Draft Minutes of the Libraries Australia Advisory Committee
Teleconference

Thursday 10 August 2006

The teleconference commenced at 11.00 a.m. (AEST)

Present:

Chair Mr John Arfield
University Librarian
University of Western Australia

Members Ms Linda Luther
University Librarian
University of Tasmania

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

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

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

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

Mr Lindsay Harris
Library Manager
Queen Elizabeth Hospital, South Australia

Ms Monika Szunejko
Manager, Access
State Library of Western Australia

Observer Ms Jan Fullerton
Director-General
National Library of Australia
Officers in attendance
Mr Tony Boston
Assistant Director-General, Resource Sharing Division
National Library of Australia

Ms Fran Wilson
Director, Collaborative Resource Sharing Services
National Library of Australia

Ms Bemal Rajapatirana
Acting Director, Libraries Australia Database Services
National Library of Australia

Minutes
Ms Margaret Kennedy
Manager, Libraries Australia Customer Services
National Library of Australia

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

Mr Arfield welcomed members to the teleconference, particularly Ms Szunejko, who replaces Ms Patricia Scott.

Apologies were received from Mr Chris Taylor and Ms Sherrey Quinn.

**Agenda item 2  Minutes of the Previous Meeting and Business Arising**

Mr Boston reported on recommendations and actions arising from the previous meeting.

Ms Luther reported on discussion at the CAUL meeting in February re pricing models for Libraries Australia. There was lively discussion on this issue, including the relationship between Libraries Australia and university libraries. There was some concern voiced about the Libraries Australia service, in particular, the issues re the Record Import Service at the time.

Ms Fullerton said that she had received a letter from Evelyn Woodberry, and had responded. She expressed disappointment in the tenor of the letter from Ms Woodberry.

Ms Fullerton noted that the next meeting of the CAUL Executive would be on 15 August, but due to short notice of the meeting, no one from the National Library would be able to attend. It was suggested that Dr Cathro and Mr Boston meet with a subset of CAUL members in Perth in September, to discuss the subscription issue and broader issues of the relationship between NLA and CAUL. Ms Luther commented that Libraries Australia had changed considerably over time; however some recognition of the old model needed to be retained.
Ms Luther undertook to let Ms Woodberry know of the discussion in the teleconference today, and follow up with her in Perth.

Mr Boston reported that Anne-Marie Schwirtlich had been invited to chair the 2006 Libraries Australia Forum, and had accepted.

Mr Boston noted that all action items in the minutes of the last Advisory Committee meeting had been completed with the exception of a diary of launches of the Free Libraries Australia Service on the Libraries Australia website. Libraries Australia launches had been conducted in Western Australia, Northern Territory and Queensland. Approximately 200 guests had attended the launches, which had received favourable media coverage. The service had been launched in Western Australia by Ms Kay Poustie following a joint meeting with the State Library Board of Western Australia. In the Northern Territory, Ms Fran Kilgariff, the Mayor of Alice Springs, had launched the service in front of a diverse audience including town councillors and university staff. In Queensland, the State Librarian, Ms Lea Giles-Peters had launched the service.

**RESOLUTION:** That the minutes of meeting of 27 February 2006 be accepted

**ACTION:** Dr Cathro and Mr Boston to meet with members of the CAUL executive in September in Perth to discuss issues raised in correspondence between CAUL and NLA.

**ACTION:** Ms Luther to communicate with Ms Woodberry on the discussion from the Committee’s teleconference.

**Agenda Item 3 Libraries Australia Status Report and Post Project Tasks**

Mr Boston spoke to the Status Report. He indicated that search activity had been well above the target, although the addition of holdings had been lower than the target, mainly due to issues with the Record Import Service. Document Delivery requests had been on target and the Search and Cataloguing services had met agreed service levels during the period. A Service Level Agreement had been signed with the Library’s IT division for support of the service and to date service levels of 99.5% uptime were being met.

Annual subscription invoices had been sent to member libraries during July. A fixed price licence had been negotiated with RLG for one year for unlimited search access to the RLG Union Catalogue. This database had been accessible to all Libraries Australia subscribers since July 2006.

Mr Boston reported that 12 million records from the ANBD had been supplied to Google in February. These records had been re-supplied in July in an effort to improve the quality of matching in Google Scholar. Google had indicated that these records will be available in the main Google search index by the end of 2006.
Mr Boston reported that work continued to be carried out on subscription models. Several alternative models using different parameters had been provided to QPLA for discussion. A population model would negatively impact on two large libraries (Brisbane City and Gold Coast). Ms Tattersall commended the Libraries Australia staff for the work undertaken to develop these models. Ms Tattersall reported that lively discussion had taken place during the QPLA conference. She reported that there had seemed to be confusion as to what libraries would get for their subscription money, and why they should pay if there was a free service. At the conference there had also been discussion on the Aurora Pilot Project developed by the State Library of Queensland for its Country Lending Service libraries. Aurora provides a union catalogue and federated searching. Ms Tattersall said that there was a need for a better understanding of Libraries Australia services, and suggested that it may be appropriate for Libraries Australia staff to visit each of the states and territories and conduct workshops.

There was a query as to whether the holdings of libraries using the Aurora service were also in the ANBD. Ms Kennedy responded that she had received an email concerning the addition of the holdings to the ANBD. Ms Tattersall pointed out that the speed with which these records could be loaded was important.

Mr Arfield stressed the importance of maintaining a broad view of the nature and purpose of Libraries Australia. Ms Tattersall agreed, saying that there was real interest in both operational and strategic issues.

Ms Fullerton stated that CASL did not seem to share the same set of concerns as other library sectors. CASL libraries had a close relationship with the National Library, and had made radical decisions on how to work together, in part due to Libraries Australia. Ms Ellis agreed, saying that state libraries were major contributors and users of Libraries Australia.

Ms Fullerton expressed her appreciation to the group for their understanding of and interest in Libraries Australia subscriptions.

Mr Boston drew the Committee’s attention to recent enhancements to the Libraries Australia search service. Searching of Libraries Australia had increased and it was estimated that 11 million searches would be carried out in 2006. The Free service accounted for 12% of Libraries Australia searches in March-June 2006.

Mr Boston spoke about recent discussions with the Australian Booksellers Association concerning the listing of Amazon.com in Libraries Australia and the action taken in response to their concerns. Mr Boston stressed that Amazon.com would not be removed from the list of booksellers. Libraries Australia was now a global free service. In addition users overseas may follow links from Google to Libraries Australia, and many may prefer to order from Amazon.com. Another issue with the booksellers list in Libraries Australia was the potential for the list to grow, which posed issues for management of the list as well as its use by searchers.
An Expert Advisory Group had been established to review the Libraries Australia guidelines for cataloguing of e-resources, and was expected to complete its work in a three month timeframe.

The Record Import Service was now fully operational, with files from 44 contributors being regularly loaded, including the loading of Unicode encoded data from the University of Melbourne, CSIRO and the State Library of Victoria, which were the first libraries to take up the Unicode option. There were 11 remaining contributor sources to be tested prior to commencement of loading. A problem with record loading in the last week had resulted in the suspension of new loads until affected loads could be resolved. Loading would recommence next week, and a message would be sent to the list about this issue.

Mr Boston said that with the bedding down of the Record Import service, the attention of Libraries Australia staff would turn to data quality over the next six months.

Enhanced requesting was being used by 161 organisations for either their patrons or staff. The Library wished to encourage libraries to offer personalisation and end user access. It was noted that several of the State libraries had voiced concerns regarding the wording of the interlibrary loan request form. This would be followed up with the state libraries.

Planning for the Libraries Australia Forum was progressing well. The Forum would be held at the University of Melbourne Law School on 3 November, and would be opened by Professor Peter McPhee, Deputy Vice-Chancellor. The next Libraries Australia Advisory Committee meeting would be held on 2 November at the University of Melbourne Staff Club.

The draft agenda for the Forum was discussed. It was noted that the Innovation Award had been removed. Ms Szunejko commented that she hoped the cataloguing session would not just focus on the Cataloguing Client but also include both the Record Export Service and the Record Import Service. Ms Rajapatirana responded that the parallel session would be aimed at optimising use of Libraries Australia, and selecting the most appropriate options for contributing to the ANBD. Ms Luther commented that the Record Import Service, and other methods of contribution, were the basis of the entire service, and that we needed to be sure that we can keep that focus, making it easy to input records. Ms Fullerton commented that delays in the implementation of the Record Import Service had coloured people’s perceptions of the service overall.

Ms Luther was in favour of the parallel sessions. Mr Boston commented that the morning would be a good mix of strategic and practical sessions, with case studies in the afternoon.

A celebration would be held to mark the 25th anniversary of the ANBD, which had gone online on 2 November 1981. This would be in conjunction with the Libraries Australia reception on 2 November at the University Staff Club.
People involved in ABN, such as Network Committee members, would be invited to attend. Ms Ellis suggested that the ANBD’s 25th anniversary should be publicised. Ms Wilson would discuss this suggestion with the Library’s Public Programs Division.

Mr Boston outlined some of the future directions for Libraries Australia, including data quality and duplicate removal activities, the addition of more Z39.50 target databases, adding holdings of public libraries, more non-roman script records and creation of logical views of the ANBD for specific library sectors. Of the future development tasks outlined in Attachment B, Mr Boston stated that several had already been completed.

There had been a number of new releases of the Libraries Australia search software in 2006, and a new release of the cataloguing software had been received and was awaiting testing. There was an issue with common authentication between Libraries Australia Document Delivery with the Administration system, which required a change to the VDX software. A solution for relevance ranking had been developed and should be released in October, pending a successful outcome of performance testing. Mr Boston reported that a new Business Plan was being drafted and the future direction activities outlined in Attachment B would be included. Mr Arfield suggested that the Business Plan would be a useful tool for developing perceptions of Libraries Australia. Ms Luther commented that there was a perception that Libraries Australia was moving into the public library sphere, with the launch of the free Libraries Australia service.

Mr Arfield suggested that the Committee could provide input to the draft document via email before the next Committee meeting. Mr Boston undertook to send out a draft list of strategic directions for Libraries Australia and a reading list to start the discussion. Members of the Committee could also meet in Perth during Click06 to discuss.

Both Ms Ellis and Ms Luther stressed the importance of talking to Libraries Australia user groups. User groups make a valuable contribution to discussion at the operational level and should be encouraged to contribute. It was suggested that Libraries Australia staff visit user groups regularly (they currently visit state user groups once per year). Ms Luther commented on the changes to the user group in Tasmania, where greater representation from different library groups was being encouraged.

**ACTION:** Libraries Australia staff to follow up with the state libraries their concern about the wording of the interlibrary loan form available through Libraries Australia.

**ACTION:** Ms Wilson to discuss with the National Library’s Public Programs area the 25th anniversary celebrations of the ANBD.

**ACTION:** Mr Boston to distribute a list of strategic directions to committee members for comment and input into the Libraries Australia business plan.
Agenda Item 4: Libraries Australia Post Implementation Review (LAAC/2006/2/3)

Dr Cathro spoke to the report of the review. The review was the final deliverable of the Kinetica Redevelopment Project. It was carried out by Ernst & Young, with the assistance of a National Library IT Branch head. 17 users and 14 national library project staff were interviewed. There were no real surprises in the report, which had eight recommendations. These recommendations covered data integrity, communication with users, communication within the project, and future planning and priority setting. The report highlighted some surprising perceptions from our users. For example one respondent commented that the cataloguing client was unavailable until March, when in fact it had been available on 30 November 2005. Some issues highlighted in the survey reflected the pressure under which staff worked over the last three months of the project, with an immovable December deadline. As a result it had been necessary to carry out some tasks after the implementation of the service.

Mr Boston stated that some help desk issues had been highlighted. These had been resolved by training, by the implementation of new helpdesk software, and by improved documentation.

Mr Arfield asked how the users had been selected. Users had been nominated by the Resource Sharing Division. An effort had been made to cover a range of users, the services used and the types of libraries. However in the end the number had been restricted by the cost of the review.

It was commented that the small survey size was limiting, however responses in the review could be compared to the Customer and Stakeholder Satisfaction Survey about to be undertaken by Libraries Australia.

Agenda item 5: Customer and Stakeholder Satisfaction Survey

Ms Wilson provided a progress report on the Customers and Stakeholder satisfaction survey. The customer and stakeholder satisfaction survey would be conducted by Nielsen NetRatings on behalf of the National Library. Nielsen had already conducted interviews with 16 CEOs or library managers, across all sectors. Nielsen had reported that the interviews have gone well, with open and responsive comments. In addition two focus groups would be conducted, with 8 participants in each group. The first focus group had already been conducted in Melbourne, and had looked at search and interlibrary loan / document delivery issues. The second focus group would be conducted in Sydney and would look at cataloguing issues. Following the interviews and focus groups, an online survey of all Libraries Australia customers (both practitioners and CEOs) would be conducted. Nielsen aimed to get a response of 40% for both practitioners and CEOs.

The teleconference finished at 12.30 pm.
### Agenda item 2
Minutes of the previous meeting and business arising

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