LIBRARIES AUSTRALIA STATUS REPORT
NOVEMBER 2014-MARCH 2015

PURPOSE
1 This report provides highlights of Libraries Australia activities over the five months since the last briefing was provided at the Libraries Australia Advisory Committee meeting.

ACHIEVEMENTS AND MILESTONES
2 The major achievements during this period have been:

- The negotiation and implementation of a smooth process to refresh the holdings of Alma libraries in the ANBD. After completing seven Alma sites, over 3.5 million records have been received and processed into the ANBD.
- Full representation of all 25 WorldShare Management Service (WMS) libraries on the ANBD; 18 of these are new members of Libraries Australia and have added almost 0.5 million new records to the ANBD.
- Clearing of the backlog of records set aside for human reviewing in the ANBD on 4 December 2014.
- Reaching the milestone of over one million RDA records on the ANBD (1,033,000 as of March 2015).

LIBRARIES AUSTRALIA STAFFING AND CAPABILITY
3 LAAC Committee only
4 LAAC Committee only
5 The Library congratulated and celebrated colleagues’ achievements at the National Library’s Australia Day Awards ceremony on 24 January. Director-General Anne-Marie Schwirtlich presented a number of colleagues with individual and team awards recognising contributions to the National Library. Of note for the Libraries Australia community is recognition of the staff who work behind the scenes to support the service: From the Australian National Bibliographic Services Team, Stuart Henderson received an Australia Day medallion and certificate. Stuart’s award recognises his work to ensure the successful co-development, testing and deployment of the CBS Job Manager (CJM) - a software tool that is used every day and has improved the ways ongoing data quality improvement is conducted. And from the IT Team, Thilak De Silva, Harris Ruan, and Tina Lee were presented with a team award recognising their dedicated support of a large number of systems: Relais, RefTracker, Trim, Finance One, Aurion, email, and VDX for Libraries Australia Document Delivery members.

LIBRARIES AUSTRALIA VALUE
6 Following the discussion at the October 2014 LAAC meeting, Libraries Australia staff have sought to ensure that the social and economic value beyond the library world - the community benefits - is highlighted in the value statement. Interviews are being planned with library managers to ensure their perspective is represented in the Value statement. A review of the Libraries Australia member agreement and services will be conducted to ensure that the information provided is consistent, accurate, and highlights the range and value of the services offered.
AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

7 Activities to increase the currency and coverage of the Australian National Bibliographic Database (ANBD) involve the ingest of data from new sources, encouraging Libraries Australia members to contribute their data, as well as improving mechanisms for data loading and matching from existing sources.

8 The Database Services Branch continues its work to include bibliographic records created in two cloud-based library management systems into the ANBD. In general, this concerted activity working directly with system vendors has had the greatest impact on improving the currency and coverage of Australian library holdings on the ANBD. The Library has worked with OCLC to load records and holdings loaded to WorldCat from Australian libraries using WorldShare Management Services (WMS) system. All 25 Australian WMS sites are now represented on the ANBD. This is comprised of fifteen school or college, seven public, and three special health libraries. The Library’s work with Ex Libris to implement a smooth data flow from Alma sites to Libraries Australia has also borne fruit with seven Alma sites completed.

9 Libraries Australia and Trove users can now access 28,000 Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) analytic records for journal articles published from the mid-1980s to present. The articles indexed cover a diverse range of topics about Aboriginal Australian politics, health, education, social issues and service, arts, and government policies. The records use AIATSIS Thesaurus subject headings and constitute AACR2 serial analytic records for journal articles published from the mid-1980s to present. AIATSIS now regularly loads RDA analytic records for recent serials and monographs via the Record Import Service (RIS) stream. This data flows directly to Trove.

10 With the continued increase in bibliographic records for digitised and electronic resources there has been a growing issue with bibliographic records for electronic versions of an item matching and merging with the bibliographic records for the print or physical versions in the ANBD. The Library loads records directly from Serials Solutions on behalf of Libraries Australia members who purchase the records from ProQuest. Many of these records were being supplied with Library of Congress numbers for the print or physical version in the record. The CBS system considers Library of Congress numbers a strong match point in the ANBD, therefore contributing to the mismatching problem; LC numbers needed to be removed from the incoming records but this left the problem of how to identify these records so that incoming updated Serials Solutions records would reliably match against themselves. The ANBD team successfully implemented a method using the Serials Solutions local systems number as the matching point. A global refresh of Serials Solutions records has been completed to ensure they are up-to-date, and then regular loading of Serials Solutions records can resume.

LIBRARIES AUSTRALIA CATALOGUING AND CBS

11 CBS is the software used for the provision of Australia’s National Bibliographic Utility (Libraries Australia). The Database Services Branch has launched a suite of work to maximise CBS as it is deployed in the Libraries Australia service. Particular attention has been given to four elements: developing a CBS roadmap for Libraries Australia; addressing known issues as they affect Libraries Australia members; updating functionality used in the CBS system; and contract management. In concert, the work to maximise CBS includes internally focussed elements such as building self-sufficiency; succession planning through skills training and development; managing internal resources; and supporting the Library’s Digital Library Infrastructure Replacement (DLIR) Program.
LIBRARIES AUSTRALIA DATABASE MAINTENANCE

13 The ANBD team conducts a range of activities to improve the data quality on the national bibliographic database: authority control, enriching bibliographic data, and adding analytic records to the national bibliographic database. Each of these enhances data re-use and exchange for members and the broader metadata network as data wends its way to Trove, WorldCat, and beyond.

14 OCLC’s CBS Relate software links headings (names, subjects and uniform titles) in bibliographic records in the ANBD to authority records. Use of the Relate software significantly improves the quality of bibliographic records by replacing non-preferred headings with the preferred form. Implemented in 2012, Relate did a complete pass through the database that took approximately four months (July - October 2012) and updated almost seven million items in the process. Since then it has been configured to run each night, processing recently added or changed records. To address some linkage gaps that had crept in since implementation, another Relate job run to check every bibliographic item in the ANBD was conducted in March 2015 and resulted in the update of 447,036 bibliographic items and the creation of 476,807 links to authorities. Processing time for the complete pass of the ANBD by Relate in 2013 was 79 hours 10 minutes and 50 seconds. In 2015 the complete pass took 115 hours 31 minutes and 49 seconds to complete. It is estimated that the human effort to tackle this recent pass to relate authority and bibliographic records would have taken ca. eight working years.

15 The CBS Job Management tool (CJM) has continued to offer significant processing benefits in support of data quality improvement activities. From November 2014 through to March 2015, CJM was used to delete 2,119,516 holdings statements. Work undertaken on remedying the issue with Serial Solution records causing incorrect merging of hard copy records and e-book records saw CJM delete 6,588,892 holdings and 15,267 bibliographic records. During this period CJM expedited 352,975 bibliographic record changes on the ANBD. During this reporting period a total of 9,076,650 transactions were executed by CJM on the ANBD.

16 On 4 December 2014, the ANBD team cleared the backlog of records set aside for human reviewing in the ANBD. Typically records require ‘human review’ when the ingest program cannot determine whether the incoming record duplicates an existing record on the database. A long-standing item on the Libraries Australia work plan to “Shift effort from human reviewing of data loads to automated processes delivering an effective balance between quality and cost” was achieved through a thorough review of the reviewing process. Analysis indicated that even after human review the majority of records were still added to the database as new records. Based on this information human reviewing of records has ceased and the CBS system amended to accept records directly to the database as new records. Records continue to come into the ANBD through RIS and continue to be marked for review. The ANBD team use the CJM tool to manage these records and accept them into the database. The Duplicate Detection and Removal (DDR) process runs across the database each night and the ANBD team continues to monitor the effectiveness of this process. Along with the enhanced duplicate reporting mechanisms by Libraries Australia members delivered via the Libraries Australia Search Redevelopment (LASR), the Library is confident of the duplicate capture and removal strategies in play. The ANBD team continue to monitor data ingest and management processes, placing a premium on data inclusion rather than record perfection.

LIBRARIES AUSTRALIA PRODUCTS
Based on criteria specified by each of the National and State Libraries of Australia (NSLA), Libraries Australia provides Monthly Acquisitions Products; they are used to identify newly published items that they need to acquire, either via Legal Deposit or purchase. Each NSLA library receives a number of Product files fitting different criteria, e.g. Electronic versus print copy, monograph versus serials, etc. There were a total of 207 NSLA acquisition product runs between November 2014 and March 2015. Additionally there was one file each provided to Serials in Australian Libraries (SIAL - RMIT publishing) and the Virtual International Authority File (VIAF) as part of the Library’s ongoing participation in international data enrichment programs.

Over the period there has been an increase in requests for Unique Holdings Products - files of records that are only held by the requesting member. This is mostly due to library closures and the need for libraries to identify unique aspects of their collections and plan for their dispersal.

**RDA (resource Description and Access) implementation**

The uptake of the use of the RDA cataloguing standard by Australian libraries continues to grow. As of March 2015, there are now around 1,033,000 RDA records on the ANBD. This is a 178% growth in the nine months since the end of the last financial year when there were 580,000 RDA records. In January 2014, there were 395,000 RDA records, a 262% growth in RDA records appearing in the ANBD in just 14 months.

**Libraries Australia Search**

Two minor releases to Libraries Australia Search were made available in February and March 2015. The releases included improvements to date indexes, to the z39.50 word proximity operator to make searching easier, and support for thumbnails for National Library digitised objects with changed identifiers. Minor bugs were addressed including record crashes on the More Information screen, support for tags included in records exported using RES and a fix to the LA Products Scheduler, problems with “get this item” for titles containing special characters and a fix for the OCLC WorldCat phrase bug.

The inclusion of functionality from within the Libraries Australia Search interface to report duplicate records has seen a significant increase in their reporting by Libraries Australia members. In the year to date, duplicate reports represented 40% of Libraries Australia inquiries received. Prior to the Libraries Australia search redevelopment, duplicates represented less than 10% of inquiries. A third of all duplicates reported since June last year have been submitted by library vendor Zenith. The ANBD team resolves reported duplicates within the current agreed RefTracker service level period of seven days. On average, it takes approximately five minutes to resolve each duplicate report.

A steady increase in searches of other subscription targets via Libraries Australia has been noted, which seems to result from the activities of one vendor. Since November 2014, searching of both the Library of Congress catalogue and Te Puna catalogue has increased by 20%.

**Libraries Australia Memberships**

During the period November 2014 through to March 2015, four new members subscribed to Libraries Australia: two school libraries, one non-government special and one state
government department. In addition, two individual subscriptions were also received during this period.

24 Two organisations cancelled their subscription to Libraries Australia: one commonwealth government library and one school library.

ENGAGING MEMBERS

25 The major outreach activity in this period was the 2014 Libraries Australia Forum, and a separate paper evaluating this has been provided.

26 Suggestions made at the “Making the most of your User Group” Forum session are being developed into a set of ideas for convenors for inclusion on the Libraries Australia User Groups webpage. Libraries Australia Member Services is also using the convenors’ suggestions in planning the 2015 visits. From 2015 User Group visits will be scheduled in the June/July period and so no User Group visits were conducted over the period of this report. Holding the visits closer in time to each other ensures that members receive the same information at the same time, allows staff to develop and re-use more professional presentations, and enables the Library to rationalise travel arrangements. Although Western Australia does not have a User Group at present, a visit to Western Australia is planned in 2015 to allow better engagement with members.

27 Member communications included the Libraries Australia newsletters which were produced in December 2014 and March 2015. An article, Etiquette of Upgrading, addressed concerns expressed by Libraries Australia member libraries about upgrading bibliographic records in a shared environment.

28 Messages posted to the Libraries Australia discussion lists, in particular the Libraries Australia Document Delivery Topics of Interest covering Email Alerts (assisting libraries in managing their interlibrary loan and document delivery workflows and of greatest benefit to smaller libraries) and Suspending your Location (an annual reminder to libraries to suspend their location on the LADD and associated systems during extended periods of closure) have proved popular.

29 The Libraries Australia ISO ILL Partners’ meeting, a half-day round table forum for ISO ILL libraries to convene and discuss ISO ILL related issues and share their work practice, was held on 30 October prior to the Libraries Australia Forum. Representatives from 21 ISO ILL libraries and organisations, including interlibrary loan system vendors and hosting service providers, participated in the meeting. The participants discussed the system interoperability and the new ISO ILL standard and exchanged the information on interoperability with suppliers and using NISO Circulation Interchange Protocol (NCIP) between ILMS and ISO ILL system. A summary of the meeting is available at http://www.nla.gov.au/librariesaustralia/files/2015/01/Newsletter_ISO-ILL-Partners-Meeting_December-2014.pdf.

30 LADD members were surveyed on the use of the British Library Document Supply Service (BLDSS) in October 2014, in order to determine whether access to BLDSS from LADD would be a beneficial enhancement to the service. 12% of LADD members participated in the survey and most of them indicated BLDSS is a useful source although it was in most cases used as a last resort.

31 RDA information found on the Libraries Australia website has been revised following a review of the content. The review was prompted by a range of comments on the RDA-list regarding
The Alma program of work has delivered opportunities to connect with Libraries Australia members and re-engage them at the point of need through weekly teleconferences with migrating libraries and the Alma vendor (Ex Libris). In addition, the program has presented a new way of working with Libraries Australia members that focuses on developing a community of practice around data contribution, leveraging the knowledge and skills of a community using the same library management software, with support from the system vendor and the Libraries Australia team. This shift has seen the Library moving away from a 1:1 single point of communication between the Libraries Australia service and an individual library, to a more collaborative model of shared knowledge of member libraries using the Libraries Australia service.

There was an increase of 376 followers to Libraries Australia on Twitter over the period, with a following of 2,019 in March 2015. This is almost double for the same period last year (1,098 as at March 2014). Tweets for the period earned 66.6K impressions with the most popular tweet surrounding Library Lovers Day, earning 7,156 impressions and 192 engagements.

Libraries Australia received a resignation from Leonie Atkins, a Libraries Australia Training Agent who is no longer able to provide training in Tasmania. Leonie was the only trainer for Tasmania and Libraries Australia is exploring options to manage this.

Libraries Australia welcomes Robert Deininger, recently appointed as Training Agent for SLNSW, to assist the other two trainers at the State Library of New South Wales. Robert Deininger is a familiar face to Libraries Australia as he is convenor of the NSW Libraries Australia User Group.

On 28-29 January Monika Szunejko attended the inaugural face to face meeting of OCLC’s Global Metadata Advisory Group (GMAG) in Dublin, Ohio. OCLC invited metadata experts from library consortium organisations, national and leading libraries from around the world to form an advisory group. The aim of the GMAG is to discuss metadata topics and strategize the use and evolution of metadata in WorldCat. Of particular interest to the group is the use of linked open data, the interoperability of authority files, the synchronisation of national bibliographies and union catalogues with WorldCat, sharing and development of metadata tools, and working together in cataloguing enrichment. Monika Szunejko represented the National Library of Australia and the national metadata and resource sharing services Libraries Australia and Trove. The two days were spent in interactive discussion about the evolving metadata landscape. The primary focus of the meeting was on creating and exploring user stories for linked data. Working in three groups, the participants adopted the personas of Librarian, Researcher, and Library Director to explore use cases for implementing and

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1 Impressions – number of times users saw the tweet on Twitter. Engagements – total number of times a user has interacted with a Tweet. This includes all clicks anywhere on the Tweet, retweets, replies, follows and favourites.
leveraging new metadata models. Delegates were pushed to think of how libraries will be working differently in an entity-based metadata world.

On 11 March Eric van Lubeek - OCLC Vice President and Managing Director EMEA and APAC - and Chris Thewlis - OCLC Regional Manager Australia/NZ - visited the National Library to discuss Libraries Australia’s multi-faceted relationship with OCLC and explore possible shared arrangements for the forthcoming OCLC Asia Pacific Regional Council meeting and Libraries Australia Forum to be held in Melbourne in December 2015.

RECOMMENDATION

1. The Libraries Australia Advisory Committee notes the report.

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