
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<tr>
<td>WorldCat</td>
<td>31,779</td>
<td>42,419</td>
<td>27,135</td>
<td>849,564</td>
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<tr>
<td>APAFT - Full Text-RMIT Subscription</td>
<td>-</td>
<td>927</td>
<td>207</td>
<td>217</td>
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<tr>
<td>ANBD Free</td>
<td>-</td>
<td>500,059</td>
<td>1,605,031</td>
<td>2,172,784</td>
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<tr>
<td>Picture Australia</td>
<td>-</td>
<td>248,613</td>
<td>818,162</td>
<td>1,275,075</td>
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<tr>
<td>ANBD Training databases</td>
<td>-</td>
<td>22,507</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>6,554,242</td>
<td>10,004,133</td>
<td>12,639,884</td>
<td>14,281,226</td>
</tr>
</tbody>
</table>

1. RLG and SCIPIO were absorbed into WorldCat.
2. Libraries Australia production system is no longer used for training.
Access to WorldCat was opened to all Libraries Australia members from 1 July 2007. The search fee to use APAIS was waived for small libraries from 4 February 2008\(^1\). Consequently, the use of both services increased substantially during the year.

**WorldCat**

[Graph showing WorldCat searching from July 2006 to June 2008]

**APAIS (Australian Public Affairs Information Service)**

[Graph showing APAIS searching from July 2006 to June 2008]

\(^1\) Small libraries are those located in Australia, and are not academic, state/territory or national libraries.
The table above shows an overall increase of 10%.

AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE DEVELOPMENT

The quantity of processing was:

Number of Bibliographic record updates processed (add, edit delete):

<table>
<thead>
<tr>
<th>Cataloguing Client (WinIBW)</th>
<th>859,645</th>
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</thead>
<tbody>
<tr>
<td>Web Input</td>
<td>25,772</td>
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<tr>
<td>Record Import Service</td>
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</table>

Number of Holding updates processed (add, edit delete):

<table>
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<th>Cataloguing Client (WinIBW)</th>
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<tbody>
<tr>
<td>Web Input</td>
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<td>Record Import Service</td>
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The following table shows overall database size:

<table>
<thead>
<tr>
<th></th>
<th>2003/04</th>
<th>2004/05</th>
<th>2005/06</th>
<th>2006/07</th>
<th>2007/08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic records</td>
<td>12,822,324</td>
<td>13,937,355</td>
<td>16,227,592</td>
<td>17,444,614</td>
<td>18,579,657</td>
</tr>
<tr>
<td>Authority records</td>
<td>1,593,973</td>
<td>1,592,046</td>
<td>1,761,438</td>
<td>1,776,060</td>
<td>1,781,567</td>
</tr>
<tr>
<td>Holdings</td>
<td>37,481,655</td>
<td>39,099,834</td>
<td>41,534,327</td>
<td>41,846,932</td>
<td>43,769,326</td>
</tr>
</tbody>
</table>
Improving the quality of the Australian National Bibliographic Database

Since 2004 an annual plan has provided a basis for ongoing ANBD data quality maintenance and enhancement activities. The ANBD Development Plan for 2007-08 is available at <www.nla.gov.au/librariesaustralia/nbdqual.html>. The Plan includes the continuation of: the implementation of automated duplicate removal; development of support for the batch loading of authority data; the ongoing maintenance and refinement of data validation and matching, and the expansion of the Record Import Service (RIS).

Highlights of the ongoing program of data quality improvement in 2007-08 were:

- global holdings updates performed for 52 libraries resulting in the deletion or updating of over 2,187,353 holdings;
- global bibliographic changes including:
  - removal of incorrect data (e.g. over 6,000 incorrect 010 fields removed)
  - 700 authority record and 14,000 bibliographic record changes to reflect cancelled Library of Congress headings
  - routine maintenance to ensure that subject heading geographic subdivisions are directly by Australian state or territory
  - customer requests for corrections to authority records and their associated bibliographic records, and
  - over 75,000 records modified (using automated script) to apply codes that exclude them from detection by the duplicate removal program;
- holdings refreshes were performed for the State Library of Queensland and WA Tafe libraries and resulted in the deletion and reloading of just over 1 million holdings. In addition, obsolete local system numbers were removed from 918,000 Monash University Library holdings statements to prevent data matching problems when uploading via RIS;
- Library of Congress approved 5 new subject headings and 219 new Australian name authority records proposed and submitted by Libraries Australia on behalf of Australian libraries. The new name Authorities are submitted via Library of Congress to the Name Authority Cooperative Program (NACO); and
- removal of 2,298 duplicate records reported by Libraries Australia users.

During the year over 7.3 million bibliographic and/or holdings records were processed through the Record Import Service; this included data from the 152 Australian libraries that contribute to the ANBD via RIS and from agencies including: Library of Congress, British Library, Blackwells TOC, OCLC and Serial Solutions. Of these, approximately 163,000 potential duplicate records were reviewed by Database Services Branch.

An Export Advisory Group facilitated consultation with Australian libraries to determine if, and how, they would like to contribute institution specific data (ISD) to the ANBD. The report recommended that Libraries Australia support the use of subfield $5 to flag ISD as specified in the MARC 21 Format for Bibliographic Data. It also recommended that Libraries Australia implement full support for the MARC 21 Format for Holdings Data. Expanded support for ISD in Libraries Australia would enable libraries to use it as a replacement for, or back-up to, their online public catalogue. Implementation of the MARC holdings format would provide support for more detailed holdings information.

System development was completed to enable authority data files to be received and managed by the batch Record Import Service (RIS). Development of the data load table (FCV) and match/merge algorithms for authority data have also been completed. This will enable RIS to add new authority records to the ANBD and to update existing authority records if supplied with an ANBD control number (PPN) or a local system number. Initially authority records from the National Library’s Voyager system will be loaded and if testing is successful plans are in place to extend the service to other selected libraries.
The Libraries Australia team completed the implementation of CBS 3.2 in November 2007. At the same time Z39.50 searching of external databases through WinIBW was implemented. The following databases are currently supported:

- 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.

Testing of the duplicate detection and resolution software was completed. The software is only configured to search for duplicate monograph records and the match key is the Library of Congress (LC) Control Number. Records that matched were compared on a range of other data elements to determine their level of similarity. Those that met the required similarity rating were merged. Only one match key can be used each time the software is executed. After all duplicates associated with the LC number have been removed, the program will be reconfigured to identify duplicates using ISBN numbers and Titles. The program only processes one pair of matching records with each pass so several passes will be needed for each match key to identify and remove duplicates.

Improving the coverage of the Australian National Bibliographic Database

Libraries Australia is continuously working to improve the coverage of the ANBD to ensure that it is as comprehensive as possible. During the year Libraries Australia staff worked with the state libraries of Western Australia and Tasmania to test loading of their public library holdings data. Over 1 million new bibliographic records and over 1.7 million new holdings were added to the ANBD during the year.

The Libraries Australia team welcomed the following libraries as new contributors to the ANBD via the Record Import Service:
- Australian National University
- Great Lakes Library Service
- James Bennett Library Service
- John Curtin Prime Ministerial Library
- Museum Victoria
- TAFE WA (Western Australia)
- University of Western Australia: Callaway Centre Archive.

A number of libraries asked to have their WorldCat holdings copied to the ANBD. These included:
- ACT Library and Information Service
- Australian National University
- Curtin University of Technology
- Dalton McCaughey Library
- Griffith University
- Moore Theological College
- University of Melbourne
- Victoria University.
As at 31 July 2007, over 928,000 ANBD bibliographic records contained non-Roman scripts.

<table>
<thead>
<tr>
<th>Authority records</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>3,972</td>
</tr>
<tr>
<td>Japanese</td>
<td>99</td>
</tr>
<tr>
<td>Korean</td>
<td>61</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bibliographical records</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>22,324</td>
</tr>
<tr>
<td>Chinese</td>
<td>445,449</td>
</tr>
<tr>
<td>Cyrillic</td>
<td>2,557</td>
</tr>
<tr>
<td>Greek</td>
<td>19</td>
</tr>
<tr>
<td>Hebrew</td>
<td>8,776</td>
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<tr>
<td>Japanese</td>
<td>340,881</td>
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<tr>
<td>Korean</td>
<td>102,007</td>
</tr>
<tr>
<td>Tamil</td>
<td>12</td>
</tr>
<tr>
<td>Thai</td>
<td>1,951</td>
</tr>
</tbody>
</table>

**Support services: record sets**

The State Library of Queensland and Edith Cowan University joined other organisations subscribing to Serials Solutions. The Serials Solutions agreement provides bibliographic and holdings data for electronic resources licensed by the National, State and University libraries with a copy of their data supplied to the ANBD.

**Support services: products**

Between 1 July 2007 and 30 June 2008 there were 2,207 product runs. A number of products were produced to support collection analysis or overlap studies based on ANBD holdings.

Recent Australian Government Publications (GovRAP), a subset of Recent Australian Publications (RAP), was launched.

**LIBRARIES AUSTRALIA DOCUMENT DELIVERY**

Usage of the LADD service continued to grow. Its target of 300,000 requests was exceeded by 7,500 (an increase of 80,000 over 2006/07). The service supports 730 subscribers. The Libraries Australia team continued to facilitate system interoperability testing with libraries using ISO ILL Protocol compliant systems, including VDX, Relais and Aleph. ISO-compliant systems are now used by 65 libraries (up by 20 libraries from last year).

From July 2007 to June 2008 inclusive, there were 5,660 items supplied to New Zealand libraries from Australian collections (last year, 7,318) and 1,897 items supplied to Australian libraries from New Zealand collections (last year, 2931).

A pilot with Infotrieve as a supplier supporting direct title searching commenced in May 2007 and continued for 12 months. Requests to Infotrieve doubled during the period of the pilot, compared with the previous 12 months. The pilot has been extended, and a satisfaction survey will be issued.
MARKETING AND SPONSORSHIP

A new A5-sized notebook was introduced as a marketing device. It has been well received.

Major conferences attended and sponsorship of events included:
- ACOC (Australian Committee On Cataloguing) Seminar 2007
- ALIA Library and Information Technicians Conference 2007
Libraries Australia staff continued to provide information to subscribing libraries regarding services and news via the Libraries Australia discussion list (1667 subscribers, down 119 from last year) and the Libraries Australia Document Delivery discussion list (715 subscribers, up 30 from last year), as well as in the weekly news feature on the Libraries Australia service home page. [The contents of the weekly news feature are detailed in LAAC paper LAAC/2008/2/6].

CONSULTATION

The Libraries Australia Advisory Committee (LAAC) provided key advice to the National Library on issues of importance to Australian libraries during the year. The membership of the Advisory Committee includes elected and appointed representatives.

Ms Elizabeth Ellis (State Library of NSW) and Ms Naida Tattersall (Gold Coast City Council) stood down from the LAAC in June 2008, due to retirement and resignation respectively. The LAAC recorded its gratitude to both for their extensive contributions to the Libraries Australia service. Mr Geoff Strempel (Public Library Services, South Australia), and Ms. Vicki McDonald (State Library of Queensland) were recommended for appointment to the Committee in June 2008.

The Committee met in November 2007 and March 2008. Issues on which the LAAC provided advice included:

- Libraries Australia subscription models for the State/territory and public library sectors;
- the OCLC governance model and Australasian representation on the OCLC Members Council;
- the scope of the ANBD Coverage Survey; and
- the introduction of institutional specific data (ISD).


State and Territory User Groups met several times throughout Australia over the year. Libraries Australia staff attended and presented at State and Territory User Group meetings in each capital city between February and June 2008, to provide information on the status of Libraries Australia and seek feedback. [Attendance is detailed in the LAAC paper LAAC/2008/2/6.]
STRATEGIC DEVELOPMENT

Improving the services

In December 2007, OCLC made a change to its Z39.50 service to enable the display of Australian library holdings when searching WorldCat via the Libraries Australia Search service. Previously, only National Library holdings were displayed. A small change was also needed to Libraries Australia Search to implement this enhancement. This went into production in February 2008.

The 2.3 release of the Libraries Australia Search module also introduced permalinks and installed Amazon’s new Application Programming Interface (API) request format.

Access to the Powerhouse Museum database

The ability to search the Powerhouse Museum as a free database target within Libraries Australia Search was introduced. The searches against the Powerhouse Museum are restricted to keyword searches, and as a result, any broadcast searches will also be limited to this index.

Default 040 tag

When a new record is added to Libraries Australia using the Web Cataloguing form, an appropriate 040 (cataloguing source) tag is automatically added to the record, including both $a and $c subfields which both contain the organisation’s NUC symbol. The cataloguing source added will be the organisation of the cataloguer who entered the record.

Default advanced search fields

In Libraries Australia Search on the Advanced Search form, rather than having the default search fields as “Title” in all three drop-down boxes, three different options are now presented: title, subject, and ISBN.

Increased security

When logging onto LA Administration and Search modules, usernames and passwords were previously sent in plain text over the network (http). The process was modified to use https, which means that this information is encrypted when travelling over the network. LA Administration (including the Customer Management System, Products, RIS and RES) has also been modified to use https for all transactions. This means that organisation details and transaction information are now more secure.

Authorities simple search

In the Simple Search screen of Libraries Australia Search, searchers can enter an ANBD number and have the corresponding authority record returned (if the Authorities database is selected as a search target). Leading zeroes are not recognised and should not be included in the search term.

Syndication

Data syndication is an important mechanism which Libraries Australia uses to expand the usefulness of the ANBD by ensuring placement of bibliographic records in public spaces online, including with OpenSearch and Google. Some tests of a manager’s tool, the Google Sitemap protocol, were conducted to establish a more reliable method for ensuring uptake by Google. The tests were inconclusive.

INTERNATIONAL COLLABORATION

OCLC WorldCat agreement

The agreement signed between the National Library of Australia and the Online Computer Library Center (OCLC), which gives all Australian libraries which subscribe to Libraries Australia unlimited cataloguing and search access to WorldCat, came into effect on 1 July 2007.

The agreement ensures that bibliographic records between the ANBD and WorldCat are exchanged on a regular basis, and as a consequence, holdings in Australian library collections will be available internationally through OCLC’s Open WorldCat Program and WorldCat.org service.

Australian libraries which contribute current holdings to the ANBD and WorldCat through this agreement became governing members of OCLC. In a review of its governance structure, OCLC established a new Council to oversee its affairs <www.oclc.org/news/releases/200812.htm>.

As a result of both the execution of the Agreement and the governance review, two Australians were appointed to the OCLC Members Council: Mr. Vic Elliott, Director of Scholarly Information Services and University Librarian of the Australian National University; and an alternate, Ms. Ann Ritchie, Director of Library Services at the Northern Territory Department of Health & Community Service.

Some 180 files with a total of 16.9 million bibliographic records (excluding some records from commercial sources) were extracted and supplied to OCLC for loading into WorldCat in October 2007. The base data load began on 16 March and was completed on 30 April 2008. The Libraries Australia team plans to use SRU Update for the gap loads and ongoing synchronisation with WorldCat, and will add WorldCat record identifiers to the records.

WorldCat Registry

Libraries Australia will exchange Australian catalogue records with OCLC on a regular basis. In a supporting activity, descriptive organisational data was supplied from the Australian Libraries Gateway to OCLC’s new WorldCat Registry.

The scope of this activity was published in OCLC’s Abstracts at: <http://www5.oclc.org/downloads/design/abstracts/08062007/worldcatregistry.htm>.

STAKEHOLDER SUPPORT

Administration

All Libraries Australia Agreement templates for libraries, commercial record suppliers, and training service providers were updated.

The fee for the Libraries Australia Cataloguing Client software was waived.

New subscription models for the state/territory and public library sectors were introduced. The models break the link with charges based on usage transactions to allow more predictable budgeting processes. Transitioning arrangements were provided to ensure that libraries were not significantly adversely affected in any single financial year.

Staffing

In June 2008, Dr Warwick Cathro assumed responsibility for the Resource Sharing Division, which was renamed the Resource Sharing and Innovation Division. Ongoing responsibilities were: Director, Database services Branch - Rob Walls; Manager, Divisional Support Unit - Paul Beer; and Director, Collaborative Services Branch - Debbie Campbell.
Help Desk

The Help Desk received 8,752 enquiries in 2007/08 (last year 7,197). Enquiries were received by email (60%) and telephone (40%). Response times achieved were: 95.24% in the same day, 4.35% within five days, and 0.38% within four weeks which reflect a modest improvement overall.

The most frequently asked questions related to Libraries Australia Document Delivery (1,246) and the Cataloguing Client (582), as shown by the following bar chart. A significant decline in the number of reported duplicates (2,152 this year; 828 last year) is expected in the coming year as the duplicate detection algorithm is routinely applied.
A special question time

An email was sent on December 12th 2007 to the librariesaustralia-l and librariesaustraliadocdel-l email lists inviting Libraries Australia subscribers to ask a question or to provide feedback on the Help Desk. Subscribing libraries were encouraged to send these enquires over a three day period from 17th - 19th December. The email was phrased as follows:

‘Do you have a question you have always wanted to ask? Do you have some feedback you have wanted to give us but have just been too busy?’

The Help Desk received 16 responses to this email. Some responses contained a mixture of questions, positive feedback and suggestions. One email contained negative feedback addressing four separate issues. There were eight emails asking questions - two were from the same person re-wording her question to clarify. In two emails there were several questions.

There were two emails suggesting a different way of notifying libraries about holiday closure times (during question time there were lots of holiday advice emails being sent out). Another suggestion made was to have an alert in Libraries Australia Document Delivery for ‘Renew Answer Yes’ and ‘Renew Answer No’- these alerts were implemented as a result. Another email suggested a change to the Libraries Australia Search ILL Request Form for a future update.

Positive feedback included comments such as praise for the graphic which appears in LACC when processing a command; praise for Database Services officer Ian Dunn; endorsement of question time; praise for sending out emails re problems, system hiccups etc; gratitude for the email alerts; impressed with the speed and availability of LADD; gratitude for Libraries Australia staff visits - a valuable occasion and forum for questions, clarification and feedback; thanks for the assistance given by the Help Desk.

Negative feedback covered issues such as LADD/ISO and the ‘clunkiness’ of VDX; slowness of libraries participating in Libraries Australia Document Delivery and the associated costs of requesting; the LADD billing system; the number of duplicate records in the ANBD and problems with reporting of duplicates, and loan restrictions for items on ANB not expressed clearly.

A similar session will be held in late 2008, possibly for one week.

A small qualitative survey

A small survey was conducted over December 2007 and January 2008, requesting feedback on the performance of the Help Desk. Sixteen enquirers were selected at random, and 11 responded. The ratings given were:

- Excellent – 5
- Above average – 3
- Average – 2
- Between Above average and Excellent – 1.

All libraries responded that the Help Desk had been able to complete the task to their satisfaction either with the first phone call or email, or through further correspondence. None of the libraries needed any further assistance with the task. Most libraries had tried the website and Frequently Asked Questions before calling the Help Desk, but either required further assistance or couldn’t find the information they sought. Additional commentary included:

- ‘Acknowledgement of a new staff member being able to assist straight away’;
- ‘Help Desk staff are very timely, respond quickly and provide a positive experience’;
- ‘Help Desk staff respond very quickly and professionally’;
- ‘Help Desk staff are able to answer questions most of the time, but if not, they still try to be helpful. The latter occurs particularly in relation to LADD, which is a complex service’.
Training

Training courses were not delivered in South Australia or Queensland.

<table>
<thead>
<tr>
<th>Course in 2007/08</th>
<th>Number of courses</th>
<th>Trainees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries Australia Search</td>
<td>10 (18)</td>
<td>61 (98)</td>
</tr>
<tr>
<td>Cataloguing Client</td>
<td>3 (8)</td>
<td>20 (58)</td>
</tr>
<tr>
<td>Libraries Australia Document Delivery</td>
<td>30 (29)</td>
<td>184 (233)</td>
</tr>
<tr>
<td>Libraries Australia Document Delivery Online</td>
<td>11 (2)</td>
<td>16 (13)</td>
</tr>
<tr>
<td>Last year’s figures in ( )</td>
<td>54 (57)</td>
<td>281 (402)</td>
</tr>
</tbody>
</table>
APPENDIX 1

MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Ms Linda Luther, University of Tasmania

Members

Dr Warwick Cathro, National Library of Australia (until June 2008, see below)

Ms Elizabeth Ellis, State Library of New South Wales (until June 2008)

Ms Anne Horn, Deakin University

Ms Pam Gatenby, National Library of Australia (excluding March-May 2008)

Mr Lindsay Harris, The Queen Elizabeth Hospital South Australia

Ms Joan Moncrieff, Deakin University

Ms Sherrey Quinn, Libraries Alive! Pty Ltd

Ms Monika Szunejko, State Library of Western Australia

Dr Naida Tattersall, Gold Coast City Council (until May 2008)

Mr Chris Taylor, University of Queensland

Observer

Ms Jan Fullerton, Director General, National Library of Australia

Resource Sharing and Innovation Division:

Mr Tony Boston, National Library of Australia (until February 2008)

Ms Pam Gatenby, National Library of Australia (March-May 2008)

Dr Warwick Cathro, National Library of Australia (from June 2008)

Ms Debbie Campbell, National Library of Australia

Mr Rob Walls, National Library of Australia
APPENDIX 2

STATE USER GROUP CONVENORS AND SECRETARIES

Australian Capital Territory

2007 and 2008

Convenor: Ms Julie Philips, National Museum of Australia
Email: j.philips@nma.gov.au

Secretary: Ms Marisa Vearing, Australian Competition and Consumer Commission
Email: Marisa.Vearing@accc.gov.au

2008

Convenor: Mrs Gillian Laughton, FaHSCIA
Email: Gillian.Laughton@fahcsia.gov.au

Secretary: Anne-Marie Slattery, CSIRO, Black Mountain Library
Email: ameslattery@yahoo.com.au

New South Wales

2007 and 2008

Convenor: Ms Cheryl Grant, State Library of New South Wales
Email: cgrant@sl.nsw.gov.au

Secretary: Ms Karen Flynn, State Library of New South Wales
Email: kflynn@sl.nsw.gov.au

Northern Territory

2007 and 2008

Convenor: Ms Marilyn Hawthorne, Northern Territory Library
Email: marilyn.hawthorne@nt.gov.au

Queensland

2008

Convenor: Ms Lynn Evans, Liaison Librarian (Schools of Nursing & Public Health)
Email: l.evans@qut.edu.au

Secretary: Ms Trish D’Arcy, Australian Catholic University, McAuley Campus
Email: p.darcy@mcauley.acu.edu.au

2007

Convenor: Ms Karen Feehely, Brisbane City Council Library Service
Email: cen18@brisbane.qld.gov.au

Secretary: Ms Trish D’Arcy, Australian Catholic University, McAuley Campus

South Australia

2008

Convenor: Ms Helen Butler, State Library South Australia
Email: butler.helen@slsa.sa.gov.au

Secretary: Ms Eleanor Thomas, University of South Australia
Email: Eleanor.thomas@unisa.edu.au
2007  Convenor: Ms Helen Butler, State Library South Australia
Email: butler.helen@slsa.sa.gov.au

Secretary: Sharron Zuodar, University of South Australia Library
Email: sharron.zuodar@unisa.edu.au

Tasmania

2007 and 2008

Convenor: Ms Di Worth, University of Tasmania
Email: Di.Worth@utas.edu.au

Secretary: Ms Mary Laird, State Library of Tasmania
Email: mary.laird@education.tas.gov.au

Victoria

2007 and 2008

Convenor: Ms Rosa Serratore, National Meteorological Library
Email: r.serratore@bom.gov.au

Secretary: Ms Lamis Sukkar, CAVAL Ltd
Email: lamiss@caval.edu.au

Western Australia

2007 and 2008

Convenor: Jane Jones, State Library of Western Australia
Email: jjones@liswa.wa.gov.au
# Libraries Australia Statistics

## Report for Libraries Australia Advisory Committee

### July 2007 to June 2008

<table>
<thead>
<tr>
<th>Result</th>
<th>Target</th>
<th>% of Target</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
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</tr>
<tr>
<td>Expenses</td>
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<tr>
<td>Search Activity</td>
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<tr>
<td>Holdings Added</td>
<td>1,703,288</td>
<td>1,500,000</td>
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<tr>
<td>Bibliographic Records Added</td>
<td>1,054,888</td>
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</tr>
<tr>
<td>Libraries Australia Doc Del Requests</td>
<td>307,446</td>
<td>300,000</td>
<td>102%</td>
</tr>
</tbody>
</table>

- Includes all search targets & LA Free Service
- Includes depreciation, overheads, IT Staff and hardware maintenance costs

## Libraries Australia Revenue and Expenses

- Revenue: $0 to $600,000
- Expenses: $0 to $400,000

## Holdings Added

- From July 2007 to June 2008

## Search Activity

- From July 2007 to June 2008

## Libraries Australia Document Delivery Requests

- From July 2007 to June 2008
RELATIONS WITH OCLC

The National Library’s networked services now have a stronger relationship with OCLC than at any time in the past. Prior to 2004, OCLC was seen primarily as a competitor in relation to the previous services ABN and Kinetica. Turning points in the relationship were the selection in August 2004 of the CBS software to support Libraries Australia cataloguing, and the decision of the National Library in 2006 to provide holdings data from the ANBD for loading to WorldCat, subject to conditions.

The relationship with OCLC is now quite complex. It includes the following elements:

- OCLC (through its Europe, Middle East & Africa office, based in Leiden) provides, maintains and supports the CBS software which is the basis for Libraries Australia Cataloguing;
- OCLC, through its offices in Melbourne and Sheffield, provides and maintains the VDX software which is the basis for Libraries Australia Document Delivery;
- since July 2007 the National Library and OCLC have been connected through a Collaborative Services Agreement, which provides for:
  - unlimited search access by all Libraries Australia subscribing libraries to WorldCat
  - OCLC “governing member” status for all Libraries Australia subscribing libraries that contribute their bibliographic records and holdings to WorldCat via the ANBD
  - provision of ANBD bibliographic and holdings data to OCLC for loading into WorldCat
  - provision of a subset of WorldCat data (any record linked to an Australian library holding) to the National Library for loading into the ANBD
  - provision of OCLC Work Level Data to the National Library for all ANBD records contributed to WorldCat;
- participation by Libraries Australia subscribing libraries in OCLC governance, under the above agreement (with Vic Elliott as a delegate to the OCLC Members Council, and Ann Ritchie as an alternate delegate);
- regular contact between National Library executives and OCLC executives, for example at annual IFLA conferences; and
- a relationship between the Resource Sharing and Innovation Division of the National Library and the OCLC office in Melbourne, involving information exchange, mutual promotion of services and two-way referral of any issues or problem.

In addition, the National Library has an interest in developing a relationship with:

- the Research and RLG programs activities of OCLC; and
- the Digital Collection Management and Preservation activities of OCLC.
The Resource Sharing Division has commenced regular video conferences with OCLC staff in Dublin, Ohio, to discuss the status of the Collaborative Services Agreement and to plan improvements in services and inter-operability. Two such video conferences have been held since July. The matters discussed have included:

- a review of the status of the CBS and VDX software;
- data exchange issues, including the provision of ANBD data for a “gap load” to WorldCat, the need for detailed holdings for serials to be loaded to WorldCat, and the future implementation of SRU Update to support data synchronisation in near real-time;
- ISO-ILL based interconnection between WorldCat Resource Sharing and Libraries Australia Document Delivery;
- strategies for synchronising our directory data: for example, ensuring that updates to our library directories can be propagated to OCLC’s directories; and
- the OCLC Collection Analysis Service, and the publicising of this service to Libraries Australia subscriber libraries.

On 1 October the manager of the OCLC Melbourne office (Chris Thewlis) and the assistant manager (Lian Todd) visited the National Library to exchange information on recent developments and relevant strategic directions.

**Recommendation**

That the Committee note the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

14 October 2008
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 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.


2. **Business case**

Expanded support for ISD in Libraries Australia would enable libraries to use it as a replacement for, or back-up to, their online public catalogue. It would also support the development of a Libraries Australia Local service similar to WorldCat Local. Implementation of the MARC holdings format would provide support for more detailed holdings information. It would also provide improved support for institution specific Electronic Location and Access data which is currently supported in the shareable bibliographic field 856.

3. **Consultation**

The EAG invited feedback and comments on its draft recommendations and the proposed schema during March 2008 and also sought input from the Libraries Australia Advisory Committee. Ten submissions were received. Libraries Australia staff also discussed the recommendations and schema at state user group meetings in Melbourne, Sydney and Canberra. There was general acceptance of the recommendations and schema. A number of libraries stated that they would wish to contribute ISD and/or MARC 21 holdings data now while others were supportive in order to meet the future needs of their own or other libraries. All comments received were considered by the EAG and where necessary have been reflected in this report.

4. **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 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.

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.

5. 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:

- Contribution of ISD to the ANBD should be optional;
- ISD would only be included in the online displays and bibliographic products of the library that supplied the ISD therefore it should not be necessary for libraries to make systems changes to filter out ISD supplied to the ANBD by other libraries; and
- 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:

600 – SUBJECT ADDED ENTRY--PERSONAL NAME
610 – SUBJECT ADDED ENTRY--CORPORATE NAME
611 – SUBJECT ADDED ENTRY--MEETING NAME
630 – SUBJECT ADDED ENTRY--UNIFORM TITLE
648 – SUBJECT ADDED ENTRY--CHRONOLOGICAL TERM
650 – SUBJECT ADDED ENTRY--TOPICAL TERM
651 – SUBJECT ADDED ENTRY--GEOGRAPHIC NAME
773 – HOST ITEM ENTRY
830 – SERIES ADDED ENTRY--UNIFORM TITLE

6. 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.
7. 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.

8. Contributing records in the MARC21 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.

8.1 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.

8.2 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)*.

### 9. 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.

### 10. Implementation of ISD support

The EAG notes that the implementation of support for ISD in bibliographic records and the implementation of the MARC 21 Holdings Format in Libraries Australia would require significant changes to the configuration of the Cataloguing Service (CBS) and would need to be included as a requirement in the National Library’s redevelopment of the Libraries Australia Search service.

Enhancement and/or reconfiguration would be required in the following Libraries Australia modules:
• Online data creation and editing through the Cataloguing Client and WebCat
• Libraries Australia Cataloguing Service database and index definitions
• The Pusher that exports records from the Update (Cataloguing) Database to the Search Database
• The Reader/Loader that loads and indexes records in the Libraries Australia Search Service
• Libraries Australia Search Service database and index definitions
• Libraries Australia Search Service record displays
• Record Export Service
• Bibliographic Products
• Z39.50
• Administration Service, to support user parameterisation of the new functionality

The EAG also noted that libraries that wish to contribute ISD may need to modify their Library Management Systems (LMS) in order to support the export of ISD.

11. References


Holdings Statements-Summary level (ISO 10324:1997)


Recommendation

That the Libraries Australia Advisory Committee endorse the recommendations of the Expert Advisory Group on Institution Specific Data.

Database Services Branch
Contact: Rob Walls
rwalls@nla.gov.au
02 6262 1657

1 October 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:</td>
<td>Must supply either:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td># = MARC8</td>
<td># = MARC8</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>a = UCS/Unicode</td>
<td>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</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Mandatory</td>
<td>Required</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>-----------</td>
<td>----------</td>
<td>-------</td>
<td></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’ i = Item information n = No item information</td>
<td></td>
</tr>
<tr>
<td>Leader/20-23</td>
<td>Entry map</td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
</tr>
<tr>
<td>Directory</td>
<td></td>
<td>N</td>
<td>M</td>
<td>System generated</td>
<td></td>
</tr>
<tr>
<td>001</td>
<td>ANBD Control number for Holdings record</td>
<td>N</td>
<td>R</td>
<td>System generated. <strong>Mandatory</strong> if 004 or 035 not present. ANBD holdings control number is required.</td>
<td></td>
</tr>
<tr>
<td>003</td>
<td>Control Number Indicator</td>
<td>N</td>
<td>M</td>
<td>Default value is ‘AuCNLKEN’. Generate default value for records added to the NBD via RIS</td>
<td></td>
</tr>
<tr>
<td>004</td>
<td>ANBD Control number for related bibliographic record control number</td>
<td>N</td>
<td>R</td>
<td>System generated. <strong>Mandatory</strong> if 001 or 035 not present. ANBD bibliographic control number is required.</td>
<td></td>
</tr>
<tr>
<td>005</td>
<td>Date time stamp for latest update</td>
<td>N</td>
<td>O</td>
<td>System generated. Format: yyyyMMddhhmmss.f A new date/time is supplied when the record is added to the ANBD via the RIS.</td>
<td></td>
</tr>
<tr>
<td>008</td>
<td>Fixed Length Data Elements</td>
<td>N</td>
<td>O</td>
<td>System generated. System generated components detailed in table below.</td>
<td></td>
</tr>
<tr>
<td>008/00-05</td>
<td>Date entered on file</td>
<td>N</td>
<td>O</td>
<td>System generated. Format: YYMMDD</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Mandatory</td>
<td>Optional</td>
<td>Default</td>
<td>Notes</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------------</td>
<td>-----------</td>
<td>----------</td>
<td>---------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>008/06</td>
<td>Receipt or acquisition status</td>
<td>N</td>
<td>O</td>
<td>Default is 'o'</td>
<td>o = Unknown</td>
</tr>
<tr>
<td>008/07</td>
<td>Method of acquisition</td>
<td>N</td>
<td>O</td>
<td>Default is 'u'</td>
<td>u = Unknown</td>
</tr>
<tr>
<td>008/08-11</td>
<td>Expected acquisition end date (Intent to cancel date)</td>
<td>N</td>
<td>O</td>
<td>Default is ‘####’</td>
<td>#### = No intent to cancel or not applicable</td>
</tr>
<tr>
<td>008/12</td>
<td>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>6 = Retained for a limited period o = Unknown</td>
</tr>
<tr>
<td>008/13-15</td>
<td>Special retention policy</td>
<td>N</td>
<td>O</td>
<td>Default is ‘###’</td>
<td>### = No special policy</td>
</tr>
<tr>
<td>008/16</td>
<td>Completeness</td>
<td>N</td>
<td>O</td>
<td>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</td>
<td>'0' = Parts of an item are retained for a limited period or no estimate is made. '2' = Incomplete</td>
</tr>
<tr>
<td>008/17-19</td>
<td>Number of copies reported</td>
<td>N</td>
<td>O</td>
<td>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.</td>
<td>001 = 1 copy reported</td>
</tr>
<tr>
<td>008/20</td>
<td>Lending policy</td>
<td>N</td>
<td>O</td>
<td>Default is 'u'</td>
<td>u = Unknown</td>
</tr>
<tr>
<td>008/21</td>
<td>Reproduction policy</td>
<td>N</td>
<td>O</td>
<td>Default is 'u'</td>
<td>u = Unknown</td>
</tr>
<tr>
<td>008/22-24</td>
<td>Language</td>
<td>N</td>
<td>O</td>
<td>Default is 'und'</td>
<td>und = Undetermined</td>
</tr>
<tr>
<td>008/25</td>
<td>Separate or</td>
<td>N</td>
<td>O</td>
<td>Default is 'o'</td>
<td>o = Separate copy report.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Required</td>
<td>Optional</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>----------</td>
<td>----------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>composite record</td>
<td>1 = Composite copy report. This code should be supplied if information about 2 or more copies is consolidated into a single holdings record.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>008/26-31</td>
<td>Date of last report</td>
<td>N</td>
<td>O</td>
<td>System generated. Format: YYMMDD</td>
<td></td>
</tr>
<tr>
<td>010</td>
<td>Library of Congress (LC) Control Number</td>
<td>N</td>
<td>O</td>
<td>Highly recommended. Field should contain the LC control number of the related LC bibliographic record.</td>
<td></td>
</tr>
<tr>
<td>014</td>
<td>Linkage Number</td>
<td>R</td>
<td>O</td>
<td>Indicator 1 is ‘0’ if Libraries Australia holdings record control number is stored. Indicator 1 is ‘1’ if Libraries Australia bibliographic record control number is stored. Libraries have the option to specify whether the bibliographic or holdings control number is output.</td>
<td></td>
</tr>
<tr>
<td>020</td>
<td>ISBN number</td>
<td>R</td>
<td>O</td>
<td></td>
<td></td>
</tr>
<tr>
<td>022</td>
<td>ISSN number</td>
<td>R</td>
<td>O</td>
<td></td>
<td></td>
</tr>
<tr>
<td>024</td>
<td>Other standard number</td>
<td>R</td>
<td>O</td>
<td></td>
<td></td>
</tr>
<tr>
<td>035</td>
<td>Local system number</td>
<td>R</td>
<td>R</td>
<td>Default is to supply local system number for related bibliographic record. <strong>Mandatory</strong> 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.</td>
<td></td>
</tr>
<tr>
<td>852</td>
<td>Location</td>
<td>R</td>
<td>M</td>
<td>Supply as a minimum. <strong>$a = Location expressed as NUC code.</strong></td>
<td></td>
</tr>
<tr>
<td>Subfield</td>
<td>Value</td>
<td>Description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------------------------------------------</td>
<td>---------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>853</td>
<td>Captions and Patterns – Basic Bibliographic Unit</td>
<td>R O</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>856</td>
<td>Electronic Location and Access (URL)</td>
<td>R O</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>863</td>
<td>Enumeration and Chronology – Basic Bibliographic Unit</td>
<td>R O</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>866</td>
<td>Textual holdings – Basic Bibliographic Unit</td>
<td>R O Supply as a minimum subfield $a $a = Textual holdings. Not repeatable.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 no. s for serials</td>
<td>866 #o $80 $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 #o $80 $a</td>
<td>Textual holdings</td>
<td></td>
</tr>
<tr>
<td>984$f</td>
<td>850 $h</td>
<td>Serials completeness note</td>
<td>866 #o $80 $z</td>
<td>Public note</td>
<td></td>
</tr>
<tr>
<td>984$g</td>
<td>850 $k</td>
<td>Serials referral note</td>
<td>866 #o $80 $z</td>
<td>Public note</td>
<td></td>
</tr>
<tr>
<td>984$h</td>
<td>850 $x</td>
<td>Retention and guaranteed subsciption note</td>
<td>866 #o $8 $x</td>
<td>Non-public note.</td>
<td>984 $h (850 $x) can also map to 866 $z. However this mapping has been chosen to maintain distinction between notes subfields and utilise correspondence with internal subfield $x in the 850 field.</td>
</tr>
<tr>
<td>035$a</td>
<td>850 $b</td>
<td>Local system number</td>
<td>035 ## $a</td>
<td>Local system number</td>
<td>035$a when contributed through RIS is converted to 850 $b. It will continue to reflect the local system number for the bibliographic record.</td>
</tr>
<tr>
<td>856$xISD5</td>
<td>856 $u</td>
<td>Electronic</td>
<td>856 $u</td>
<td>Electronic</td>
<td>Institution specific URLs contributed through RIS or</td>
</tr>
<tr>
<td>:NUC $u</td>
<td>location and access (Institution specific)</td>
<td>location and access</td>
<td>the Cataloguing Client will be converted to field 856 in the M21H record.</td>
<td></td>
<td></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</td>
<td>001 00023456789</td>
</tr>
<tr>
<td>984 $aVSL$cheld</td>
<td>850 $aVSL$ccheld$920080901$520081001</td>
</tr>
<tr>
<td>M21 holdings record</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>005 2008100100000000.0</td>
</tr>
<tr>
<td>008 0809010u####0###0###0001uuund0080901</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>M21 holdings records</td>
</tr>
<tr>
<td>Ldr NNNNnu##a22NNNNN1n4500 001 NNNNNNNNX 003 AuCNLKin 004 00000267856 005 2008100100000000.0 008 0809010u###0###0001uuund0080901 852 $aVSL$cVSL</td>
<td>Ldr NNNNnu##a22NNNNN1n4500 001 NNNNNNNNX 003 AuCNLKin 004 00023456789 005 2008110400000000.0 008 0810010u###0###0001uuund0081001 852 $aANL$c712.6 SHE</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 000002003389 035 $a0185709 984 $aQU$cUGLG PE3601.Z5M3$cBIOR PE3601.Z5M3</td>
<td>001 000002003389 850 $aQU$b0185709$cUGLG PE3601.Z5M3$cBIOR PE3601.Z5M3$920080901$520081001</td>
</tr>
<tr>
<td>M21 holdings records Ldr NNNNNNu##a22NNNNN1n4500 001 NNNNNNNNX 003 AuCNLKN 004 000002003389 005 2008100100000000.0 008 0809010u######0###0002uuund0080901 035 $a0185709 852 $aQU$cUGLG PE3601.Z5M3 852 $aQU$cBIOR PE3601.Z5M3</td>
<td></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>
<tbody>
<tr>
<td>001 0000000011412 035 $a0108018 984 $aQGU $cref QK431.F5 1981$g(vols. held recorded in serials)</td>
<td>001 000000011412 850 $aQGU$b0108018$cref QK431.F5 1981$k(vols. held recorded in serials) $9 20080901$520081001</td>
</tr>
<tr>
<td></td>
<td><strong>M21 holdings records</strong></td>
</tr>
<tr>
<td></td>
<td>Ldr NNNNNNny##a22NNNNNin4500</td>
</tr>
<tr>
<td></td>
<td>001 NNNNNNNNX</td>
</tr>
<tr>
<td></td>
<td>003 AuCNLKin</td>
</tr>
<tr>
<td></td>
<td>004 000000011412</td>
</tr>
<tr>
<td></td>
<td>005 2008100100000000.0</td>
</tr>
<tr>
<td></td>
<td>008 0809010u####0###0###0001uuund0080901</td>
</tr>
<tr>
<td></td>
<td>035 $a0108018</td>
</tr>
<tr>
<td></td>
<td>852 $aQGU$ceref QK431.F5 1981</td>
</tr>
<tr>
<td></td>
<td>866 0 $60$z(vols. held recorded in serials)</td>
</tr>
</tbody>
</table>
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- $e1936- $fV. 6,7,11 impf</td>
<td>001 000002712791 850 $aVER$cSerials PSY $eV. 1- $g1936- $hV. 6,7,11 impf $9 20080901$520081001 M21 holdings records Ldr NNNNNNy##a22NNNNN1n4500 001 NNNNNNNNX 003 AuCNLKN 004 000002712791 005 2008100100000000.0 008 08090101####0###0##0001uuund0080901 035 $a0108018 852 $aVER$cSerials PSY 866 0 $60 $aV. 1- 1936- 866 0 $60$zV. 6,7,11 impf</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>
<tbody>
<tr>
<td>001 000002812791</td>
<td>001 000002812791</td>
</tr>
<tr>
<td>035 $aR018135</td>
<td>850 $aXNTU$bR018135$cP 319.43 QUEE$g1940-2000$h&lt;incomplete&gt;$9 20080901$520081001</td>
</tr>
<tr>
<td>856 40</td>
<td>M21 holdings records</td>
</tr>
<tr>
<td>984 $aXNTU$cP 319.43 QUEE$e1940-2000$f&lt;incomplete&gt;</td>
<td>001 NNNNNNNNX</td>
</tr>
<tr>
<td></td>
<td>003 AuCNLKin</td>
</tr>
<tr>
<td></td>
<td>004 000002812791</td>
</tr>
<tr>
<td></td>
<td>005 20081001000000000.0</td>
</tr>
<tr>
<td></td>
<td>008 08090101####0#####0001uuund0080901</td>
</tr>
<tr>
<td></td>
<td>035 $aR018135</td>
</tr>
<tr>
<td></td>
<td>852 $aXNTU$cP 319.43 QUEE</td>
</tr>
<tr>
<td></td>
<td>856 40</td>
</tr>
<tr>
<td></td>
<td>866 0 $60$z&lt;incomplete&gt;</td>
</tr>
</tbody>
</table>
INTERIM REPORT OF THE RESULTS OF THE 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 Australian National Bibliographic Database (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

The survey aims to identify:

- The extent to which the collections of Australian libraries are recorded in the ANBD;
- The types of material most likely / unlikely to be recorded on the ANBD;
- The existence of formed or special format collections of published or unpublished materials which are not recorded on the ANBD;
- Patterns of contribution / non-contribution to the ANBD amongst particular library types; and
- Key factors affecting ANBD contribution.

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.

Methodology

A draft of the survey questionnaire was discussed at the March 2008 meeting of the Committee and a number of changes were made. The questionnaire was then piloted by the National Library. During July and early August a further pilot was conducted with four libraries: University of Tasmania, University of Queensland, Deakin University, and the State Library of Western Australia. Feedback from the pilot sites was incorporated into the questionnaire.

The survey was launched on 21 August and was originally scheduled to close on 19 September. However, in an attempt to improve the response rate from CAUL and NSLA...
libraries, it was extended until 10 October. Libraries input their responses using an online web form using the SurveyMonkey service <www.surveymonkey.com/>. An example of a completed survey was included on the web site. As it was likely that libraries would need to do some investigation in order to respond, a Word version of the questionnaire was provided to enable easy printing. The survey was publicised via the librariesaustralia-l list.

The survey questionnaire is provided as Attachment 1.

Results

This paper includes a summary of the responses to most survey questions. Further analysis, including cross-tabulations of appropriate responses, is still to be undertaken. 215 responses were received up to the formal closing date of the survey. We have already identified several responses that were submitted twice and some which were clearly intended as a test. These have been removed from the results presented in this paper. It is possible that there are other similar responses which are yet to be identified therefore the statistics presented may need to be adjusted slightly in the future. Libraries Australia will contact all CAUL and NSLA members who have not responded to encourage them to respond and will keep the survey online for a reasonable period to allow this.

Question 3. Please select your Library Sector.

<table>
<thead>
<tr>
<th>Library Sector</th>
<th>No. of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>National, State, University</td>
<td>10</td>
</tr>
<tr>
<td>Public</td>
<td>68</td>
</tr>
<tr>
<td>School</td>
<td>8</td>
</tr>
<tr>
<td>Special - Corporate</td>
<td>6</td>
</tr>
<tr>
<td>Special - Health</td>
<td>6</td>
</tr>
<tr>
<td>Special - Law</td>
<td>6</td>
</tr>
<tr>
<td>Special - Federal</td>
<td>6</td>
</tr>
<tr>
<td>Special - Local</td>
<td>6</td>
</tr>
<tr>
<td>Special - State</td>
<td>6</td>
</tr>
<tr>
<td>TAFE</td>
<td>6</td>
</tr>
</tbody>
</table>

Question 6. Is your library a Libraries Australia member?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>89</td>
<td>192</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>Skipped question</td>
<td>6</td>
<td>12</td>
</tr>
</tbody>
</table>
Question 8. How does your organisation contribute to the ANBD?

“Other” responses were generally either:
- One of the aforementioned services
- Do not contribute
- Another organisation, such as a cataloguing agency contributes for my library.

Question 9. Would your organisation prefer to contribute to the ANBD in some other way?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>13</td>
<td>29</td>
</tr>
<tr>
<td>No</td>
<td>67</td>
<td>143</td>
</tr>
<tr>
<td>Skipped question</td>
<td>20</td>
<td>43</td>
</tr>
</tbody>
</table>

“Yes” responses included:
- One or other of the existing Libraries Australia services
- SRU
- OAI
- Smartport
- Would like WebCat interface extended to support full records
- We are considering joining Libraries Australia
- We are part of a consortium; decision depends on the consortium
- “Strange question”

Question 10. Does your organisation plan to make an ongoing contribution of records for new material to the ANBD? If not please tell us your key reasons for not contributing to the ANBD?
<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64</td>
<td>137</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>39</td>
</tr>
<tr>
<td>Some</td>
<td>8</td>
<td>17</td>
</tr>
<tr>
<td>Skipped question</td>
<td>10</td>
<td>22</td>
</tr>
</tbody>
</table>

“No” responses included:
- Library system doesn’t support export to Libraries Australia
- Plan to contribute when we implement new library management system
- To small; no trained cataloguer
- Will add holdings but not contribute bibliographic records
- Financial or resource reasons
- Issue of ongoing maintenance
- Majority of resources are already in NBD
- Our publications are already catalogued by the state library
- Don’t use MARC records

“Some” responses generally specified the subject areas (or other parameters) that they would use to determine what would be contributed to the NBD.

Question 11. 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 your key reasons for not maintaining your ANBD holdings.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>51</td>
<td>110</td>
</tr>
<tr>
<td>No</td>
<td>23</td>
<td>50</td>
</tr>
<tr>
<td>Some</td>
<td>13</td>
<td>28</td>
</tr>
<tr>
<td>Skipped question</td>
<td>13</td>
<td>27</td>
</tr>
</tbody>
</table>

“No” and “Some” responses were similar to the reasons given at question 10 and also included:
- We would if we were undertaking a weeding project
- A procedure has been planned but not yet implemented
- Data matching through RIS is not 100% RIS and load resolution not always completed
- Libraries Australia has failed to come up with a technical solution to make the updating of records electronic via the uploading of deletion files rather than manual deletion which we do not have staffing capacity to support
- Regularly update serials only. Our library management system does not currently provide for automatic notification of withdrawn holdings.
Question 13. What percentage of your total library collection is not recorded in the ANBD?

No. of Responses

<table>
<thead>
<tr>
<th>Percentage not in ANBD</th>
<th>No. of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-10</td>
<td>50</td>
</tr>
<tr>
<td>11-20</td>
<td>10</td>
</tr>
<tr>
<td>21-30</td>
<td>30</td>
</tr>
<tr>
<td>31-40</td>
<td>40</td>
</tr>
<tr>
<td>41-50</td>
<td>50</td>
</tr>
<tr>
<td>51-60</td>
<td>60</td>
</tr>
<tr>
<td>61-70</td>
<td>70</td>
</tr>
<tr>
<td>71-80</td>
<td>80</td>
</tr>
<tr>
<td>81-90</td>
<td>90</td>
</tr>
<tr>
<td>91-100</td>
<td>100</td>
</tr>
</tbody>
</table>

Skipped

Question 14. What types of material in your collection are not recorded in the ANBD?

No. of Responses

<table>
<thead>
<tr>
<th>Material Category</th>
<th>No. of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td>20</td>
</tr>
<tr>
<td>Journals</td>
<td>40</td>
</tr>
<tr>
<td>Newspapers</td>
<td>60</td>
</tr>
<tr>
<td>Online</td>
<td>80</td>
</tr>
<tr>
<td>Physical format digital</td>
<td>100</td>
</tr>
<tr>
<td>Microform collections</td>
<td>120</td>
</tr>
<tr>
<td>Maps</td>
<td>140</td>
</tr>
<tr>
<td>Architectural and other plans</td>
<td>160</td>
</tr>
<tr>
<td>Musical scores</td>
<td>180</td>
</tr>
<tr>
<td>Non-musical sound recordings</td>
<td>200</td>
</tr>
<tr>
<td>Oral history (audio)</td>
<td>220</td>
</tr>
<tr>
<td>Pictures (including photographs)</td>
<td>240</td>
</tr>
<tr>
<td>Projected media (including video)</td>
<td>260</td>
</tr>
<tr>
<td>Manuscripts (including theses)</td>
<td>280</td>
</tr>
<tr>
<td>Realia</td>
<td>300</td>
</tr>
<tr>
<td>Kits/mixed media</td>
<td>320</td>
</tr>
<tr>
<td>Other resources</td>
<td>340</td>
</tr>
<tr>
<td>Chinese, Japanese, Korean script</td>
<td>360</td>
</tr>
<tr>
<td>Other non-roman script materials</td>
<td>380</td>
</tr>
<tr>
<td>Other foreign language material</td>
<td>400</td>
</tr>
<tr>
<td>Other collections</td>
<td>420</td>
</tr>
<tr>
<td>Skipped question</td>
<td>440</td>
</tr>
</tbody>
</table>
Question 17. Do records exist for this material in card catalogues, other manual records or in your local library management system?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>54</td>
<td>117</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>18</td>
</tr>
<tr>
<td>Some</td>
<td>13</td>
<td>27</td>
</tr>
<tr>
<td>Skipped question</td>
<td>25</td>
<td>53</td>
</tr>
</tbody>
</table>

57 responses included a description of the scope and/or quality of records that exist for material that has not been contributed to the ANBD.

Question 18. Does any of this material comprise a significant 'formed collection', (ie. a group of materials, published and/or unpublished, on a particular subject or with another characteristic which means that it is logical to keep the items together rather than separate them)? If so, please provide a description of the subject content of the collections, date range(s) of the materials, and approximate number of items.

67 responses identified formed collections that have not been contributed to the ANBD.

Question 19. Please name the most important E-resource collections that you have not added to the ANBD?

73 responses identified one or more E-resource collections that have not been contributed to the ANBD.

Question 20. Please name the most important microform collections that you have not added to the ANBD?

27 responses identified one or more Microform collections that have not been contributed to the ANBD.

Question 21. Does your organization add records for digital content to the ANBD? Examples of digital content include: web sites, e-journals, sound files, and digitized images.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9</td>
<td>19</td>
</tr>
<tr>
<td>No</td>
<td>55</td>
<td>119</td>
</tr>
<tr>
<td>Some</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>Skipped question</td>
<td>27</td>
<td>57</td>
</tr>
</tbody>
</table>
Question 22. Please tell us any reasons why your organization does not add records for digital content to the ANBD.

110 responses identified reasons for non-contribution of records for digital content to the ANBD.

Question 23. Does your organisation routinely digitise materials in your collection? Please describe the scope of these activities (eg. criteria for digitisation, date ranges and subject areas)

50 responses described the scope of materials routinely digitised by their organization.

Question 24. Does your organisation have any special digitisation projects underway or planned? Please describe the scope and timeline of the project(s).

60 responses described one or more special digitization projects that are underway or planned.

Question 25. Does your organisation provide access to all of your collection through interlibrary loan?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20</td>
<td>44</td>
</tr>
<tr>
<td>No</td>
<td>56</td>
<td>120</td>
</tr>
<tr>
<td>Skipped question</td>
<td>24</td>
<td>51</td>
</tr>
</tbody>
</table>

Question 26. Please describe any restrictions placed on interlibrary loans from your collection.

147 responses described the restrictions on interlibrary loans from their collection.

Question 27. Does your organisation use the Libraries Australia Document Delivery (LADD) service? Or an ISO ILL client that links to LADD?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries Australia Document Delivery (LADD)</td>
<td>51</td>
<td>109</td>
</tr>
<tr>
<td>ISO ILL client that links to LADD</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>Skipped question</td>
<td>24</td>
<td>51</td>
</tr>
</tbody>
</table>
Recommendation

That the Libraries Australia Advisory Committee notes the report.

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

17 October 2008
Thank you for taking the time to complete the Australian National Bibliographic Database (ANBD) survey.

The Libraries Australia Advisory Committee has recommended that Libraries Australia undertake a 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).

The survey aims to identify:

- The extent to which the collections of Australian libraries are recorded in the ANBD;
- The types of material most likely / unlikely to be recorded on the ANBD;
- The existence of formed collections of published or unpublished materials which are not recorded on the ANBD;
- Patterns of contribution / non-contribution to the ANBD amongst particular library types; and
- Key factors affecting ANBD contribution.

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

Once you have collected the required information we estimate that it will take approximately 20 minutes to complete online questionnaire.

If you have questions relating to this survey please contact Bemal Rajapatirana [brajapat@nla.gov.au]

The survey will run until **19 September 2008**
**Details of your library**

1. **Name and address of library:**

2. **State:** Please choose from the drop down list

3. **Library Sector:** Please choose from the drop down list. Please choose from the drop down list

   If you selected Other above please fill in the details.

4. **Library management system used:**

5. **Contact details of person completing this survey:**

   **Name:**
   **Telephone:**
   **Email:**

6. **Is your library a Libraries Australia member?**
   - [ ] Yes
   - [ ] No

7. **If not, has your organization ever been a member of the previous ABN or Kinetica services?**
   - [ ] Yes
   - [ ] No
8. How does your organization contribute to the ANBD?

- Libraries Australia Cataloguing Client
- Libraries Australia Search – WebCat interface
- Record Import Service
- Other

If you ticked Other above, please fill in the details

9. Would your organization prefer to contribute to the ANBD in some other way?

10. Does your organization plan to make an ongoing contribution of records for new material to the ANBD? If not please tell us your key reasons for not contributing to the ANBD?

- Yes
- No
- Some

Please enter any inhibitors here

11. Does your organization regularly update your holdings on the ANBD to reflect items that have been moved or removed from your collection? If not please tell us your key reasons for not maintaining your ANBD holdings?

- Yes
- No
- Some

Please enter key reasons here
Please note that for responses to Questions 12 to 14, if comprehensive statistics are not readily available, we request that you provide a considered estimate instead.

12. Approximately how many items (titles) in your library collection are not recorded in the ANBD? (please enter a number between 0 and 999999 without the commas)

13. What percentage of your total library collection is not recorded in the ANBD? (please enter a number between 0 and 100 without any decimal points or the % sign)

14. What types of material in your collection are not recorded in the ANBD? Please indicate the approximate number of items for both Australian and Overseas (eg 12000 AUS and 10000 OS).

Monographs
Journals
Newspapers
Online (e.g. web sites, e-journals, databases)
Physical format digital resources (e.g. CD-ROM)
Microform collections
Maps
Architectural and other plans
Music scores
Musical sound recordings
Non-musical sound recordings (excluding oral history)
Oral history (audio)
Pictures (including photographs)
Projected media (including video recordings)
Manuscripts (including theses)
Realia
Kits/mixed media
Other resources (Please name the type of material)
Chinese Japanese Korean script material
Other non-roman script materials (Please name the scripts)
Other foreign language material (Please name the languages)
Other collections
15. If your organization hasn’t contributed records for this material to the ANBD can you indicate the key reasons why? Please indicate if there are different reasons for specific types of materials (e.g. digital resources).

16. Does your organization have plans to add records for this material to the ANBD?

17. Do records exist for this material in card catalogues, other manual records or in your local library management system?

☐ Yes
☐ No
☐ Some

If you ticked some above, please provide details

18. Does any of this material comprise a significant formed collection(s)? If so, please provide a description of the subject content of the collections, date range(s) of the materials, and approximate number of items.

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

19. Please name the most important E-resource collections that you have not added to the ANBD?
20. Please name the most important microform collections that you have not added to the ANBD?

21. Does your organization add records for digital content to the ANBD? Examples of digital content include: web sites, e-journals, sound files, and digitized images

☐ Yes  
☐ No  
☐ Some

*If you ticked Some above please enter the details here.*

22. Please tell us any reasons why your organization does not add records for digital content to the ANBD?

23. Does your organization routinely digitize materials in your collection? Please describe the scope of these activities (e.g. criteria for digitization, date ranges, and subject areas).

24. Does your organization have any special digitization projects underway or planned? Please describe the scope and timeline of the project(s).
25. Does your organization provide access to all of your collection through interlibrary loan?

☐ Yes
☐ No

26. Please describe any restrictions placed on inter library loan from your collection?

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

☐ Libraries Australia Document Delivery (LADD)
☐ ISO ILL client that links to LADD
☐ No

Thank you for completing this survey.

LIBRARIES AUSTRALIA
SINGLE BUSINESS DISCOVERY PROJECT

Background
The Committee has been advised previously of the National Library’s intention to integrate its discovery services by undertaking a “Single Business Discovery Project”.

This Project commenced in late August 2008. This paper provides extracts from the latest draft of the Project Initiation Document. It clarifies the scope of the overall Project, and the proposed scope of Stage 1.

Introduction
During the period from 1997 to 2008 the National Library has developed the following national resource discovery services:

- Register of Australian Archives and Manuscripts
- Picture Australia
- Libraries Australia
- Music Australia
- Australia Dancing
- PANDORA search service
- ARROW Discovery Service
- Australian Newspapers Beta service.

During the past two years, the Library has contemplated the establishment of two additional services which might have been branded as:

- People Australia, and
- Journals Australia.

With the exception of Australia Dancing, the existing services are provided using three underlying search platforms (Blue Angel Technologies, TeraText and Lucene). In 2006 the Library identified Lucene as its preferred search platform for the medium term future.


- That the Library implement a service oriented architecture, implying the use of software components loosely coupled through web services;
- That the Library adopt a Single Business approach, implying the development of a “single data corpus” which can be deployed in a range of contexts; and
- That the Library use existing open source solutions where these are robust and meet the Library’s functional requirements.

In 2007 the Library established a Business Integration Taskforce, to give impetus to the above recommendations, with particular emphasis on the application of the second recommendation to the Library’s discovery services. That Taskforce commissioned the development of a Single Business Discovery Prototype, which was delivered in December 2007. It is available for reviewing at <http://ll02.nla.gov.au/>.
Project objectives and scope

The Project has the following objectives.

- To improve the discovery experience for users by:
  - providing access from one place to the resources currently discoverable via the multiple discovery services that are to be decommissioned as part of this project;
  - providing access to a significantly greater range of resources from a wider range of sources;
  - providing searching of, and access to, full-text content;
  - enhancing ease of discovery by providing improved relevance ranking, refinement by facets, FRBR grouping of related items, exploitation of thesauri; and
  - engaging with users through content and metadata annotation services.

- To reduce the number of separately maintained and branded discovery services offered by the Library.

The scope of the project will include:

- development of a discovery service that achieves the above objectives;
- decommissioning of the legacy services;
- migration of data contributors, customers, and other stakeholders to the new service;
- development of data collection policies;
- development of new business relationships to support the contribution of additional data sources and links to external target collections; and
- development of a new brand for the discovery service.

The Library will build the new system itself using Lucene and other appropriate open source tools.

The new service will be based on a virtual “national metadata store” which will be dissected into a number of “Collection views”. These views will recognise the unique requirements of different types of information resource. They will have home pages and result sets tailored to the needs of users searching the type of material included in the view.

Included in the national metadata store will be descriptive metadata as well as full-text content such as archived web sites, digitised newspapers, books, journals and other texts, finding aids, content listings and transcripts.

In its analysis in 2007/08, the Business Integration Taskforce recognised three types of collection view:

- format-based views (eg. manuscripts);
- topic-based views (navigation points for information about people and organisations, places, events, and concepts); and
- "specialisations" (discipline or contextual approaches eg. music).

The following additional strategies are proposed in building the new service:

- To actively seek out additional Australian content, whether structured metadata or full text;
- To identify appropriate external targets and work proactively to include these in the new service;
- To expose significant and externally useful functionality as web services for reuse by other National Library applications, and possibly by non-Library systems;
• To learn from experience with previous prototypes (ANBD Prototype, Single Business Prototype, Newspapers Beta), and with the new National Library Catalogue and the new ARROW Discovery Service;

• To use open source tools in building the new service, and to the extent that resources permit, to contribute the new software to the open source community;

• To use techniques such as RDF or topic maps in order to manage complex data relationships; and

• To adopt a staged approach to the Project.

Benefits
In broad terms there are three benefits to be gained from undertaking this Project:

• A better service for users;

• Greater efficiency for the Library in maintaining discovery services; and

• Improved ability for the Library to innovate.

A better service for users
The Project will deliver significant improvements for users by:

• making visible all resources related to the user’s information need (by contrast, with a silo approach, users would frequently need to repeat searches in different services or else miss relevant information);

• modernising all of the National Library’s discovery services to support relevance ranking, faceted search refinement, easy navigation of the data corpus and links to full text;

• creating a vehicle for bringing additional content to users, including full text of digitised books, access to Australian journal literature, and access to major external databases;

• providing a full text search capability based on this content;

• assisting the State and Territory libraries to improve their discovery services as part of the “Connecting and Discovering Content” Project of the NSLA Re-imagining Library Services plan; and

• supporting reuse of the national metadata store by exposing subsets for use by other organisations.

Greater maintenance efficiency
The value of the Single Business approach is that significant improvements can be made by leveraging off the discovery system and interfaces already developed.

The alternative to this strategy would be to develop new silo applications such as People Australia and Journals Australia, and attempt to maintain ten discovery services as separate applications. Without a significant increase in the National Library’s IT resources, it is likely that each of these applications would have to wait at least three years between major releases.

In addition:

• moving the Library’s discovery services from the legacy platforms onto Lucene will reduce the number of different platforms that the IT staff are required to support; and

• Lucene is much simpler for developers to learn than TeraText, and Lucene has a much broader user base than TeraText, which would reduce difficulties in obtaining the required skills.
**Improved ability to innovate**

Many library-related software developments are now using Lucene. Completing the National Library’s move to Lucene would give the Library the opportunity to benefit from the work of others and to contribute to the open source community.

In addition, the move to Lucene will enable the Library to provide the proposed collection views with acceptable performance.

**Stage 1**

As the implementation of the new discovery service will be a major undertaking, there will be a staged migration to the new model. An initial stage will populate all of the format-based views (eg. Books, Maps, Manuscripts). Later stages will generally involve the further development of many of these views. In addition, some functional services may be less developed in the first stage, and may be enhanced in later stages.

**Stage 1** will replace the following services:

- the Libraries Australia free search service;
- the Australian Newspapers Beta service; and
- if possible, the RAAM search service

and will include the ability to search for people and organisations as topics.

At the conclusion of Stage 1 the following services will continue to exist as independent services:

- Picture Australia
- Libraries Australia subscription search service
- Music Australia
- Australia Dancing
- PANDORA search service
- ARROW Discovery Service
- the National Library catalogue.

Stage 1 will occur in two parts.

The first part (Stage 1A) is planned for delivery at the end of February 2009, and the second (Stage 1B) is planned for delivery at the end of June 2009.

**Stage 1A** will develop the technical framework to support the Single Business Discovery Service, and will verify that the selected technologies will provide acceptable performance, especially for record update.

By the end of Stage 1A, the national metadata store will contain:

- the data in the Australian National Bibliographic Database (ANBD);
- RAAM records not in the ANBD;
- biographical data provided by partners in the People Australia initiative;
- digitised newspaper content from the Newspaper Digitisation project;
- records in the ARROW Discovery Service;
- records in Picture Australia; and
- a limited amount of digitised book content (imported from existing mass digitisation databases and, if feasible, digitised books held by the Library.)

The following functions will be developed in Stage 1A:

- a home page for each collection view (search box and static content only);
- simple search;
- presentation of result sets and detailed record displays;
- a basic implementation of FRBR using OCLC Work Identifiers;
• relevance ranking for each collection view;
• matching of name permutations using name authorities (e.g. “John David White” matching with “J.D. White”);
• links to existing delivery systems (Newspapers, Picture Australia, PANDORA and the Library’s Delivery system);
• harvest and full-text search of a limited number of digitised full-text books;
• full text search of digitised newspapers from the Newspaper Digitisation project; and
• access to a priority set of external targets, including Google Books and Amazon.

To illustrate the features to be available at the end of Stage 1A, mock-ups based on initial thoughts about what these screens might look like are provided at Appendix 1.

**Stage 1B** will further develop the user interfaces and will add additional features. The Project will aim to decommission the current Libraries Australia Free search service following an appropriate period of parallel operation at the end of Stage 1B. If possible, the existing RAAM search service will also be decommissioned at the end of Stage 1B.

A significant separate piece of work included in Stage 1B is the completion of the development of the People Data Administration module. This module will allow Resource Sharing staff to manage people records and the identities they belong to, with the aim of improving their quality.

The functions that will be developed by the end of Stage 1B have been classified into ‘Essential’, ‘Desirable’ and ‘Nice to Have’ as listed below. The Project will aim to complete Stage 1B by 30 June 2009. If time does not permit all of the functions below to be implemented, the ‘Nice to Haves’ will be the first to be moved to a further stage, followed by the ‘Desirables’.

It is possible that these priorities will change during the course of Stage 1B as the Project learns more about what is most important for users.

**Essential**

- My library(s)
- Did you mean?
- Searching external targets
- Getting options
- User download of records/citations
- Authentication/authorisation
- Tagging/comments
- Sitemaps for search engines
- A more sophisticated home page for each collection view
- Persistent Identifiers for People

**Desirable**

- Sort results by date
- Topic suggestions
- RSS feeds
- Full-text search of online RAAM finding aids

**Nice to Have**

- View-specific Advanced search
- Curated trails/themes
- Trails/themes/scratchpad created by users
Links from the National Library’s catalogue.

**Beyond Stage 1**

At the end of Stage 1 and all future stages, a decision will be made by the Project Board as to whether the project should continue. Decisions about the scope of each future stage will also be made by the Board.

At this time it is envisaged that future stages may include:

- Development of the Journals View and of the Research Specialisation. Additional indexing data available to the Library would be added to the national metadata store, along with the full text of any journals digitised by the Library. More external targets would be added to provide greater access to journals metadata and full text;
- Further development of the Archives and Manuscripts View to include finding aids, file descriptions, and agency-level metadata made available by partners;
- Further development of the Pictures View as required to allow Picture Australia to be decommissioned as a separate service;
- Establishment of the Music Specialisation and the Dance Specialisation. Music Australia and Australia Dancing would be decommissioned as separate services;
- Expansion of the Web Archives View to include the Whole Domain Archive;
- Additional features to allow replacement of the Libraries Australia Subscription Search Service. The TeraText-based service would then be decommissioned; and
- Further development of the Maps View, including an expanded set of external targets which might include data sets from GeoScience Australia and the Bureau of Meteorology, and development of a Geospatial search interface.

**Communication Plan**

Within the National Library, communication strategies will include Project Team meetings, liaison with appropriate collection managers, reports to Library management and Council.

Externally, there will be extensive communication with key data contributors such as Libraries Australia subscribers and Picture Australia contributors. A reference group from the State and Territory libraries will be formed, as part of the “Connecting and Discovering Content” Project of the NSLA “Reimagining Library Services” plan.

The Library will also liaise with external institutions that share an interest in the development of such systems. This will include the exchange of technical ideas for achieving the Project’s objectives.

When the service is operational, the public will be informed through media releases and other communication strategies. These strategies will be developed in consultation with the Library’s Communication and Marketing Branch.

**Recommendation**

The Committee to note the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

7 October 2008
APPENDIX 1: SCREEN MOCK-UPS

The attached five pages show the project team’s ideas about what the user might see at various stages of the search process. These screen mock-ups were developed to clarify the team’s thinking about what could be delivered to users in Stage 1.

Note that the groupings of format types are just the team’s ideas at this early stage. The groupings to be actually used in the service will be based on such things as a card sort exercise, user testing, stakeholder discussion and the limitations of the data.

Screen 1: Home page for the service. Presents a set of images to illustrate the breadth of content that the user can find in the service. Allows the user to commence a simple search across all these collections simultaneously. Has tabs allowing the user to move straight to a particular collection view instead.

Screen 2: Shows the result of a search for “Peter Hollingworth” executed at Screen 1. Results sets are shown as a group of 10 “islands”, plus an island for “External sources”. A simple set of “Refine” facets is shown.

Screen 3: Shows the result of clicking on item 2 in the “Books, magazines, newspapers” island on Screen 2. The item is now displayed in the centre of the screen, grouped with related versions. “Get this item” options are shown. The other islands are still visible, but have moved to the right column of the screen.

Screen 4: Shows the result of clicking on the “Books” tab on Screen 1. Screen 4 would be developed into the Home page for the “Books, magazines, newspapers” View.

Screen 5: Shows the result of doing the search for “Peter Hollingworth” on Screen 4. A richer set of “Refine” facets is now shown.
Public thoughts of an archbishop / Peter Hollingworth

Work ID: 1330722
Author: Hollingworth, Peter, -1935-
Subjects: Hollingworth, Peter, -1935-; Political and social history.
Hollingworth, Peter, -1935-; Religion.
Social problems - Australia.

Title/Author
Public thoughts of an archbishop / Peter Hollingworth
Date Language Format Locations
1996 English Book 23 locations

Pub ID: 1330722
Format: Book
Publisher: Brisbane : Corporation of the Synod of the Diocese of Brisbane, 1996.
Description: 117 p : ill. ; 23 cm.
ISBN: 0735690938
Notes: Copy signed by author.

Other Authors: Corporation of the Synod of the Diocese of Brisbane.

ACT Library and Information Services (ALS) D5010819 held
Hurstville City Council : Hurstville City Library (HAC): 361.10994/HOL
20 more...

Public thoughts of an archbishop / Peter Hollingworth
Publications of Peter Hollingworth / Peter Hollingworth
Public thoughts of an archbishop / Peter Hollingworth

Get this item
Online From a library Buy from bookshops/suppliers

National Library of Australia
Call no.: NL 361.10994 H741
02 6262 1111 www.nla.gov.au
Parke's, Parkes, ACT, 2612

ACT Library and Information Services
Call no.: held
02 6205 9000 library.customerinfo@act.gov.au n/a
Request a loan through your library
Request a photocopy through your library

Hurstville City Council : Hurstville City Library
Call no.: 361.10994/HOL
02 9330 6111 hcc.library@hurstville.nsw.gov.au
12-22 Dore Street HURSTVILLE NSW 2220

University of Western Australia Library
Call no.: held
02 9380 7500 infodesk@library.uwa.edu.au
Balestas Road, NORTH RYDE NSW 2109

Other libraries

What others had to say

Reviews Comments

From Amazon.com

By Blue Tyson [Reviewed]

An overview from some time ago of the situation for the poor and working poor in Australia in the early 1980s.
Was also used as a Higher School Certificate English text at the time, too.
Only be of research interest, really, now.

Related items could be based on many things such as shared subjects, tags, authors, words in title, people who viewed this also viewed, ...
CONSULTATION ACTIVITIES – A STATUS REPORT

Background

At its March 2008 meeting, the Libraries Australia Advisory Committee requested an overview of consultation activities conducted by the Libraries Australia team, with a particular emphasis on the State/Territory User Group meetings.

State/Territory User Group Meetings

Each state and territory hosts a suite of user group meeting each year. Libraries Australia staff aim to attend at least one meeting in each capital city per year. Appearances by National Library staff do encourage higher attendance. In 2008, presentations were given at the first meeting of each User Group. The result was as follows (with some previous meetings listed for comparison):

<table>
<thead>
<tr>
<th>Group</th>
<th>Date</th>
<th>Attendees</th>
<th>LA Staff</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT</td>
<td>5/03/2008</td>
<td>19</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>ACT</td>
<td>4/06/2008</td>
<td>14</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>VIC</td>
<td>6/03/2008</td>
<td>14</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>VIC</td>
<td>29/05/2008</td>
<td>10</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>NSW</td>
<td>30/11/2007</td>
<td>37</td>
<td>0</td>
<td>37</td>
</tr>
<tr>
<td>NSW</td>
<td>14/03/2008</td>
<td>34</td>
<td>2</td>
<td>36</td>
</tr>
<tr>
<td>SA</td>
<td>20/02/2008</td>
<td>23</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>NT</td>
<td>21/02/2008</td>
<td>25 (plus two by ‘phone)</td>
<td>1</td>
<td>26</td>
</tr>
<tr>
<td>TAS</td>
<td>5/03/2008</td>
<td>19</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>WA</td>
<td>6/12/2007</td>
<td>29</td>
<td>0</td>
<td>29</td>
</tr>
<tr>
<td>WA</td>
<td>10/04/2008</td>
<td>45</td>
<td>2</td>
<td>47</td>
</tr>
<tr>
<td>QLD</td>
<td>29/11/2007</td>
<td>22</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td>QLD</td>
<td>17/04/2008</td>
<td>25</td>
<td>1</td>
<td>26</td>
</tr>
</tbody>
</table>

Conferences

The National Library trade stands at the VALA 2008 and ALIA 2008 conferences were extremely well patronised (800 and 400 participants respectively). The trade stands were set up and staffed mainly by the Libraries Australia Help Desk team. All Libraries Australia merchandise was expended on both occasions.
Weekly news items

During 2007/08, the Libraries Australia Help Desk team arranged for a weekly dissemination of news items about Libraries Australia. The items appear on the home page for the service. Items featured during the period were:

<table>
<thead>
<tr>
<th>Date added to home page</th>
<th>Content of news Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>25/06/2007</td>
<td>OCLC - NLA agreement</td>
</tr>
<tr>
<td>2/07/2007</td>
<td>Open up access to Australia’s National Catalogue</td>
</tr>
<tr>
<td>9/07/2007</td>
<td>Global Holdings Update</td>
</tr>
<tr>
<td>16/07/2007</td>
<td>Using limits effectively</td>
</tr>
<tr>
<td>23/07/2007</td>
<td>ILL email alerts</td>
</tr>
<tr>
<td>30/07/2007</td>
<td>Forms on the Libraries Australia Website</td>
</tr>
<tr>
<td>6/08/2007</td>
<td>ARROW Discovery Service</td>
</tr>
<tr>
<td>13/08/2007</td>
<td>LAF07</td>
</tr>
<tr>
<td>20/08/2007</td>
<td>Global Holdings Update</td>
</tr>
<tr>
<td>3/09/2007</td>
<td>Offering Personalisation</td>
</tr>
<tr>
<td>10/09/2007</td>
<td>OCLC - NLA agreement</td>
</tr>
<tr>
<td>17/09/2007</td>
<td>Libraries Australia Website Refresh</td>
</tr>
<tr>
<td>24/09/2007</td>
<td>Picture Australia Website Refresh</td>
</tr>
<tr>
<td>3/10/2007</td>
<td>LADD Enhanced Requesting</td>
</tr>
<tr>
<td>10/10/2007</td>
<td>LADD Enhanced Requesting</td>
</tr>
<tr>
<td>15/10/2007</td>
<td>Photo Gallery/Promotional webpage</td>
</tr>
<tr>
<td>22/10/2007</td>
<td>Libraries Australia Cataloguing tools</td>
</tr>
<tr>
<td>29/10/2007</td>
<td>Libraries Australia Document Delivery</td>
</tr>
<tr>
<td>3/11/2007</td>
<td>Add Libraries Australia Search box to your web page</td>
</tr>
<tr>
<td>12/11/2007</td>
<td>Recent Australian Government Publications(GovRAP)</td>
</tr>
<tr>
<td>26/11/2007</td>
<td>CBS Upgrade</td>
</tr>
<tr>
<td>3/12/2007</td>
<td>FAQ</td>
</tr>
<tr>
<td>10/12/2007</td>
<td>Open up access to Australia’s National Catalogue</td>
</tr>
<tr>
<td>17/12/2007</td>
<td>Libraries Australia Promotional Materials</td>
</tr>
<tr>
<td>14/01/2008</td>
<td>Libraries Australia Forum Venue and Date</td>
</tr>
<tr>
<td>21/01/2008</td>
<td>Alerts</td>
</tr>
<tr>
<td>28/01/2008</td>
<td>Libraries Australia Forum News</td>
</tr>
<tr>
<td>4/02/2008</td>
<td>Free Access to APAIS</td>
</tr>
<tr>
<td>11/02/2008</td>
<td>Libraries Australia State User Group Meetings</td>
</tr>
<tr>
<td>18/02/2008</td>
<td>What is a product?</td>
</tr>
<tr>
<td>3/03/2008</td>
<td>Electronic Collection Sets</td>
</tr>
<tr>
<td>10/03/2008</td>
<td>Library Labs Wiki Space</td>
</tr>
<tr>
<td>17/03/2008</td>
<td>Libraries Australia Frequently Asked Questions</td>
</tr>
<tr>
<td>24/03/2008</td>
<td>Libraries Australia Products</td>
</tr>
<tr>
<td>7/04/2008</td>
<td>What is GovRAP?</td>
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<tr>
<td>14/04/2008</td>
<td>Add Libraries Australia Search to your own website</td>
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<tr>
<td>5/05/2008</td>
<td>Libraries Australia Forum Update</td>
</tr>
<tr>
<td>12/05/2008</td>
<td>Open up Access to Australia’s National Catalogue</td>
</tr>
<tr>
<td>9/06/2008</td>
<td>Electronic Resources Australia (ERA) Members Forum</td>
</tr>
<tr>
<td>17/06/2008</td>
<td>Service disruption on Wednesday 18th June 2008</td>
</tr>
<tr>
<td>19/06/2008</td>
<td>Alerts</td>
</tr>
<tr>
<td>30/06/2008</td>
<td>Personalisation</td>
</tr>
</tbody>
</table>
Visits

- To universities
  A programme of visits to each Australian university is half completed.
- To public library consortia meetings
  Usually occurs by invitation.

User Survey

An impromptu qualitative survey of usage of both the free and subscription services was conducted over August-September, to inform the work of the Single Business Development Project. The results are provided separately (as they are confidential), and the text has not been edited.

Comments on the use of the subscription service reflect the strong ongoing need for Libraries Australia to support basic workflows. Comments on the use of the free service are more wide-reaching, but do include remarks about the value of the service.

Recommendation

The Libraries Australia Advisory Committee to note the report.

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

1 October 2008
STRATEGIC PLAN UPDATE & RECENT ACHIEVEMENTS

Background

The 2007-2010 Libraries Australia Strategic Plan was published one year ago. This document reviews progress against the Plan, and also lists recent achievements since June 2008.

Strategic Plan 2007-2010

The Strategic Plan for 2007-2010 outlined four strategies:

• maintaining and developing business models and relationships;
• improving database currency, quality, coverage and scope;
• enhancing Libraries Australia services; and
• improving the management of directory data and user administration.

Progress in each strategy in the form of closed, ongoing and still to be completed activities is described in Attachment A.

Achievements July-September 2008

This list is a companion to the Libraries Australia Annual Report 2007/08 included in these papers.

• Several staff changes took place:
  o An interim marketing manager was appointed for 18 months.
  o A new Customer Services Manager was appointed.

  The Libraries Australia team would like to record its appreciation to Emma Corbett and David Ong for their committed professional work in both of these positions.

  o One Database Services technician was appointed.

• New software were installed:
  o a test instance of Libraries Australia Document Delivery, VDX v3.2.1;
  o the Libraries Australia Cataloguing Client, CBS v3.2.31;
  o the duplicate detection algorithm was initiated on the production database on 6\textsuperscript{th} September. It will require several iterations to effect a complete transformation of the ANBD, over 12 months. To date, just over 21,000 duplicates have been removed from the ANBD;
  o preparation to replace Support Wizard with RefTracker on the Help Desk to support customer enquiries;
  o a wiki space on \textit{ning}. This externally hosted space has been provided to allow subscribers to discuss workflow topics and other issues informally.
It is a closed space - participation is by invitation – and all Libraries Australia subscribers on the discussion list will be invited. More details are available at <http://librariesaustralia.ning.com>.

- Two new online forms were provided to Training Agents to
  - facilitate the reporting of course numbers and attendances, and
  - streamline feedback from course participants.

  The statistics form is available at

- The registration fee ($58.50) for the Record Export Service was waived from 1st July 2008. <www.nla.gov.au/librariesaustralia/res.html>. This is not expected to have a significant impact on revenue.

Libraries Australia Record Export Service

How to register for the Libraries Australia Record Export Service

The Record Export Service (RES) enables you to obtain MARC records from Libraries Australia via the Internet for loading into your local library system.

You can elect to pick up your record files up to 6 times a day, 7 days per week. Downloads occur at 8:30, 10:30, 12:00, 2:00, 4:00 and 6:00 according to your chosen schedule.

Selecting Records

Records are selected for download by:

- adding, modifying or deleting a holding when using the Libraries Australia Web Input screen
- adding, modifying or deleting a holding when using the Libraries Australia Holdings Update screen
- adding, modifying or deleting a holding when using the Libraries Australia Cataloguing Client
- selecting the Export Record button when using Libraries Australia Search

Collecting Records

Downloaded records are output in MARC21 and collected from the RES server. To obtain free test files go to the Libraries Australia Administration System.

How To Register For The Libraries Australia Record Export Service

- A Libraries Australia search link was included in Facebook. A description of the implementation process, and how to use the service, is available at <www.nla.gov.au/pub/gateways/issues/94/story07.html>.
Three libraries have signed to the Serials Solutions Agreement in the 2008-09 and Libraries Australia staff will work with Serials Solutions to receive records for Murdoch University, Monash University and University of Western Sydney.

Recommendation

The Libraries Australia Advisory Committee to note the report.

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

1 October 2008
### Strategy 1: Maintain and develop business models and relationships

**Completed or closed activities**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Completed or closed activities</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a business relationship with OCLC</td>
<td>Implement the NLA-OCLC agreement including ANBD-WorldCat data synchronisation</td>
<td>2007-2008</td>
<td>Established.</td>
</tr>
<tr>
<td></td>
<td>Provide input into OCLC’s review of governance arrangements with the aim of increasing Australian library representation</td>
<td>2007-2008</td>
<td>The NLA will be the Australian contact for all subscribing libraries for voting procedures and news dissemination.</td>
</tr>
<tr>
<td>Other business relationships</td>
<td>Clarify business arrangements with Libraries Australia commercial subscribers</td>
<td>2007-2008</td>
<td>A new version of the User Agreement was completed for commercial agencies. To date, it has been signed by James Bennett Pty Ltd.</td>
</tr>
<tr>
<td></td>
<td>Improve links to Australian booksellers</td>
<td>2008</td>
<td>Links to bookshop information, and a prompt to booksellers to provide deep-linking details, were updated in the user interface. Any bookseller which provides an Application Programming Interface (API) will be added.</td>
</tr>
<tr>
<td>Home delivery pilot</td>
<td>Investigate feasibility of home delivery of physical items or digitisation on demand with a pilot group of Australian libraries</td>
<td>2008-2009</td>
<td>This task will be addressed through the Re-Imagining Library Services Project at the State Library of Western Australia.</td>
</tr>
<tr>
<td>Syndicate ANBD data within global discovery services</td>
<td>Promote new ways of accessing Libraries Australia content such as OpenSearch</td>
<td>2007</td>
<td>Details are available at <a href="http://librariesaustralia.nla.gov.au/opensearch/">http://librariesaustralia.nla.gov.au/opensearch/</a></td>
</tr>
<tr>
<td>Improve relationships with Libraries Australia stakeholders and library practitioners</td>
<td>Develop a ‘value statement’ for Libraries Australia to encourage collaboration and a shared sense of ownership of the service by Australian libraries</td>
<td>2007</td>
<td>The Value Statement has been promulgated via letter to all subscribing libraries.</td>
</tr>
<tr>
<td></td>
<td>Review state based Libraries Australia training</td>
<td>2007-2008</td>
<td>The Training Services provider contract was updated</td>
</tr>
</tbody>
</table>
### Completed or closed activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Completed or closed activities</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>services to maintain standards</td>
<td></td>
<td>for re-issue in October 2008. Providers have requested that online and nation-wide provision be considered. New forms for feedback and quantification of attendance have been provided on the Libraries Australia web site.</td>
</tr>
<tr>
<td>Develop new Libraries Australia subscription models</td>
<td>Absorb public library subscriptions for Picture Australia into Libraries Australia subscription costs</td>
<td>2008-2009</td>
<td>A new payment model for Picture Australia was provided in 2008, and will be reviewed separately from Libraries Australia in 2009.</td>
</tr>
<tr>
<td>Increase the use of Libraries Australia</td>
<td>Actively market Libraries Australia services to increase subscriber base particularly for public, special and school libraries.</td>
<td>ongoing</td>
<td>Teacher packs for schools have been developed. (We acknowledge the excellent work of an RMIT library student, Lucy Nuttall). Promotion of services through AGLIN has increased. Advertorial support for teacher/librarian conferences has increased.</td>
</tr>
<tr>
<td></td>
<td>Encourage subscribing libraries to open up access to the subscription Libraries Australia Search service to end users and make use of its features</td>
<td>ongoing</td>
<td>Linda Luther and Anne Horn made a presentation to CAUL members in April 2008. Additional statistical information was provided to university and state library CEOs by letter.</td>
</tr>
<tr>
<td></td>
<td>Capture and archive the ANBD periodically so it can be used by subscribing libraries and researchers for historical collection analysis and data mining purposes</td>
<td>2008 then annually</td>
<td>A method of accessing the data has not yet been determined.</td>
</tr>
</tbody>
</table>

### Ongoing Activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Ongoing Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Develop relationship with OCLC | Add WorldCat identifiers and workset-ids to the ANBD | 2008 | The steps needed are:  
1. update the database, |
<table>
<thead>
<tr>
<th>Objective</th>
<th>Ongoing Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. load bibliographic record identifiers, and 3. upgrade the database to support workset identifiers, determine how they will be exploited.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evaluate level of demand for non-cataloguing OCLC services and negotiate access for Libraries Australia subscribers (if required)</td>
<td>2009</td>
<td>An initial video conference with OCLC in August was used to flag interest in several areas, including collection analysis tools and WorldCat Resource Sharing.</td>
</tr>
<tr>
<td></td>
<td>Syndicate ANBD data within global discovery services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Improve matching of bibliographic data within Google services. Include ANBD data within main Google index if possible</td>
<td>2008</td>
<td>NLA staff met with a representative of the Sydney office of Google, and methods to drive traffic to Libraries Australia from various Google interfaces was discussed. A request for an API was also made, which has been referred to Google technical staff. Some of the linkages will be tested as part of the Single Business Development Project (SBDP).</td>
</tr>
<tr>
<td></td>
<td>Expand exposure of ANBD content including investigation of potentially for mutually beneficial relationships with social networking sites such as the Open Library project and Library Thing</td>
<td>2008-2009</td>
<td>This activity will be reviewed in February 2009, after further information about business models is ascertained.</td>
</tr>
<tr>
<td></td>
<td>Promote new ways of accessing Libraries Australia content such as direct linking</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other business relationships</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintain and enhance arrangements with NLNZ including Trans-Tasman Interlending and TOC data</td>
<td>2008-2009</td>
<td>The arrangement with NLNZ for inter-lending continues. The joint agreement with Blackwells for TOC data in conjunction with NLNZ to ceased, due to cancellation by NLNZ. Renegotiated with Blackwells for Australian only. Alternative sources of TOC data such as the Library of Congress are being explored.</td>
</tr>
<tr>
<td></td>
<td>Contribute Australian name authority records to NACO and subject authorities to SACO</td>
<td></td>
<td>Records were sent to NACO and SACO in 2008. The NLA will continue to contribute until the VIAF Project</td>
</tr>
<tr>
<td>Objective</td>
<td>Ongoing Activity</td>
<td>Timeframe</td>
<td>Notes</td>
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</tr>
<tr>
<td></td>
<td>Establish similar arrangements with other vendors of Electronic Resource Management services</td>
<td>2009</td>
<td></td>
</tr>
<tr>
<td>Improve relationships with Libraries Australia stakeholders and library practitioners</td>
<td>Provide support for the Libraries Australia Advisory Committee through provision of relevant information and research on significant issues raised by the Committee or the NLA</td>
<td>Ongoing</td>
<td>The LAAC endorsed two meetings to be held each year at its March 2008 meeting.</td>
</tr>
<tr>
<td></td>
<td>Ensure links to CAUL and NSLA enable good communication and encourage a sense of collaboration and ownership of the Libraries Australia service</td>
<td>ongoing</td>
<td>An e-newsletter will be designed in 2009.</td>
</tr>
<tr>
<td></td>
<td>Hold an annual Libraries Australia Forum to discuss strategic and operational issues with Australian library practitioners</td>
<td>Future to be decided at the 2008 Forum.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enhance the operation of the Libraries Australia State User Groups through regular teleconferences, annual or semi-annual visits from NLA staff</td>
<td>ongoing</td>
<td>A Document Delivery User Group tele/video conference was held in September. See the Annual Report for a record of visits completed in 2008.</td>
</tr>
<tr>
<td></td>
<td>Enhance online documentation for Libraries Australia services including user manuals, tutorials and web site content</td>
<td>Ongoing</td>
<td>The National Library’s scheduled Content Management System will assist in refreshing and archiving content. Information for dealing with response time issues was updated and notified to all libraries.</td>
</tr>
<tr>
<td>Develop new Libraries Australia subscription models</td>
<td>Implement Libraries Australia subscription models for each library sector based on independent external criteria</td>
<td>2007-2009</td>
<td>Partially completed. When finalised, the new model for special libraries will complete this task.</td>
</tr>
</tbody>
</table>

or other alternatives arise.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Ongoing Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the value of Libraries Australia Document Delivery</td>
<td>Document Delivery by encouraging increased usage, reducing the number of libraries requiring payment via alternative workflows</td>
<td>ongoing</td>
<td>Investigation of reciprocal relationships continues. The British Library is not yet supporting ISO ILL.</td>
</tr>
</tbody>
</table>

**Scheduled activities**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Scheduled Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote new ways of accessing Libraries Australia content such as direct linking</td>
<td>Promote new ways of accessing Libraries Australia content such as RSS feeds</td>
<td>2009</td>
<td>RSS implementation is postponed to the SBDP, as it cannot be implemented on the TeraText platform.</td>
</tr>
<tr>
<td>Other business relationships</td>
<td>Investigate the addition of new search targets to Libraries Australia, such as RMIT's Meditext and AGIS, the National Diet Library of Japan's catalogue and OpenSearch targets</td>
<td>ongoing</td>
<td>The addition of Informit's MediText and AGIS databases will be investigated in early 2009.</td>
</tr>
<tr>
<td>Improve relationships with Libraries Australia stakeholders and library practitioners</td>
<td>Roadshows (proposed)</td>
<td>2009</td>
<td>Rescheduled from 2008.</td>
</tr>
<tr>
<td>Review state based Libraries Australia training services to maintain standards</td>
<td></td>
<td>2009</td>
<td>A review of training objectives and outcomes will be conducted.</td>
</tr>
<tr>
<td>Increase the use of Libraries Australia</td>
<td>Actively market Libraries Australia services to increase subscriber base particularly for public, special and school libraries.</td>
<td>2009</td>
<td></td>
</tr>
<tr>
<td>Encourage subscribing libraries to open up access to the subscription Libraries Australia Search service to end users and make use of its features</td>
<td></td>
<td>2009</td>
<td>The need for personalisation will be reviewed as part of the SBDP.</td>
</tr>
<tr>
<td>Provide an informal discussion space</td>
<td></td>
<td>2008-2009</td>
<td>A ning space will be launched (informal hosted wiki).</td>
</tr>
</tbody>
</table>
## Strategy 2: Improve database currency, quality, coverage and review scope

### Completed or closed activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Completed or Closed Activities</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve ANBD currency and quality</td>
<td>Increase the value of the ANBD as a resource discovery mechanism through increased coverage of Australian library collections, especially for public and special libraries</td>
<td></td>
<td>Discussions were held with public library associations in South Australia, Western Australia, and Tasmania. SLWA holdings were added to the ANBD, and South Australia has embarked on an improvement programme. A message sent to all Queensland public libraries inviting contact was unsuccessful.</td>
</tr>
<tr>
<td>Implement duplicate records detection and removal service</td>
<td></td>
<td>2008</td>
<td>The software will traverse the database several times to ensure the best outcome.</td>
</tr>
<tr>
<td>Develop authority record import service</td>
<td></td>
<td>2008</td>
<td>The NLA trial was completed.</td>
</tr>
<tr>
<td>Test SRU Update for cross-database record synchronisation</td>
<td></td>
<td>2008</td>
<td>SRU Update between the ANBD and OCLC was completed.</td>
</tr>
<tr>
<td>Review and develop new guidelines for inclusion of Institution-Specific Data (ISD) in the ANBD</td>
<td></td>
<td>2008</td>
<td>Guidelines were developed with the assistance of an Expert Advisory Group.</td>
</tr>
<tr>
<td>Implement support for Arabic and Hebrew scripts in the ANBD</td>
<td></td>
<td>2007-2008</td>
<td></td>
</tr>
<tr>
<td>Resolve the Australian Digital Theses Program (ADTP) hosting arrangements in collaboration with CAUL</td>
<td></td>
<td>2008-2009</td>
<td>A solution was proposed by the National Library, and was presented to the CAUL Executive.</td>
</tr>
</tbody>
</table>

### Ongoing activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Ongoing Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve ANBD currency and quality</td>
<td>Increase the value of the ANBD as a resource</td>
<td>ongoing</td>
<td>Further liaison in Queensland will be arranged.</td>
</tr>
<tr>
<td>Objective</td>
<td>Ongoing Activity</td>
<td>Timeframe</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>quality</td>
<td>discovery mechanism through increased coverage of Australian library collections, especially for public and special libraries</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increase contribution to the ANBD, identifying non contributors and encouraging their participation</td>
<td>ongoing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Improve and refine Record Import Service (RIS) routines</td>
<td>ongoing</td>
<td>This will be measured by improvements to deletion processes and more global holdings refreshes completed.</td>
</tr>
<tr>
<td>New products and services</td>
<td>Investigate use of link resolvers or other mechanisms to facilitate discovery pathways from services like Google Scholar to electronic journal articles</td>
<td>2008-2009</td>
<td>The OpenURL Resolver Project commenced with a Request For Tender process.</td>
</tr>
</tbody>
</table>

### Scheduled activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Scheduled Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>New products and services</td>
<td>Improve and refine RIS reporting</td>
<td>2008-2009</td>
<td>To be developed for ANBD staff.</td>
</tr>
<tr>
<td></td>
<td>Implementing a new RIS routine for large-scale data refreshes</td>
<td>2009</td>
<td>This will increase human review.</td>
</tr>
<tr>
<td></td>
<td>Integrate new Open Archives Initiative harvester with the Record Import Service</td>
<td>2009-2010</td>
<td>Pending the release of the OAI Harvester for other services such as ARROW and Picture Australia. Interest has been expressed for use of OAI for MARC records.</td>
</tr>
<tr>
<td></td>
<td>Develop the authority record import service</td>
<td>2009</td>
<td>Rollout to external organisations is intended.</td>
</tr>
<tr>
<td></td>
<td>Test SRU Update for cross-database record synchronisation - as a service for Australian libraries</td>
<td>2010</td>
<td></td>
</tr>
<tr>
<td>Objective</td>
<td>Scheduled Activity</td>
<td>Timeframe</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Implement CBS linking of bibliographic and authority records</td>
<td>2009</td>
<td></td>
<td>Online linking already occurs as part of cataloguing process. This is needed for batch loads.</td>
</tr>
<tr>
<td>Match/merge name headings and name subject headings in the ANBD authority file</td>
<td>2009</td>
<td></td>
<td>Switch on the capability to merge the files into a single headings file.</td>
</tr>
<tr>
<td>Implement the CBS job management system in order to streamline global changes to the ANBD</td>
<td>2009</td>
<td></td>
<td>Pending development by OCLC EMEA in Leiden.</td>
</tr>
<tr>
<td>Develop a product based on Australian Parliamentary papers and investigate options to improve ANBD coverage of parliamentary papers. Consider other e-collections such as Australian Standards</td>
<td>ongoing</td>
<td></td>
<td>A way to elegantly pull together a set of parliamentary papers has not yet been identified.</td>
</tr>
<tr>
<td>Review scope of the ANBD</td>
<td>Determine and implement a strategy for management of sub-item level information such as journal articles and music tracks</td>
<td>2009</td>
<td>This will be addressed as part of the SBDP.</td>
</tr>
<tr>
<td>Review and develop new guidelines for inclusion of institution-specific data in the ANBD</td>
<td>2009</td>
<td></td>
<td>Implement support for ISD.</td>
</tr>
<tr>
<td>Links to online resources</td>
<td>Implement links in ANBD records to full-text from mass digitisation projects such as Google Books, The Open Content Alliance and the Million Book Project</td>
<td>2009-2010</td>
<td>A two-pronged approach will take place, for the current ANBD; and within the SBDP.</td>
</tr>
</tbody>
</table>

**Strategy 3: Enhance Libraries Australia services**

**Completed or closed activities**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Completed Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve service reliability and reporting</td>
<td>Improve communication regarding planned and unplanned system outages</td>
<td>2007</td>
<td></td>
</tr>
<tr>
<td>Objective</td>
<td>Ongoing Activity</td>
<td>Timeframe</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------</td>
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<td>-------</td>
</tr>
<tr>
<td>Improve service reliability and reporting</td>
<td>Regularly report uptime statistics to Libraries Australia subscribers</td>
<td>Ongoing</td>
<td>This is now done more frequently via the librariesaustralia-l discussion list, and in the Libraries Australia Annual Report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ongoing activity</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement improved cataloguing services</td>
<td>Implement regular WinIBW cataloguing client upgrades</td>
</tr>
<tr>
<td></td>
<td>Implement regular upgrades to CBS software</td>
</tr>
<tr>
<td>Implement improved search services</td>
<td>Implement improved relevance ranking in TeraText</td>
</tr>
<tr>
<td></td>
<td>Implement Z39.50 interface to Lucene</td>
</tr>
<tr>
<td></td>
<td>Implement ‘facetted’ browse</td>
</tr>
<tr>
<td></td>
<td>Implement clustering of editions of a work</td>
</tr>
<tr>
<td></td>
<td>Integrate ANBD results within the Library’s ‘national data store’ and ‘single business’ discovery service</td>
</tr>
<tr>
<td></td>
<td>Implement pilot People Australia service</td>
</tr>
<tr>
<td></td>
<td>Implement improved access to Australian journal articles</td>
</tr>
<tr>
<td></td>
<td>Implement annotation services</td>
</tr>
<tr>
<td>Implement improved document delivery services</td>
<td>Implement new releases of VDX</td>
</tr>
<tr>
<td>Objective</td>
<td>Ongoing Activity</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Review and improve Libraries Australia help desk procedures</td>
<td>2007</td>
</tr>
<tr>
<td>Implement improved document delivery services</td>
<td>Implement ISO interoperability with other document delivery systems</td>
</tr>
</tbody>
</table>

### Scheduled Activities

<table>
<thead>
<tr>
<th>Objective</th>
<th>Scheduled Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure satisfaction levels</td>
<td>Regularly survey stakeholder, subscriber and user satisfaction levels</td>
<td>2009</td>
<td>An end-user survey is scheduled for 2009.</td>
</tr>
<tr>
<td>Implement improved cataloguing services</td>
<td>Implement regular upgrades to CBS software</td>
<td>2008</td>
<td>CBS v4.1 will be implemented in 2008.</td>
</tr>
<tr>
<td></td>
<td>Implement regular WinIBW cataloguing client upgrades</td>
<td>2009</td>
<td>WinIBW v4.1 rescheduled.</td>
</tr>
<tr>
<td>Implement improved search services</td>
<td>Implement improved relevance ranking in Lucene</td>
<td>2009</td>
<td>Scheduled for inclusion in the SBDP.</td>
</tr>
<tr>
<td></td>
<td>Implement improved access to local catalogues from Libraries Australia and investigate development of a 'Libraries Australia Local' service; develop the capacity to provide local, regional or thematic views of the ANBD</td>
<td>2009-2010</td>
<td>Some preliminary investigation has confirmed that this is an OCLC-only hosting arrangement.</td>
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<tr>
<td></td>
<td>Update documentation and user manuals</td>
<td>2009</td>
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</table>
### Strategy 4: Improve management of directory data and user administration

**Completed or closed activities**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Completed Activities</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrate directories</td>
<td>Implement a registry of collection targets possibly as part of a national data directory service</td>
<td>2009</td>
<td>This project has been absorbed into the Australian National Data Service (ANDS) project. &lt;www.ands.org.au/&gt;</td>
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<td></td>
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<td>The NLA has provided some data for the new ISO2146 schema. &lt;www.ands.org.au/utilities.html&gt;</td>
</tr>
<tr>
<td></td>
<td>Pilot use of shibboleth for authentication to Libraries Australia by a university library</td>
<td>2010</td>
<td>This has been absorbed into the Australian Access Federation Project, funded by the higher education sector. &lt;www.aaf.edu.au/&gt;</td>
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</tbody>
</table>

**Ongoing activities**

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<thead>
<tr>
<th>Objective</th>
<th>Activity</th>
<th>Timeframe</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>Improve Libraries Australia Administration</td>
<td>Implement improved reporting and statistical services for use by subscribing libraries</td>
<td>2008</td>
<td>Scheduled for IT review.</td>
</tr>
<tr>
<td></td>
<td>Cooperate with OCLC’s WorldCat Registry project to expose library information globally.</td>
<td>2008</td>
<td>Pending further resources available at OCLC. Explore NLNZ’s strategy for automated updating.</td>
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**Scheduled activities**

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<tr>
<th>Objective</th>
<th>Scheduled Activity</th>
<th>Timeframe</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrate directories</td>
<td>Undertake a project to integrate ALG, the ILRS and Libraries Australia Administration</td>
<td>2009-2010</td>
<td>An initial specification has been completed.</td>
</tr>
<tr>
<td></td>
<td>Implement Google Analytics for more granular reporting of search activity</td>
<td>2008</td>
<td>The National Library has been enhancing its expertise with the software in the digitised newspapers project.</td>
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</tbody>
</table>
NSLA RE-IMAGINING LIBRARY SERVICES INITIATIVE

National & State Libraries Australasia (NSLA) has decided to focus its collaboration during the next five years around a group of projects known collectively as “Re-imagining Library Services”. This initiative aims to “achieve a common vision of services in the digital age”.

This medium term plan has resulted from a series of workshops held during late 2007 and early 2008, with Deloitte assisting through the provision of consultancy services.

The Vision Statement for this initiative is:

In collaboration, the National, State and Territory Libraries of Australia and New Zealand will become leaders in empowering people to create, discover, use and transform our collections, content and global information resources.

The initiative has defined three broad strategies:

- **One Library** will put people at the centre. We will redefine services to provide a consistent and easy experience across our libraries
- **Transforming Our Culture** will change our culture and workplace. We will promote a new culture which supports new services, innovation and emerging technologies
- **Accessible Content** sees collaboration as the key to liberating our content. We will empower everyone to find, share and create content.

These strategies will be achieved through ten specific projects. Details are given in the Re-imagining Library Services Strategic Plan, which is attached.

It can be expected that Libraries Australia will play a significant role in supporting the goals of a number of these projects, including:

- **Open Borders**
- **Delivery**
- **Collaborative Collections**
- **Flexible Cataloguing**
- **Connecting and Discovering Content**.

**Recommendation**

That the Committee notes the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

13 October 2008
Re-imagining library services
Strategic plan
National & State Libraries Australasia

July 2008
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National & State Libraries Australasia (NSLA) represents the National, State and Territory Libraries of Australia and New Zealand. We collaborate to improve access to library services, to strengthen our information infrastructure, and to provide a single voice to governments, cultural and education sectors and other relevant bodies.

Members are:

- ACT Library & Information Service
- National Library of Australia
- National Library of New Zealand
- Northern Territory Library
- State Library of New South Wales
- State Library of Queensland
- State Library of South Australia
- State Library of Tasmania
- State Library of Victoria
- State Library of Western Australia

Strategic rethinking of our services emerged from our major policy statements: The Big Bang, June 2007, which describes the shared challenges in shifting to the digital world; and Libraries in the Digital Environment, August 2006, which outlines our position in the digital agenda. This Plan is the result of subsequent workshops and research we undertook to identify where we can collaborate effectively to achieve a common vision of services in the digital age. It outlines how we will re-imagine services for our libraries over the next five years.

We agreed that we would value everyone who uses our libraries equally, whether onsite or online, recognising that their expectations and purposes will be diverse. We made a commitment to building collaborative services guided by existing research and data, rather than undertaking new research. Acknowledging that we operate within different policy and jurisdictional environments, we also chose not to include all our services in the Plan but to focus on those where we can transform our services collaboratively.

In August 2007 we contracted Deloitte to act as consultants to the process of developing this Plan. We established a Re-imagining Library Services Expert Advisory Group, published a Provocation Paper, and met with our Information Access Plan Review Group and invited experts to develop our strategic directions. Deloitte, Prue Mercer (Convenor of the Re-imagining Library Services Expert Advisory Group) and Kate Irvine (NSLA Secretariat) jointly prepared this document on our behalf.

Each project outlined in this Plan will be managed by one or two lead agencies, under the governance of NSLA. Project teams will be established across our libraries and we may engage external expertise.

We recognise that parts of this Plan have implications for other organisations, particularly public libraries, and we will invite their participation and communicate our progress.

National & State Libraries Australasia
328 Swanston St
Melbourne VIC 3000
nsla.org.au
nsla@slv.vic.gov.au
2. Executive summary

This Plan outlines the way in which we will embrace new opportunities in service delivery. We will be active, leading, visionary and collaborative in meeting the challenges ahead.

What does change look like?

Our new vision is:

In collaboration, the National, State and Territory Libraries of Australia and New Zealand will become leaders in empowering people to create, discover, use and transform our collections, content and global information resources.

We will deliver this vision through three strategies:

- One Library will put people at the centre. We will redefine services to provide a consistent and easy experience across our libraries.
- Transforming Our Culture will change our culture and workplace. We will promote a new culture which supports new services, innovation and emerging technologies.
- Accessible Content sees collaboration as the key to liberating our content. We will empower everyone to find, share and create content.

How do we get there?

There are ten projects within the NSLA Re-imagining Library Services Strategic Plan:

1. Do it now! – initiatives to improve services immediately
2. Open borders – opening up access to e-resources and services across our libraries
3. Virtual reference – integrating virtual reference as a core function, with a new business and resourcing model
4. Delivery – developing a standard service model for user-requested document supply
5. Community created content – identifying and implementing a framework and tool set for everyone to create and transform online content
6. Changing capability and culture – developing a framework for new work environments
7. Collaborative collections – delivering efficiencies through collaborative collecting
8. Flexible cataloguing – designing improved business processes for collection management
9. Scaling up digitisation – demonstrating the economic benefits of mass digitisation and defining best practice in management of digital collections
10. Connecting and discovering content – enhancing metadata and making collection holdings more visible and linked online.
3. Introduction

Australians and New Zealanders turn to the internet as a first choice for information, to obtain services and to access global culture. Production of books and printed material continues to increase each year. Publishing agency Bowker (bowker.com) reports seven years of print publishing increases up to 2004, a slight drop in 2005 and an increase again in 2006; estimates are that the amount of digital information produced by 2011 will be ten times that produced in 2006 (emc.com). This expanding world of digital and print information represents both a major challenge and a major opportunity for libraries to adapt their services to better meet community expectations.

With the widespread availability of public internet, digital information and search engines over the last decade, we have responded to the impact of new technologies with a number of remarkable and transformative services (as described in Libraries in the Digital Environment, August 2006). Collaborative and innovative examples are PANDORA’s preservation of significant websites, access to digital images through PictureAustralia, virtual reference on AnyQuestions and AskNow, and the online interlending gateway between LibrariesAustralia and Te Puna. Individual libraries have undertaken significant digitisation programs, web services development and e-content initiatives, alongside print collecting, preservation and storage, as well as building redevelopments.

At the same time, onsite use of our libraries is increasing, with an 11% increase in total visits in 2006-07. People value the welcoming community space provided; the exhibitions, education and event programs; the opportunity to work in groups and gather with friends or colleagues; and access to computers and wireless networking. Libraries as places are unique: they are free public spaces that are centrally located, open long hours, and belong to the community.

Rapid changes in information technology are continually shifting the needs of our users and driving the need to review our services. People are not just consumers of content, but creators and producers who can switch easily between library content, websites, search engines, wikis, blogs and social networking sites. The speed at which new information can be created and disseminated has become an advantage for researchers, students and businesses. Participation in sharing and creating content online and the development of an open information culture, as exemplified by Wikipedia, confirms an altered conception of information or knowledge as something which is produced and published only by experts.

In The Big Bang: creating the new library universe, June 2007, we set out the shared challenges of this new environment and made a commitment to reshape core services and explore new approaches to all parts of our libraries, building on the foundation of our mature collaborative framework. In particular we aspire to keep transforming our capability and culture and keep encouraging flexibility and innovation. The ultimate purpose in undertaking this work is to enable everyone to take full advantage of our content, collections, services and expertise, and to support the economic prosperity and social inclusion goals of the Australian and New Zealand governments. The principle of equitable access to information underpins these goals, ensuring that our citizens can successfully and competitively engage in education, research, innovation and creative expression.

This Plan defines our collaborative strategies for fundamentally shifting our services to the digital world. In committing to this shared vision of transformed services we will remain at the heart of our communities while fulfilling our role to make knowledge available to all.
4. Vision

_In collaboration_, the National, State and Territory Libraries of Australia and New Zealand will become leaders in empowering people to create, discover, use and transform our collections, content and global information resources.

Our vision puts people at the centre of our services and focuses on making our content available to all. While each of us operates within a different local environment, commonality of purpose, shared commitment to change, and a successful track record of joint initiatives over a decade open up avenues for significant collaboration that will transform our libraries. By leveraging the collaborative opportunities in this Plan, we have the leadership and the capability to achieve our new vision.

In delivering the vision, we recognise the importance of the following value propositions.

**Make way**
People want services to be welcoming and easy to use. They want to be independent and to access professional expertise only when and if it is required. Access to our services must be at the point of need, recognising that this point is shifting rapidly and unpredictably.

**Come on in**
Many who visit our buildings are not using our physical collections. Information-seeking happens online, yet the number of people coming through the doors is increasing. The public values the welcoming community space we provide.

**Liberate our expertise**
As we enable everyone to create and organise digital content, our expertise will move towards developing metadata services, enhancing content and participating in community outreach programs and shared services.

**Use our content**
Our collections are here to be used and they must be easy to find. We will accelerate the digitisation of our unique content so that this can sit alongside the explosion of born-digital information.
5. Strategies

We will implement our vision through three strategies: One Library; Transforming Our Culture; and Accessible Content.

1. One Library

Our One Library strategy will provide a more consistent experience, easier access to services and greater independence. By opening our borders, the resources and services of our libraries will be available to all, both online and when visiting our buildings. Shared approaches will make it simpler to navigate our services and to use our content, while still recognising the local library source. Technology gives us the opportunity to provide services globally as well as locally, and improved delivery systems will enable access to materials wherever they are needed.

People want to contribute and share their content and creative expression. We recognise that this contribution will enhance the cultural value of our collections and we see our role as making this available. We will implement the newest tools for collaborative work now and invest in a longer term strategy to capture cultural memory.

Strategic outcomes
- A consistent experience across our libraries
- Improved delivery of content and resources
- Ability to create, transform, use and share content

2. Transforming Our Culture

Our strategy is to ensure that the evolution of our culture reflects the way people interact with our content and services. We will become agile, open, flexible and responsive, and let go of our traditional role as gatekeepers.

We will address the new characteristics and capabilities required and propose a new mix of roles and structures that will continue to evolve over time. Our expertise will move towards developing metadata services, enhancing content, and participating in community outreach programs and shared services. Our new culture will support innovation, exploration and emerging technologies.

Strategic outcomes
- The development of a new organisational design
- Capability to deliver the Re-imagining Library Services vision
- A culture of innovation and exploration

3. Accessible Content

Collaboration is the key to liberating the potential of our content in the digital world. By cooperating in the management of born-digital information, by rationalising duplicate acquisition and improving cataloguing processes, and by moving more of our unique collections to digital format, we will make our content accessible to everyone.

New metadata services and partnerships will increase the discoverability of our content online. We will expose our content through more discovery tools and external online resources.

Strategic outcomes
- Improved access to our content
- Increased efficiencies through collaborative collection development
- Increased amounts of digital content
- Improved management of digital and physical content
6. Projects

We will deliver our strategies through ten projects:

1. **Do it now!** – initiatives to improve services immediately
2. **Open borders** – opening up access to e-resources and services across our libraries
3. **Virtual reference** – integrating virtual reference as a core function, with a new business and resourcing model
4. **Delivery** – developing a standard service model for user-requested document supply
5. **Community created content** – identifying and implementing a framework and tool set to create and transform online content
6. **Changing capability and culture** – developing a framework for new work environments
7. **Collaborative collections** – delivering efficiencies through collaborative collecting
8. **Flexible cataloguing** – designing improved business processes for collection management
9. **Scaling up digitisation** – demonstrating the economic benefits of mass digitisation and defining best practice in management of digital collections
10. **Connecting and discovering content** – enhancing metadata and making collection holdings more visible and linked online.

Each of these projects aligns with one or more of our strategic outcomes.

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<tbody>
<tr>
<td>A consistent experience across our libraries</td>
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<td>Improved delivery of content and resources</td>
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<td>Ability to create, transform, use and share content</td>
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<td>Development of a new organisational design</td>
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<td>Capability to deliver the vision</td>
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<td>A culture of innovation and exploration</td>
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<td>Improved access to our content</td>
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<td>Increased efficiencies through collaborative collection development</td>
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<td>Increased amounts of digital content</td>
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8
Project 1 – Do it now!

Lead agency – State Library of Victoria

This project will improve our services immediately by making our content easier to use and providing a welcoming environment with free wireless broadband access in our buildings.

We will establish free onsite wireless access as standard. It will be open to all without the need for registration. We recognise that some of us already provide this, based on the principle of free internet access being a fundamental part of our service.

The second part of the project will ensure everyone knows what they can do with our content. We will re-write communications and implement ways to make copyrighted materials openly accessible, and pilot a copyright algorithm developed by National Library of Australia that enables automated prediction of content copyright status.

Project 2 – Open borders

Co-lead agencies – National Library of Australia & National Library of New Zealand

This project will open up access to the content and services of our libraries to everyone. It will provide the functionality of one library card across our libraries using new technology solutions.

We will find a way, through separate national sub-projects, to identify and provide seamless access to our suites of electronic resources. This will include considering the possibilities of integrating with existing Australasian initiatives that are developing technical platforms for shared identity and access management systems.

An important further element will be to articulate and develop common access policies for the onsite and online services of participating libraries, to enable people to move easily between our libraries.

The project will also research access opportunities for us in the use of mobile broadband services and make recommendations for shared development. This will ensure a common approach to these services as they develop.
Project 3 – Virtual reference

Lead agency – State Library of Victoria

This project will investigate and implement the next generation of virtual reference services.

It will put these services firmly onto an evolutionary path as part of our continuous improvement. We want to integrate virtual reference as a core function within our services, with a new business model and a new resourcing commitment. The first stage will define the scope of the service, develop the new business model and start this transition.

We envisage that virtual reference may be available on multiple technology platforms (such as email, instant messaging, voiceover internet telephony, mobile phones, and with direct linking from each library catalogue, web page and onsite computer) and be actively promoted and marketed.

Project 4 – Delivery

Lead agency – State Library of Western Australia

In the age of new online services, people want simple and quick options for the delivery of library content. This project will develop a standard service model for us to deliver digital copies and physical books directly to people at their home or place of choice. It will enable improved options and speed of delivery.

The ability to discover our resources through search engines and catalogues is improving rapidly and we must complete the information cycle by putting access to our content into people’s hands, when and where they want it. When a digitised version of an item is not immediately available we need to supply it quickly and in a useful format.
Project 5 – Community created content

Co-lead agencies – State Library of Queensland & National Library of New Zealand

We will develop a sustainable framework for individuals and communities to build personalised digital library spaces where they can create, tag and protect content and share it with family, peers and groups. People will be able to create mashups of community content with our content and contribute this to new stores of community memory.

This project will research, develop and implement a distributed set of tools and operational frameworks to enable a consistent experience across our websites. Everyone will experience similar applications, rules and protocols regarding the creation and contribution of content.

Where the creator agrees, the content can feed into community, institutional and preservation repositories, using open licensing agreements.

Project 6 – Changing capability and culture

Lead agency – State Library of South Australia

We will create a culture that encourages innovation, exploration and agility.

Easy access to digital collections is inevitably driving changes in the roles of staff and the mix of expertise employed in our libraries. No job will be unchanged. We will do some things differently, we will strive to do some things better, and some things we have always done we will no longer do.

As we enable people to create, re-use and organise digital content themselves, our expertise will change and move towards further developing information technology, digital content and metadata services, enhancing content and participating in community outreach programs and shared service frameworks.

The use and appreciation of our buildings as public space is growing while information-seeking moves more towards digital services. We will review staffing and role structures to provide welcoming community spaces with information services available when they are needed.
Project 7 – Collaborative collections

Co-lead agencies – State Library of New South Wales & State Library of Queensland

We work in extremely similar collection environments, providing access to a large body of common material. We select, preserve and manage multiple physical and digital collections with a level of duplication. Reducing multiple copies and further developing consortial relationships with other libraries or with publishers and suppliers will achieve economies of scale.

This project will identify options to reduce the duplication of resources within the context of our collection and access responsibilities, and to build a collaborative approach to collecting both published and unpublished materials. We will scope and analyse potential business models that will deliver efficiencies.

Project 8 – Flexible cataloguing

Lead agency – National Library of Australia

This project will improve access to our published materials and unique heritage collections by finding faster, simpler and more cost-effective ways of cataloguing and processing each item.

We will explore how new technologies and tools, the expanding functionality of our library systems, and using data produced through the entire supply chain of the item can contribute to more efficient ways of describing our collections and making them available to the community.

This project will consider appropriate standards for different categories of material and will look for productivity gains through collaborative approaches and re-engineered business processes.
**Project 9 – Scaling up digitisation**

**Co-lead agencies – National Library of New Zealand & National Library of Australia**

To deliver the digital content that people expect and to maximise access, we need to increase the digitisation of our collections and implement optimal business models. We have an opportunity to expose and make accessible our ‘long tail’ by digitising the unique and special format resources we keep as part of our role in preserving community memory.

We need to demonstrate the economic benefits of mass digitisation, to make the business case for a significant national investment strategy and to develop policy frameworks to assist prioritisation at a national and collaborative level.

This project will have two parts. The first part will show the economic value of mass digitisation of our unique and heritage collections, the second part will explore best practice ways of managing digital collections. The options for management will examine partnership and collaborative opportunities, storage and repository options, integration of digitisation into all workflows and services, digital lifecycles and ongoing digital preservation, intellectual property, and the value of thematic and other approaches to digital projects.

**Project 10 – Connecting and discovering content**

**Lead agency – National Library of Australia**

We are committed to making all collection holdings visible through LibrariesAustralia or the New Zealand equivalent. This project accelerates this process, providing strategic focus for us to increase resources and achieve significant improvements to coverage and quality of data. This will improve the ability to discover the items that are held in our collections.

Alongside this, we will develop new approaches to connecting our content through enhanced metadata services and new links from online resources, such as Wikipedia, and non-library discovery tools. We will investigate how we and public libraries can take advantage of the proposed service to ensure links are maintained rather than transitory. We will also examine the benefits of a common catalogue interface across our libraries.

This project will include the development of a national metadata store, with analytic content, research outputs and other materials. It will explore feasibility through case studies, plan the development of a service framework, explore how libraries can leverage from the store, and pilot the service.
7. Achieving success

The Re-imagining Library Services Strategic Plan articulates our vision for the delivery of our services and provides a robust action plan for achieving this vision. The following factors will contribute to our success.

1. Collaboration
   Only through collaboration will we achieve our vision. We will leverage our collaborative effort to realise the increased opportunities of the digital environment.

2. Commitment
   We must commit to this Plan by providing the resources and support required for success. Commitment must be long term and sustained as change on the scale proposed requires significant time and effort.

3. Innovation and exploration
   As embracing the digital world involves the implementation of new roles, service models and emerging technologies, our culture must adapt to support innovation and exploration.

4. Agility and flexibility
   Due to the size and speed of change proposed, the success of the implementation of change will depend largely on our agility and flexibility.

5. Refresh and revisit
   Given the constantly changing nature of the digital landscape it is vital that we revisit and refresh the Re-imagining Library Services Strategic Plan on a regular basis.
NSLA OPEN BORDERS PROJECT

Background

One of the projects that has been identified by the NSLA “Re-imagining Library Services” initiative is the Open Borders Project. The National Library of Australia, jointly with the National Library of New Zealand, will lead this Project.

The Project has been envisaged as a way of removing boundaries between the online services of the NSLA member libraries, by accepting the registered users of one NSLA member library as a registered user of the others, in a manner analogous to the reciprocal borrowing schemes created by some groups of libraries.

The Open Borders Project will attempt to apply this concept to the licensed electronic resources of the NSLA members. Currently, the NSLA Consortium provides for a “shared licensing” arrangement through a consortium price and a common contractual instrument (the “Head Deed”) which each library can opt to take up. However, this shared arrangement does not extend to a common authentication and access mechanism for users.

For example, at present it is not possible for a user who is registered with (say) the Waverley Public Library, the State Library of New South Wales and the National Library of Australia to:

- see a comprehensive view of all the licensed resources that they are entitled to use;
- use a common password or authentication process to access all those resources; or
- undertake a search in any service at the article level and automatically focus that search on the articles which they are entitled to access by virtue of their library memberships.

The Open Borders project brief recognises that the user’s needs in this area have not yet been adequately defined. Consequently, the first stage of the project will articulate and document a set of use cases describing scenarios intended to be realised by the project.

The project will aim to develop a better understanding among NSLA member libraries of how existing identity management solutions could facilitate easier access to licensed resources and online services.

The second stage of the project will identify and implement a proof of concept solution for authentication for access to electronic resources.

Discussion: authentication issues

Australian libraries may subscribe to electronic resources through individual agreements with vendors, and also through participation in consortia such as ERA (Electronic Resources Australia), the NSLA Consortium, and the CAUL Electronic Information Resources Consortium (CEIRC).

The vendors of these resources wish to ensure that access is restricted to the subscribing libraries and their registered end users. For their part, the subscribing libraries want all their users, whether on-site or off-site, to be able to access these resources. At present the access control is managed by vendors based on IP address...
or user name and password. IP address is most commonly used, as management of
usernames and passwords for large groups of people is both insecure and expensive
to administer. Use of the IP address works well for on-site access to resources, but
extended solutions are required to support off-site users.

Many libraries support remote authenticated access, with users going to the library’s
home page and entering their ID and password. In most solutions, the user then
inherits the IP address of their library, which then allows access to IP-authenticated
electronic resources.

For users that belong to multiple libraries (for example their local public,
state/territory and university libraries), multiple logins and sets of credentials need
to be maintained. (It is possible that users are not particularly bothered by this).

More generic solutions are theoretically possible. For example, the Shibboleth
approach used by many universities allows a user to log-in once at university’s web
site, and then gain access to a wide range of services provided by other institutions
where access rights have been arranged. Standard protocols are used for the secure
exchange of identity information.

Another example is OpenID: an open, decentralized, free framework through which
users register on a website with an OpenID "identity provider", and service providers
employ OpenID software as a way for users to sign in. However, this approach would
represent a change in access management arrangements for electronic resources
licensed by libraries, since access to most of these resources is currently managed
through IP authentication.

Another potential generic solution would be for an institution such as the National
Library to offer a “national proxy service”. Users would log on to the web site of their
preferred library (for example, their local public library). For each library, the
National Library would create a dedicated IP address that is registered with vendors
for access to products subscribed to by that library.

Enhancing the discovery process

The above solutions could address the “single sign-on” challenge. However, it is not
clear that users are particularly bothered by the need to use multiple passwords, since
they already live with this issue for many other aspects of their online activity.

Two potentially more important (and related) questions are:

- How can Australian libraries ensure that the electronic resources which they
  license are used to the maximum extent possible?

- How can our discovery services be configured to allow users to search for
  articles, and automatically show the user those articles which they are entitled
to access by virtue of their library memberships and their libraries’ licences?

Five things are needed to make the latter scenario work.

First, we need information about the library affiliation of the user. If the discovery
service is Google Scholar, it is possible for users to provide this information through
the “Scholar Preferences” feature. If the discovery service is a National Library
service, the Library already collects such information through the Libraries Australia
Search “Personalisation” service. In both cases however, the registration of such
information is probably being made by a very small proportion of users.

Second, we need information about the electronic licences of Australian libraries.
The National Library has some of this information already through URL links in
ANBD records, but it needs this information to be both comprehensive and current.
The Library also has some information (at the vendor product level) due to its role in
managing the NSLA and ERA consortia.
Third, we need article-level mapping from citation information to publisher URLs, something which can be delivered by OpenURL resolver services. Some libraries will have their own OpenURL resolvers, but smaller libraries are generally unable to afford them. (Currently, the National Library is selecting an OpenURL resolver product, but that product initially will be populated only with electronic resources subscribed to by the National Library). What is needed is some combination of local and national Open URL resolvers which together constitute a large knowledge-base allowing any OpenURL citation to be mapped into a URL for every vendor’s website.

Fourth, we need authentication of users at the OpenURL interface, through any of the methods described above.

Fifth, we need the above information to be accessible by appropriate discovery services, such as Google Scholar and the future Single Business Discovery Service. These services will then be able to preference, in their relevance ranking, the resources which the user concerned is entitled to access by virtue of their library memberships and their libraries’ licences. (In 2007, the National Library worked with Google Scholar and Ebsco to insert such links to Ebsco Full Text from within Google Scholar results for NSLA member libraries).

Currently, we fall a long way short of this ideal scenario. Because most libraries do not purchase OpenURL services, and do not register their licensed holdings with discovery services such as Google Scholar or Libraries Australia, it is very difficult for most Australians to get access to these licensed resources.

A major inhibitor is the ongoing cost of licensing or maintaining a knowledge base. It has been argued that the knowledge base provided by vendors (the information allowing individual articles to be connected to product licenses) is both expensive and inaccurate. Some people have suggested that libraries and publishers could maintain this information themselves through a shared, open, standards-based repository that all libraries can report to and use. An example exists in the CUFTS knowledge base maintained at Simon Fraser University <http://cufts.lib.sfu.ca/>.

**Recommendation**

That the Committee notes the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

14 October 2008
AUSTRALIAN NEWSPAPERS BETA SERVICE

The National Library commenced investigating the development of a substantial newspaper digitisation program in 2004. After four years of planning and service development, the Australian Newspapers Beta service was made publicly available on 25 July 2008.

The development of the service has taken place with strong support and cooperation from the state and territory libraries.


The basic features of the service are:

• simple and advanced search for newspaper articles contained in the database;
• relevance ranking of search results;
• ability to refine the search by facets such as date, newspaper title, category of article and length of article;
• ability to browse the database by newspaper title and date;
• ability to switch between the “article view” and the “page view”;
• ability to pan and zoom on the page images;
• ability to save and print articles as JPEG or PDF files;
• ability for users to register and to add tags and comments; and
• ability for users to correct errors in the OCR text.

The service is called a “Beta” because it is an advanced prototype. However, the content (including the user generated tags, comments and OCR text corrections) will be retained in future versions. The next iteration of the service will be included as one of the deliverables of the Single Business Discovery Project.

At the beginning of October there were almost 300,000 pages, comprising more than 3.5 million articles, available in the service. Since making the service publicly available:

• almost 500,000 lines of OCR text have been corrected;
• over 4,000 unique tags have been allocated;
• over 350 comments have been added to articles;
• almost 1300 users have registered (registration is not required to use the service); and
• about 27,000 searches have been recorded per day on average.

The following newspaper titles and date ranges are available from the beta service:

• The Canberra Times (1926-1954)
• Sydney Gazette and NSW Advertiser (1803-1842)
The Hobart Town Gazette and Southern Reporter (1816-1821)
• Hobart Town Gazette and van Diemen's Land Advertiser (1821-1825)
• Colonial Times and Tasmanian Advertiser (1825-1827)
• The Courier (Tas.) (1840-1859)
• Hobarton Mercury (1854-1857)
• Hobart Town Mercury (1857)
• The Perth Gazette and Western Australian Journal (1833-1847)
• Perth Gazette and Independent Journal of Politics and News (1848-1864)
• West Australian Times (1863-1864)
• Perth Gazette and West Australian Times (1864-1874)
• Western Australian Times (1874-1879)
• The Moreton Bay Courier (1846-1861)
• The Courier (Qld.) (1861-1864).

The National Library is currently in the process of selecting two new panels of suppliers for scanning services as well as OCR and related services required to support the newspaper digitisation process. Responses to tenders have been received and are currently being evaluated.

Meanwhile the scanning of microfilm to produce page images is continuing. At the beginning of October, over 1.5 million newspaper pages had been scanned and stored by the National Library.

The service has been well received and has attracted a significant amount of media attention.

**Recommendation**

That the Committee notes the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

3 October 2008
OPEN LIBRARY ENVIRONMENT PROJECT

In early 2008 the National Library joined the Open Library Environment (OLE) Project, as a Core Partner. The OLE Project has been funded by a US$475,700 grant from the Mellon Foundation and is led by Duke University, North Carolina.

The goal of the OLE project is to define requirements for an open source library management system, based on a re-examined model of library operations. The OLE Project activities include training workshops on Service Oriented Architecture and Business Process Modelling, in-person and virtual meetings of the project partners, webcasts and online discussions to gain input and feedback from the broad library community, and development of a design document. By the end of the Project, there will be a design for a next-generation library system using Service Oriented Architecture, and a community of interest that could be tapped to help build this system.

The Project is actually regarded as a “design phase”. It is envisaged that a second project, a “build phase” incorporating a reference implementation, will follow if this is funded by the Mellon Foundation.

A draft scope statement for the Project can be found at Appendix 1.

Further information can be found at the OLE Project web site <http://oleproject.org/>.

Prior to its involvement in the OLE Project, the National Library had already decided to base its future development of library systems on a Service Oriented Architecture. To support its thinking and planning for the deployment of that architecture, the National Library developed a draft Service Framework, which may be found at <https://wiki.nla.gov.au/display/LABS/3.+Service+framework>.

The National Library will aim to make a particular contribution to the OLE Project in the following areas:

- the Service Oriented Architecture, using the NLA draft Service Framework as a model; and
- functional and workflow support requirements for original materials, such as manuscripts, pictures, and oral history collections.

The National Library will work with any other Australian libraries that are interested in contributing ideas and comments to the OLE Project.

The National Library will be supporting its involvement in the OLE Project as part of a wider initiative to analyse its collection management workflows and to test new solutions, mostly open source solutions, for supporting improved workflows. This wider initiative is known as GetWise, an acronym for “Gain Efficiencies Through Workflow Investigation and System Exploration”. The GetWise initiative will systematically model and review the Library’s collection-related business processes by using tools such as Business Process Modelling Notation (BPMN). The goal is to
achieve improvements through design and prototyping of new workflows, and exploration of systems (including open source tools) to support those workflows.

**Recommendation**

That the Committee note the report.

Contact: Warwick Cathro
wcathro@nla.gov.au
02 6262 1403

3 October 2008
APPENDIX 1. OLE PROJECT DRAFT SCOPE STATEMENT

This scope document is in the early stages of development and will be revised and extended over time. Because it is important that the full library community have input into this project, we are sharing the document now, with the understanding that some elements may change as result of further discussion. In this first draft of the scope document there are at least a few areas where the growing community is still struggling with the language used to express important concepts. At a minimum specific sections still needing discussion are noted in italics.

OLE Vision, Principles, and Scope Statements

1. OLE Vision

The Online Library Environment (OLE) project envisions a flexible, adaptable, and community-developed software framework for managing libraries that support research, teaching, and higher learning. (For the purposes of this document, the term “libraries” is restricted to libraries within higher education institutions, and libraries charged with national or federal responsibilities.)

1.1. The OLE framework seeks to improve how Integrated Library System (ILS) software serves the mission of libraries. [The community is struggling with the language to express how OLE Project will replace the ILS but not be the same as the ILS. The community recognizes OLE Project design document must meet the business needs of the library. OLE Project will provide a functional design document that goes beyond encompassing traditional functions performed by current Integrated Library Systems. It has proven difficult to convey the community’s sense here. We hope the larger community can engage and help frame this message.] OLE supports library core business processes, but transforms those processes to power new service and resource delivery modalities that are tied to evolving research and teaching practices. The framework provides services to customers in a manner that integrates naturally with their research, teaching or learning contexts and that is ergonomic and capable of adapting to evolving research and learning communities.

1.2. OLE software development and governance are community-based to provide for the sustainment, extension and integration of the framework in the academic, and research environment. OLE raises ILS software to the enterprise level and becomes a component of the developing cyberinfrastructure that seeks to expand research and learning capacities and opportunities. [The community is struggling with how to position the discussion of enterprise level software. We recognize that the library enterprise sees the ILS as an enterprise application. We also recognize the library’s parent institution may or may not recognize the ILS as an enterprise application with significant interoperability concerns.]

1.3. OLE complements human interactions, reducing repetitive clerical and administrative tasks, and freeing staff to deliver higher value support to scholars and learners. OLE provides scalable support for customers and information assets, so that high levels of service can be provided, with low incremental cost, to an expanding clientele working in a growing universe of content-rich resources and services.
2. OLE Principles

Principles that guide development are necessary to achieve the OLE framework vision. They are:

2.1. Supports a wide range of resources, accessed by a wide range of customers, in a variety of contexts, and provides structures for extending and adding new types of resources, customers and contexts.

2.2. Designed, built, owned, and governed by and for the library community on an open source licensing basis; sustained by the community with the assistance of a thriving, open source vendor marketplace; evolving over time through transparent processes that enable and respond to input and innovation from the community.

2.3. Developed using the methods of Service Oriented Architecture (SOA) and implemented with Web Services to be a modular and technology-neutral framework that ensures the interoperability of library business systems and accommodates a diversity of solutions without the risks posed by single source providers. Capable of customization to support local needs.

2.4. Designed to adapt to and integrate with other enterprise systems such as research support, student information, human resources, identity management, fiscal control, and repository and content management.

2.5. Provides a modular application infrastructure that integrates with new and existing academic and research technologies and business processes for improved efficiency and effectiveness of the institution, and which meets current and future business needs of the community.

2.6. Creates a reliable and robust framework for the identification, documentation, innovation, development, maintenance, and review of software necessary to furthering the operation and mission of libraries.

3. Project Scope

3.1. Business Processes

The design of a reference implementation that supports the basic functionality of legacy ILS products is within the Project scope. Examples of basic ILS functionality are appended. However, OLE supports functions that are beyond the existing ILS core. We expect the Project’s functional scope to expand and evolve in step with emerging business practices, service requirements, and content offerings of libraries. Thus OLE broadens the current notion of the ILS, to incorporate functions that either directly support or integrate with systems that manage intellectual property and rights, build and maintain content repositories, link content with learning management technologies, facilitate customer authentication and authorization, and integrate with institution-wide financial services.

3.2. Architecture and Data Models

3.2.1. The systems architecture of OLE is in scope; out of scope is any particular technology that may be used to implement OLE.

3.2.2. Services Oriented Architecture (SOA) will be used to achieve OLE’s community development model and potential integration with other enterprise services.
3.2.3. Service contract specifications that enable development by a large community without restriction to original developers are in scope.

3.2.4. The data models and possibly standards that are implied by SOA are in scope.

3.2.5. The replication of functionality that is mature and interoperable, such as data repositories or authentication/authorization systems, is out of scope.

3.3. Integration and interoperability

3.3.1. Designing capacities to migrate legacy library data is in scope.

3.3.2. Developing a schematic framework that enables OLE to integrate and interoperate with campus, institutional, or national systems with respect to a range of enterprise functions is also in scope. These include customer and personnel records, identity management systems, registrar data, courseware applications, and procurement systems, or depending on local circumstances, commercial systems that facilitate library functions such as resources sharing.

3.3.3. The project will encompass support for consortial applications of the OLE software as well as the means of facilitating inter-institutional cooperative programs and integration with external data services such as OCLC, Rapid Article Delivery Service, book and subscription agents and other commercial services.

3.4. Data Governance and Security

3.4.1. The Project will develop a generalized, extensible concept of a resource which represents the variety of entities, physical and virtual, managed by the library.

3.4.2. Within scope is the development of the logical requirements that privilege interactions based on group or individual roles and responsibilities.

3.4.3. Project OLE will support the business logic necessary for interoperability.

3.4.4. The management of security relationships among systems to ensure system stability and data integrity is within scope.

3.4.5. The scope of data governance and security extends to the protection of individual privacy.

3.4.6. Project OLE will support federated authentication/authorization technology.

3.5. Discovery & User Experience

3.5.1. The OLE framework supports user and administrative interfaces of various types.

3.5.2. Reference implementation will conform to community developed specification for interoperability.

3.5.3. OLE services supporting discovery and the user experience will be configurable to accommodate community, disciplinary, and format-specific taxonomies are in scope.
4. **Appendix. List of Basic ILS Functions**

4.1. Ordering and tracking of new acquisitions, physical and electronic, along with management of IP such as contract and license maintenance.

4.2. Classification and description of holdings.

4.3. Maintenance and quality control of bibliographic data, including data integration with local and external data sources, the latter would include data to facilitate resource sharing activities or participation in union catalogs or bibliographic utilities.

4.4. Physical processing and shelf-preparation of materials.

4.5. Accounting of funds.

4.6. Circulation of items and control of inventories and other assets, for example physical and electronic media, equipment, humans, physical spaces.

4.7. The creation and management of patron records.

4.8. The creation and management of event-driven data for analysis and decision support.
The Networked Library Service Layer: Sharing Data for More Effective Management and Co-operation

Janifer Gatenby identifies criteria for determining which data in various library systems could be more beneficially shared and managed at a network level.

Introduction

Libraries’ collections fall into three parts: physical, digital and licensed. These are managed by multiple systems, ILS (Integrated Library System), ERM (Electronic Records Management), digital management, digital repositories, resolvers, inter-library loan and reference. At the same time libraries are increasingly co-operating in collecting and storing resources. This article examines how to identify data that is best located at global, collective and local levels. An example is explored, namely the benefits of moving data from different local systems to the network level to manage acquisition of the total collection as a whole and in combination with consortia members. Also covered is how to achieve rapid development of standards to plug existing gaps that are hindering system interoperability.

Evolution of Library Management Systems

The integrated library management system (ILMS or just ILS) was conceived in the 1970s when library collections were purely physical and library users visited the libraries to consult and borrow the materials. The ILS was conceived as an ideal state where all systems within the library would share common data, centered on bibliographic metadata describing the collection. It was the successful solution to duplication in separate cataloguing, acquisitions and circulation systems and, as bonus by-products, it made possible management statistics and the online public access catalogue (OPAC) [1].

The library’s ILS operated as an independent and isolated system even within the library’s own institution. Interaction with external libraries and systems was limited. Union catalogues existed for co-operative cataloguing but the records were downloaded to the library’s ILS and public discovery was mainly at the local level, supplemented by abstract and index databases (A&I). The union catalogues were also the vehicle for inter-library loans which was usually seen as a supplementary service for privileged users. Purchase orders were sent electronically to library suppliers.

The central importance of the ILS remained relatively unchanged until the turn of the twentieth century but the ILS evolved to interface with self-service and theft-detection systems and institutional authentication systems. Portals came into favour with the capacity to present users with one interface to search multiple targets, typically the local library, A&I databases and the databases of other
libraries. However, most significant changes have arisen in the period roughly since 1998 with Internet, the World Wide Web and the growth of digital publishing eliciting new, more powerful portals, systems that manage electronic licences, digital repositories, physical inter-library loans, resolvers that link from citations to full-text and question-and-answer services.

Thus, somewhere in the period 1998-2008, the ILS no longer merited its capital "I": it no longer integrated a library’s processes in one system. Large libraries now have multiple systems, which are often better coupled with external data sources than with their peer systems. Thus the original problem of the 1970s has re-manifested itself. Andrew Pace [2] put it this way: "We end up with a non-integrated or disintegrating suite of services, databases, lists and content ... which are a huge mess". Lorcan Dempsey [3] separates the library collection into three; the bought collection (managed by the ILS), the licensed collection (managed by the electronic resource management system ERM and the resolver) and the digital collection (managed sometimes by multiple systems, e.g. one for digitised materials and one for the institution repository). These multiple systems are increasingly expensive and the ensemble is clumsy to maintain.

Current Library Priorities

As libraries respond to the challenges of a 3-part collection and a user community with expectations of national and increasingly global discovery and delivery, they are forming into larger co-operatives. Consortia are forming making virtual shared physical collections, treating all user requests equally, allowing unmediated requests. Examples include the PiCarta [4] service of the Dutch union catalogue, GBV [5] and Libraries Australia’s [6] copies direct. The consortia may operate via union catalogues, such as WorldCat [7], TEL [8], Libraries Australia, GBV, Sudoc [9] or via virtual union catalogues. Co-operative stores are also emerging and now in the U.S., 21% of library stores are for collectives [10][11]. Consortia are also sharing digital resources and rationalising digital subscriptions, though as Müller warns [12], licensing too often poses barriers to inter-library access. Examples of digitisation co-operatives are numerous, including The European Digital Library (9 national libraries) [13], Louisiana Digital Library (19 libraries) [14], Memòria Digital de Catalunya (17 libraries) [15] and the Arizona Memory Project [16].

With physical collections, close library co-operation was geographically bound, often constrained by the limits of an internal courier service. This is not so anymore: libraries can make alliances to share electronically with other libraries anywhere on the globe with similar or complementary collections. Thus international co-operation has moved from the sidelines to centre stage. This has resulted in a phenomenal growth of WorldCat [7] in 2006 and 2007 with the loading of large union catalogues from Europe, Australasia and Africa and the former RLG [17] database.

In recognition of user preferences for digital material that can be delivered immediately and remotely, libraries are now realising that they must shift their focus from the physical to the digital collection [18] by allocating more of the budget to digital collection and services. To this end they are now increasingly collecting digital materials, buying licence access to digital materials and creating their own digital content. Their main library management systems based on architecture conceived in the 1970s for entirely physical collections are not well adapted to the collection, management, exposure and delivery of digital material.

Matching Systems to Priorities

The architecture of the ILS is a product of its time when storage was expensive, communications were slow, narrow-band and less robust, where the World-Wide Web was non-existent and terms such as social networking, mashups and syndication had totally different meanings. The ILS was designed to ingest data (‘into the building’) but not to emit it, nor to access external data. Yet now, from the standpoint of libraries, linking externally is imperative and the nature of the links is diverse; links to other libraries, services, search engines, social network sites, archives, discovery sites, encyclopaedias, virtual learning environments (VLEs), e-commerce systems, distant learning systems etc.

It is time to re-examine the architecture of the ILS for smoother integration into the current environment. The Digital Library Federation [19] has taken the initiative via two groups, the ILS Discovery Interface Group and the Electronic Resource Management Initiative, both producing
recommendations for interoperability of ILS and ERM systems. These recommendations seek to make an immediate improvement in data availability and reusability. At the same time it is also necessary to take a longer-term view by re-considering the data within all current library systems, including those that grew up alongside the ILS, as the ILS itself changes.

Optimum Data Storage

One way to re-examine the architecture of the ILS and other library systems is to look at the data that are held and assess the optimum level of storage for those data. Are the data sharable, poolable or private? The following characteristics indicate that there are benefits in sharing or aggregating data:

- data needing more effective exposure in a Web-scale site (e.g. bibliographic metadata)
- data, which if aggregated, are more likely to attract users and user contributions
- data being managed multiple times redundantly (e.g. suppliers’ details, supplier suggestions)
- data, aggregated into collective knowledge, that can be used to render tasks less complicated or more accurate (e.g. serial prediction)
- data, which if aggregated, make possible new knowledge via deduction or mining (e.g. holdings count indicating rareness and popularity, supplier performance, enriched name authority records)
- data, which if aggregated, permit the most effective and efficient management of links and imported enriched data
- aggregated data permitting data collections to be compared and assessed and facilitating the management of combined collections

Data that are not sharable include:

- Dynamic data
- Sensitive data
- Data that are difficult to integrate for technical reasons (different scripts, transliteration schemes, data requiring specific collection and management interfaces)
- Data that are separate for political, cultural and copyright reasons

In the case of dynamic and sensitive data, summary, snapshot and anonymised data may be shared where there is a perceived benefit.

There is a clear need to define data at multiple levels:

- globally sharable data (e.g. bibliographic metadata, holdings, issue level holdings, suppliers, statistics, reference query-and-answer pairs)
- Data that can be shared within one or more co-operatives to which the library belongs (e.g. selection / rejection decisions, weeding reasons)
- Local data that are not shared (e.g. budgets, invoice details, some user information)

The following tables illustrate the various categories of library data that are managed by various local and network systems. The columns indicate various data types and data sources. The two rows underneath the columns represent enquiry and maintenance functions performed on the data.
Discovery operates increasingly at a network level. The ILS is designed to be the first point of discovery but that is not the first choice of users. OCLC’s report on *The perceptions of libraries and information resources* [20] indicates that only 2% use a library portal as the first point of call whereas 84% start in a search engine. These statistics have been largely digested by libraries and as a result they are increasingly exposing their collections in search engines, either directly or via WorldCat.org [21]. Shunning the OPAC of ILS systems, some libraries have adopted independent portals such as Encore [22], Primo [23], Endeca ProFind [24] and WorldCat Local, a localised view of worldcat.org [7]. However the path from discovery to delivery is still far from smooth for the user. One need is to position the ILS at a secondary point in the discovery-to-delivery sequence; that is, to make locational, availability and statistical usage information available to external discovery and delivery systems.

<table>
<thead>
<tr>
<th>Bibliographic Holdings data</th>
<th>Knowledge Base</th>
<th>Library Registry</th>
<th>Copyright Registry</th>
<th>User data</th>
</tr>
</thead>
<tbody>
<tr>
<td>* data</td>
<td>* Dbase Sources</td>
<td>* services</td>
<td>* addresses</td>
<td>* addresses</td>
</tr>
<tr>
<td>* QP history</td>
<td>* article issue links</td>
<td>* policies</td>
<td>* OPACs</td>
<td>* courses</td>
</tr>
<tr>
<td>* identities</td>
<td>* serial patterns</td>
<td>* resolvers</td>
<td>* addresses</td>
<td>* privileges</td>
</tr>
<tr>
<td>* fiction finder</td>
<td></td>
<td>* OPACs</td>
<td></td>
<td>* preferences</td>
</tr>
</tbody>
</table>

Table 1: Bibliographic and Authority Data supporting Search, Present, Select, Evaluate, Annotate, Download

Most of these data files reside at the local level but are candidates for moving to the network level, particularly registry and knowledge base information. User data and circulation are exceptions, but external access should be possible. Circulation log information stripped of borrower identification may be loaded centrally and combined to indicate popularity of resources. The Danish Danbib [25] and Slovenian COBISS [26] systems collect loan statistics from their nation’s local library systems and combine them with the union catalogue to provide services such as the Slovenian “best read books”.

<table>
<thead>
<tr>
<th>Suppliers</th>
<th>Holdings</th>
<th>Subscriptions</th>
<th>Copyright Registry</th>
<th>Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>* addresses</td>
<td>* status</td>
<td>* physical / online</td>
<td>* collection policies</td>
<td>* collection policies</td>
</tr>
<tr>
<td>* contacts</td>
<td>* usage history</td>
<td>* aggregator</td>
<td>* selections</td>
<td>* orders</td>
</tr>
<tr>
<td>* contracts</td>
<td>* issue level holdings</td>
<td>* duration</td>
<td>* invoices</td>
<td>* packages</td>
</tr>
<tr>
<td>* performance</td>
<td>* holdings</td>
<td>* conditions</td>
<td>* funds &amp; budgets</td>
<td>*</td>
</tr>
</tbody>
</table>
Table 3: Acquisitions, Collection and Resource Management

Collection Acquisition and Management at the Network Level

As library collections are increasingly shared, there may be significant advantages (in terms of both cost and efficiency) in moving more acquisitions and licensing data and processes to the network level where they can be shared among the ILS, ERM and repositories and with other libraries. Moreover, libraries are finding their ILS acquisitions modules inadequate for managing the acquisition of the newer parts of whole collections. There is already a clear need for the acquisitions of the three parts of the collection to be managed as a whole; moving data to the network, thereby enabling shared network services, is one solution.

Storage and budgetary demands are pressing libraries to collect, digitise, store and preserve collectively. Network level data facilitate co-operative selection and collection building. Moreover, at the network level, it is easier to enhance the data pool with more evaluative content and to provide seamless links with user discovery and requesting services, and with user reference services. Moreover, the data available to the user are also enriched as the collection strengths of libraries in relation to other libraries become more explicit.

At first sight, the supplier file (including providers, vendors and licensors [27]) is an obvious candidate for network level data. Typically, ILS systems have discrete files including suppliers' names, physical and electronic addresses, contacts and other such information that are manually keyed and maintained in each instance of an ILS and ERM.

Exploring this further, there may be advantages in pooling and making available information on materials reviewed (and review comments), selected (and the budget to which the resource was attributed), rejected (and reasons), and re-located to storage (with reasons, e.g. low recent circulation). Selections could be linked to the reviews that inspired them or could be flagged as a user's direct request, possibly with a link to a reference enquiry. To assist selection, centralised metadata could be enriched by data that are mined, loaded or linked, indicating such things as in-print status, copyright status, sales and circulation statistics. OCLC's WorldCat Selection service [28] is a start in this direction. It groups suggestions provided by a growing number of suppliers, then downloads consolidated selections to the library's ILS for completion of the order process. This circumvents each library needing either to pre-load the suggestions or to visit each supplier's Web site individually; thus it gives some efficiencies, but more could be achieved by better ILS integration and by centralised access to non-financial and non-sensitive information. A complementary service is OCLC's Collection Analysis service [29] which allows the comparison of collections and as such can serve as a basic tool underlying co-operative collections.

Another area where ILS data have not been shared but could be is in the area of serials prediction. It is necessary to predict the date of appearance of the next issue of a serial in order to know when to claim non-receipt. Failure to claim in time results in gaps that frequently cannot be closed for serials with limited print runs. Complex patterns are recorded for each serial, often far more complex than represented in MARC21, that are used by ILS systems to predict both the citation (enumeration and chronology) and appearance date of the next issue of a serial, including indexes, supplements, tables of contents and other special issues. The algorithms to do this are very complicated and remain only successful up to a point. All of which represents an obvious candidate for a Web service; one that could be much smarter if it knew the latest issues received by a large number of libraries. If serial check-in data could be recorded at a network level, extending network holdings to the issue level, the amount of guess-work in serial claims could be significantly reduced. It would be better still if the issue could be linked (directly or via a resolver) to a table of contents and available online article content, if applicable. Andrew Pace [30] proposes a more radical approach to serials management. Electronic serials do not require serials prediction, and where serials are released in both print and electronic formats, claims for late or missing physical issues can be based on the existence or absence of the electronic issue. Thus the art of serial prediction becomes redundant for a large part
of most libraries' serial collections.

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Table 4: Digital Data

The optimal place to store and maintain data could be local, regional, national or global, depending on the nature of the data and infrastructures available. And data may be maintained at one location then stored or replicated in another, or summaries of local data may be made available to a networked environment. At first glance, dynamic data such as physical circulation and private information, e.g. financial, should be at the local level; though historic summaries and statistics could be made available to the network level. In a similar vein, acquisitions information underlying the management and growth of the collective collection, with the exception of financial data, needs to be managed at a network level, possibly regional, national or thematic. These collections may be exposed to multiple Web sites; a global stage where they are more easily discovered and accessed.

As the data are stored at various levels, systems need to adapt to address the data wherever they are located.

Need for Standardisation

Moving data to the network level will help to disentangle the ILS, ERM, resolver, digital management, digital repository and reference systems and make their data accessible to all systems, where the network system bears the brunt of interoperability. There is the potential for the data to be of higher value in a well-managed network environment. Disentangling the data, however, necessitates a standards layer that does not currently exist. NISO [31] started a Web services initiative, VIEWS [32] but this has lain dormant since 2004. The fastest way to achieve this layer, and possibly the best way, is to encourage adoption by using existing extensible standards.

Arguably, all interoperation can be modelled as either enquiry or as maintenance (additions, updates, deletions). Even transactions within protocols such as interlibrary loans can be divided into notifications of action taken or request for action and these can be conveyed as changed data fields. Thus, if a data schema can be developed and agreed for each class of data to interoperate, the brunt of the standardisation will have been accomplished. The same schemas can be used for enquiry and maintenance. This has the potential to reduce standards efforts significantly and to achieve interoperability as a reality in a more timely way.

There are several standards offering enquiry, in particular Z39.50 [33], OpenSearch [34] and SRU [35]. In addition NCIP [36] and OpenURL [37] provide information on single records. SRU is arguably the most suitable standard to consider, as it is easily extensible and has the best architecture capable of handling result sets and their manipulation [38]. It includes metadata about the result set including record count and result set position. SRU extensions allow the definition of different search context sets (access points or indexes) and record schemas.

Several SRU elements needing definition can already been identified. These include:

- defining extra result set data to include facets in the form of SRU URLs
For each distinct dataset a search context set and a response data schema will meet the requirements. The process for registering and achieving consensus is considerably easier than for a full standard and can incorporate a trial use period.

Similarly for data addition and maintenance there are existing standards that can be extended to encompass new data schemas. Such standards include OAI-PMH [23], Atom syndication format [40] and RSS [41], so-called PULL mechanisms where a database makes the data available for external systems to harvest and does not monitor the subsequent use of the data. The widely employed FTP [42] is either a PUSH or a PULL mechanism. SRU record update [43] and the Atom Publishing Protocol [44] are PUSH mechanisms designed for a system to update another in real time or background as if it were an online client. SRU record update allows for the exchange of diagnostics and linking identifiers. All these standards support multiple data schemas.

Conclusion

Moving appropriate data to a network level data with basic enquiry and update Web services is a first step in re-engineering library systems. In fact it is not only the ILS that needs re-engineering, but also the newer solutions that, like the ILS, have created silos of data, often locked inside proprietary systems and databases. It is important for libraries to own and control their data resources; to be free to share them, provide access to them and to expose the data. It is less important that the libraries own or run the software that manipulates and manages the data.

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Author Details

Janifer Gatenby
Research Integration and Standards
OCLC

Email: janifer.gatenby@oclc.org
Web site: http://www.oclc.org/

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