DRAFT MINUTES OF THE
LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Wheeler Centre, Melbourne
Wednesday 30 October 2013

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<th>Committee Members Present:</th>
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<tr>
<td>Chair: Mr Geoff Strempel</td>
<td>Dr Marie-Louise Ayres</td>
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<td>Associate Director</td>
<td>Assistant Director General</td>
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<td>Public Library Services</td>
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| Mr Peter Conlon           | Ms Deirdre Kiorgaard |
| Manager                   | Director Collaborative Services |
| Library and Cultural Services | National Library of Australia |
| Queanbeyan City Council   | |

| Ms Amelia McKenzie        | Ms Laurel Paton |
| Assistant Director General| Manager, National Bibliographic Database |
| Collections Management    | National Library of Australia |
| National Library of Australia | |

| Ms Ann Ritchie            | Ms Monika Szunejko |
| Manager, Regional Health Library Development | Director Database Services |
| Barwon Health              | National Library of Australia |

| Ms Anne Marie Schwirtlich | Minutes |
| Director General          | Ms Mel Hunt |
| National Library of Australia | Libraries Australia Collaborative Services |
|                            | National Library of Australia |

| Ms Rosa Serratore         | |
| Chief Librarian           | |
| National Meteorological Library | |
| Bureau of Meteorology     | |

| Ms JoAnne Sparks          | |
| University Librarian      | |
| Macquarie University      | |
The meeting commenced at 9.45 a.m.

Agenda Item 1
Welcome and Apologies

1 Mr Strempel opened the meeting and welcomed all present. Apologies were noted from Ms Liz Burke, Mr Ben O’Carroll, Dr Alex Byrne and Mr Craig Anderson. Particular welcome was given to new Committee members and officers who have recently been confirmed in permanent positions including Ms Amelia McKenzie (Assistant Director General, Collections Management), Ms Monika Szunejko (Director, Database Services) and Ms Deirdre Kiorgaard (Director, Collaborative Services).

Agenda Item 2
Draft Minutes of the Previous Meeting and Business Arising

2 Mr Strempel invited comments on the minutes of the previous meeting. Ms Sparks motioned to approve the minutes and Ms Ritchie seconded.

RESOLUTION: The Committee resolved to accept the minutes of the previous meeting held on 18 March 2013.

Agenda Item 3
Libraries Australia Annual Report 2012/13

3 Dr Ayres provided the following summary of recent divisional activities:

People: Recent staffing changes include the retirement of Mr Rob Walls (Director, Database Services), Ms Debbie Campbell (Director, Collaborative Services) and Ms Karen Simm (E-Collections, Database Services); and the upcoming retirement of Ms Kaye McIntyre on 4 November and Ms Deborah Fuller (Manager, Libraries Australia Product Development) on 18 November. Welcome was given to Ms Monika Szunejko (Director, Database Services) and Ms Deirdre Kiorgaard (Director, Collaborative Services). Other notable moves include Ms Anne Xu (from Document Delivery to Acting Manager, Libraries Australia Document Delivery), Ms Laurel Paton (from Libraries Australia Customer Services to Manager, ANBD) and Ms Nikki Darby (from NSLA eResources Consortium to Manager, Libraries Australia Member Services/Libraries Australia Search Redevelopment).

It was noted that the team involved in organizing the 2013 Forum and LAAC meeting are new to the role and that this period has been a time of great change and excitement for both the Libraries Australia and Trove teams, and that along with our IT staff there is an energising mix of experienced and new people.

RDA: RDA implementation is now complete. At the end of September there were just under 250,000 RDA records in the ANBD of which 86,000 came from Australian libraries. 21,000 of these records came from the NLA, leaving 65,000 records contributed by other Australian libraries that have moved to RDA. There are also 48,000 authority records coded as RDA in the ANBD. Dr Ayres noted it is pleasing to see libraries have been busy doing this work getting on board with RDA.

Dr Ayres acknowledged difficulties encountered in preparing the configuration release to meet the 31 March deadline for RDA implementation and noted the process had revealed challenges in relation to contract management, communication and scheduling with OCLC/Leiden colleagues. Ms Szunejko attended the annual OCLC CBS partners meeting in Basel, Switzerland and later travelled to Leiden in the Netherlands to meet with the OCLC operational manager responsible for Libraries Australia to discuss service priorities and future plans. As a result, a number of stalled projects were progressed. This outcome highlights the value of onsite face-to-face contact with our service providers.

Membership: Dr Ayres noted there has been a higher than usual number of cancelled memberships so far in the 2013/14 year. Of the 40 cancellations received so far, 25 are special libraries, with a 50/50 split between government libraries and corporate libraries.
Global refreshes: Dr Ayres confirmed that a number of large global holdings refreshes had been completed. It was noted that global refreshes are not the preferred method of keeping the ANBD up to date and that members are encouraged to use other means to update. The recent refresh of ANU holdings was the largest ever conducted and highlighted a number of important lessons. During the ANU holdings refresh, over 1 million ANU holdings were ‘dark’ and unavailable in the ANBD for 5 months. This reinforced the importance of managing large holdings refreshes using firm project management methodologies and ensuring the refreshing library is ready and prepared for the project.

LADD: It was previously reported that there had been a 13% reduction in transactions from the previous year. This trend has stayed consistent, resulting in a total 24% decrease in transactions across the three previous financial years back to 2010/11. Dr Ayres noted current transaction numbers are now in line with transaction numbers of ten years ago. Implementation of VDX 6.0 to support LADD is progressing well under the management of Ms Xu. It was previously reported that the Library intended to monitor the NLNZ experience of moving to a hosted service. Recent staff illnesses emphasized that there are currently few staff with the experience and expertise needed to maintain and run the existing service. As such, discussions with OCLC regarding moving to a hosted service have commenced to explore if a hosted service may better position the Library for post VDX 6.0 and reduce our staffing vulnerability, and the cost of the service.

RefTracker: Dr Ayres noted the growth in the use of RefTracker software across Reference areas of the NLA to manage enquiries. Use of RefTracker by Libraries Australia and Trove has been extended to Database Services with the recent ingest of over 5,000 past enquiries. Dr Ayres noted the importance of capturing enquiry data in the one system and suggested knowledge management is one of the service’s most important issues given recent and upcoming retirements.

Training: Dr Ayres noted the current national panel approach for training is working well. She confirmed there are still no trainers resident in WA or QLD, but that a trainer for Tasmania has recently been appointed. The arrangement provides options for delivery of training around the country and training is proceeding well.

Ms Ritchie asked for further detail on the recent face-to-face meeting with OCLC, particularly which problems had been solved. Ms Szunejko advised the seriousness and urgency of a number of issues were more effectively conveyed. Dr Ayres indicated that one software tool, which had been in development with OCLC for a number of years, has since been delivered for testing. Dr Ayres commented on the need for greater discipline in providing clear specifications to vendors.

Mr Strempel asked how frequently opportunities to meet with OCLC arise. Ms Szunejko and Dr Ayres indicated there is an annual partners meeting which the Library had not been able to participate in for some years. There was general agreement of the value of face-to-face meetings with international vendors.

Mr Strempel highlighted the milestone of 50 million holdings in the ANBD, as compared to 2 billion holdings in OCLC WorldCat. Dr Ayres noted the ANBD has a 1:2 relationship between records and holdings, whereas WorldCat has 1:7 which may indicate the efficiency of the national resource sharing system.

The Committee noted the report.

Agenda Item 4
Libraries Australia Statistics 2012/13
Dr Ayres highlighted an apparent drop in expenses for the 2012/13 financial year and explained the anomaly is due to the way depreciation is handled in our accounting process. The Libraries Australia Search Redevelopment project was originally expected to
be completed by end of 2012/13 year and the asset would have been commissioned and started amortising in 2012/13. As the project has been extended this has not occurred.

15 Revenue was slightly under target due to reduced revenue from Serials in Australian Libraries but sectoral revenue remains stable and activity for the majority of services continues to increase. Search activity has doubled over the last decade with many more holdings added than anticipated. LADD activity is 12% below target and targets are anticipated to reduce further. Dr Ayres noted there has been a larger drop in copy requests than loans which reflects changes in licensing conditions in e-resources.

16 Mr Strempel commended the sustained growth of Libraries Australia without corresponding increases in the cost to run the service. Mr Strempel recommended the LAAC committee acknowledge the utility of Libraries Australia and its value given increased usage and reliance on the service in light of libraries’ willingness and capacity to pay for the service.

17 Ms Schwirtlich commented on the importance of using the service in both good and bad times and reiterated the offer for LAAC members to reuse the Statistics report. She suggested additional sectoral graphs could be provided so that CAUL colleagues could see their contribution to revenue in the context of their use of Libraries Australia, and to better illustrate Libraries Australia’s utility to the university sector.

18 The Committee noted the report.

ACTION 1: Dr Ayres will provide Ms Sparks with a version of the Statistics report tailored for the university sector.

Agenda Item 5
Report from the OCLC Asia Pacific Regional Council (oral)

19 Due to the absence of Mr Anderson this report was not presented to the Committee.

Agenda Item 6
Libraries Australia products service

20 Ms Szunejko summarised the purpose of the products paper: to inform the Committee of the current products service and its value to members; to draw attention to declining demand for products and product revenue; and to seek advice regarding the future direction and promotion of the service. It was noted that data quality, coverage and collaboration remain the tenets of the ANBD and the products service can support these. Potential exists to expand the products concept into a data service for libraries, i.e. using products to engage with 3rd party services for benchmarking and collection analysis.

21 Mr Strempel queried the response from members regarding the recent increase in product charges. Ms Szunejko indicated it is too early to judge the reaction of members to the price increase. Dr Ayres indicated that the Library would be able to provide information regarding any feedback from members to the Committee by the end of this quarter.

22 Mr Strempel indicated support for increased pricing. In response to a query from Ms Serratore, Ms Szunejko confirmed there are 12-13 existing product customers (excluding those using self-service to access product files). Dr Ayres noted the use of self-service products by members was encouraged, but reinforced that complex products require staff expertise, query skills and expert knowledge.

23 Ms Szunejko suggested two types of product data services which could be provided: a self-serve service and a tailored/customized data service. Mr Strempel indicated member libraries may not be aware of the possibilities offered through the products service, and recommended marketing and promotion to raise awareness. Ms Szunejko noted the recently produced Products booklet was created with this purpose in mind.
Ms Ritchie suggested it would be of value to seek feedback directly from members on what they want from the products service. There was general discussion and consensus amongst the Committee that this would be a valuable approach.

Ms McKenzie commented that ANBD products could potentially provide overlap analysis data for collection digitisation and commented on the value of OCLC data for that purpose. Ms Ritchie agreed indicating OCLC data had been used for ALJ articles and for projects at RMIT.

Dr Ayres commented that during the LA business review the team sought advice from LAAC regarding the development of collection analysis tools such as those provided by 3rd party vendors, and although the final response from the Committee was not to proceed, there is still potential for creating sets of data from the ANBD that can be used by 3rd party vendors. Dr Ayres also reiterated the importance of changing the name of the Products service.

Mr Strempel suggested that providing services which can be re-used by multiple members is sensible. Ms Sparks suggested that instead of focusing on promoting or renaming the existing products service, the focus should be on the ability to extract and analyse data for libraries on an individual level for a negotiated cost. Dr Ayres agreed with Ms Sparks and reiterated the future focus should be on rethinking what the service offers.

Mr Strempel commented that the focus in marketing of the products service should be on highlighting the benefits for members, i.e. linked authorities product as a tailored service to meet the very specific needs of a member library to improve and enrich their data quality. Ms Ritchie queried if customised products could be provided given current resourcing levels. Dr Ayres confirmed the existing team has the skills to provide specialized data consultancy and the focus may be looking at what can be provided through negotiation on an individual basis.

Dr Ayres suggested the team could provide business use cases in the areas of digitisation and managing down print collections to assist members in realizing the potential value of the products service to their libraries. Ms Ritchie suggested that additional potential scenarios for investigation included collection overlap analysis in the amalgamation of government departments and big data, including predictive analytics and research of activity on the ANBD.

Dr Ayres noted that Libraries Australia has recently gained additional capacity to analyse search activity and that staff can now inform members not only how much they are searching, but to some extent, what they are searching. This new capacity has potential for providing additional services to member libraries.

Ms Schwirtlich sought LAAC’s advice on whether it might be possible to provide analytic services for sectors the Library may not be aware of such as smaller informal collaborations or groups of libraries within CAUL or the public library sector. Ms Sparks concurred that there were many examples of informal groups within the University sector including Symplectic and ALMA users.

Mr Strempel questioned whether the number of customers per product as detailed on page 5 of the report is sustainable as it indicates Libraries Australia may be providing many products for few libraries. Dr Ayres advised that this has been considered and further noted that some products may be provided to libraries who no longer require the data but who have not advised, and the team is working on follow up in this area.

Mr Strempel requested that LAAC members consider how they can best provide information and gather data regarding activities in their sector which may intersect with products and customised data services in order to add greater value to the discussions.

ACTION 2: Dr Ayres to advise the Committee of any feedback from member libraries on the recent increases in Product pricing.

ACTION 3: Ms Szunejko to seek feedback from member libraries regarding what they want from the products service.
ACTION 4: Ms Szunejko to investigate the potential of creating sets of data from the ANBD for use by 3rd party vendors.

ACTION 5: Ms Szunejko to investigate the potential of extracting and analyzing data from the ANBD for member libraries for a negotiated cost.

ACTION 6: LAAC members to gather data regarding activities and informal collaborations in their respective sectors to inform future discussion regarding customised data services and products.

Agenda Item 7
Libraries Australia Search Redevelopment Project Update

Dr Ayres advised the completion date for the LASR (Libraries Australia Search Redevelopment) has been extended by an additional nine months. It was noted the Agile methodology used in the project, while good for new products, had proven unsuitable for redeveloping existing services. The project team has reverted to a more traditional waterfall project management methodology, and Stage 4 is on schedule to be completed within the revised timeframe. Dr Ayres offered praise for the IT team and staff working on the project. She noted that feedback received regarding the release of Alpha 0.1 was positive, and that the Alpha 0.2 being demonstrated today is also to be presented at the Libraries Australia Forum tomorrow for member feedback.

Ms Paton provided a demonstration of the LASR Alpha 0.2 which was released to the public on 23 October 2013. It is the last Alpha release for feedback before moving to the Production system. Ms Paton encouraged LAAC members to alert their colleagues to look at the Alpha 0.2 release and provide feedback by 6 November 2013.

Feedback from the Committee regarding Alpha 0.2 was positive. Mr Strempel queried how reported duplicate records will be processed given the potential influx once the system goes live. Ms Paton indicated duplicate records were reviewed manually by staff and that in addition to this duplicate detection software was regularly run. Ms Strempel suggested duplicate review would be a good candidate for outsourcing and Ms McKenzie agreed. The Committee generally agreed the new duplicate reporting feature would be received enthusiastically by libraries and contribute to enhanced data quality on the ANBD.

The Committee noted the report.

Agenda Item 8
Potential subscription increases

Dr Ayres noted the necessity for periodic review and assessment of Libraries Australia costs particularly given the implementation of new subscriptions models. Over the last six years the NLA contribution to Libraries Australia has averaged $400,000 (between 8-10% of the total cost of running the service) and this contribution has remained stable throughout this period, as have staffing costs. This can be attributed to efficiencies in running the service such as improved IT infrastructure and decreasing storage costs, implementation of duplicate detection and Relate software to replace manual review of records by staff, and redevelopment of the LA website. Usage of the service continues to increase, however costs to run the service have been maintained. Dr Ayres noted the importance of maintaining this position over the upcoming years in light of continued efficiency dividends and public service cuts.

Dr Ayres recommended to the Committee that an increase in Libraries Australia subscriptions in line with CPI or similar may be necessary in order to maintain the Library’s contribution to the service. 35% of members are paying less for current subscriptions than they were five years ago and many members have paid slowly increasing subscription costs under the lengthy transition to new models agreed in 2007. Mr Strempel noted that SA Public Libraries are still in transition but he would be happy to fast-track their transition to the new subscription model. Dr Ayres noted feedback received from one special library indicated they would prefer small annual increases in subscription fees rather than larger increases every few years.
Dr Ayres advised it is uncertain if the proposed subscription increase would be required for the upcoming 2013/14 financial year but members would be advised of the potential increase as soon as practicable. It was unlikely the subscription cost increase would be at full CPI and that the required cost increase will not be known until the new search service is in operation next year. Increases in subscription costs may result in loss of some members but subscription increases could be applied across selected sectors to mitigate risk. Dr Ayres sought feedback from members regarding the proposed subscriptions increase with particular reference to small yearly increases vs. larger periodic increases.

Mr Conlon indicated the preference for public libraries would be for smaller annual increases and suggested indicating increases to members by February 2014 at the latest to accommodate local government budget planning requirements.

Mr Strempel suggested Libraries Australia may be eroding capital investment in the service by not increasing subscription costs. Mr Strempel reiterated the suggestion to review subscriptions for those members who are in transition subscription arrangements to fast-track their move to the new subscription model so that all members will be in line with the current subscription models. Dr Ayres indicated there were only a few members still in transition, and that bringing all members in line would allow any potential subscription increases to be notified and applied.

The Committee noted the report and endorsed subscription increases on an annual basis, less than, or in line with, CPI if required.

ACTION 7: Dr Ayres to contact libraries under transition subscription arrangements to request fast tracking to the new subscription model.

ACTION 8: Dr Ayres to advise members of planned subscription changes.

Agenda Item 9
Subscription model and government libraries

Dr Ayres indicated the purpose of the paper was to advise of changes occurring in the government sector and their impact upon existing government and state library subscription models. Libraries Australia is seeking to clarify for government library members the position of Libraries Australia regarding usage of the service under their User Agreements. Dr Ayres acknowledged the government library sector is under significant pressure and this has been reflected through a small number of cancelled government library subscriptions. These cancellations result in deletion of holdings from the ANBD and reduced coverage of the ANBD.

Dr Ayres noted two main concerns regarding changes in the government sector. The first concern is the emergence of new service models for providing library services such as State libraries providing library services to government departments, and the second is how to maximize coverage of government library holdings in the ANBD given the pressure on the sector. The government sector represents $0.5 million dollars or $1/8th of the total revenue for the Libraries Australia service. Dr Ayres noted if this revenue was lost because State libraries are providing services for government departments it could have a substantial negative impact on our membership, revenue and the quality and coverage of the ANBD.

Dr Ayres proposed two potential models to address these concerns: the first to arrange a whole of government consortia model; the second to increase State library subscriptions to cover services provided to government libraries. Dr Ayres sought feedback from the Committee regarding the suggested models.

Ms Ritchie commented that government departments need to be informed of risks of consolidations motivated by cost savings and noted the costs are effectively absorbed by Libraries Australia or shifted from one library to another. Ms Serratore suggested these changes may mean some government libraries are in contravention of the Libraries Australia User Agreement. Dr Ayres indicated the current User Agreement was not explicit in detailing member’s rights to provide services to third parties and needs to be amended.
There was further general discussion regarding the subscription models recommended to the Committee and potential new models. Points raised in the discussion included: subscription models could be negotiated on individual basis with libraries which may wish to provide services to third parties as done in the case of the VGLS consortia agreement; the need to inform NSLA and government departments that the provision of services to government libraries is outside the intent of the current User Agreement; subscription models could be based on population in addition to current FTE staffing and budget.

The Committee noted the difficulty in creating a sustainable viable model for the wide range of libraries covered under the government and special sectors and further noted that options discussed so far did not address the federal or special library sectors, or the possibility of government libraries looking to the university sector to provide services. The concept of a national licensing model was briefly mentioned and the Committee further agreed there was value in investigating how other library providers such as OCLC and other commercial providers manage subscription models.

The Committee discussed the two models presented for feedback. The second model, to increase State library subscriptions to cover services provided to government libraries, was considered simpler and more transparent. However the first, i.e. a whole of government consortia model, although potentially more challenging, was more suitable for trialing in smaller states like the Northern Territory and South Australia which already have a high degree of collaboration. It was also suggested that such a consortia model might be extended from state government libraries to AGLIN at the commonwealth level. Members also noted there were already state based consortia precedents such as CAL for copyright management in the Victorian State Government. It was further suggested that the NLA could act as consortia manager on behalf of all commonwealth government libraries, requesting government to augment the Library’s budget by decreasing individual government library budgets. It was further acknowledged that any consortia providers would need to factor in additional taxes in providing the service.

It was suggested that any new subscription model may benefit from inclusion of measures to accommodate risk, e.g. Libraries Australia could agree to renegotiate models in the event of a significant drop in government library subscriptions in order to encourage libraries to subscribe under the new model.

Dr Ayres summarized feedback from the Committee’s general discussions: it was agreed to discuss these issues with NSLA as planned at the next NSLA Executive meeting; to review and amend the current User Agreement to clarify the provision of services to 3rd parties; and to investigate if there is interest from members in a consortia model based on metrics other than FTE staff or budget which could be applied to the whole of government / NSLA sector.

The Committee noted the report.

ACTION 9: Dr Ayres to bring the subscription model issues discussed with the Committee to the NSLA Executive meeting for comment.

ACTION 10: Dr Ayres to arrange for the review and amendment of the Libraries Australia User Agreement to clarify the provision of services to 3rd parties.

ACTION 11: Dr Ayres to investigate if there is interest from member libraries in establishing a consortia based subscription model based on metrics other than FTE staffing/budget which could be applied to the whole of government/NSLA sector.

Agenda Item 10
Trove Status Report

Ms Kiorgaard presented an update of statistics relating to the Trove service, noting continued growth and several significant milestones achieved since the figures provided in the report. Ms Kiorgaard confirmed there are now close to 375 million resources available in Trove, an additional 8,000 registered users, 110 million lines of text corrected and over 5,000 twitter followers. Ms Kiorgaard noted that the results of the recent customer satisfaction survey will be reported for information at the next LAAC meeting but that the
response rate had been pleasing with over 1000 responses received. Highlights of the survey to date include a 98% overall satisfaction rating and 95% of users satisfied with the quality of information they find in Trove. Trove also achieved a more than satisfactory net promoter score of 81.

Ms Kiorgaard noted the report contains a selection of stories which highlight how Trove is used and that Trove itself is becoming a topic of research. Dr Ayres noted that two thirds of Trove use does not originate via the Trove website; as it is exposed through Google many visits are serendipitous such as genealogists conducting name searches which lead them to newspapers in Trove. It was further noted that Trove is a ‘sticky’ site and that Australian visitors generally stay in the Trove site for longer than international users.

Mr Strempel queried the allocation of separate NUC identifiers for university repositories and Ms Kiorgaard confirmed this was done at the request of the repositories to enable Trove search results to be limited to specific repositories and provide accurate aggregated statistics on holdings in the repositories.

Ms Ritchie and Ms Serratore queried whether there had been any discussion or progress with NHMRC (National Health and Medical Research Council) and the creation of repositories for health research. Dr Ayres indicated discussions had been held earlier this year and the meeting had focused on metadata requirements to enable aggregation of data from Trove. Dr Ayres noted that organizations such as NHMRC, ARC and CAUL have all expressed interest in looking at Trove data in the aggregate but that at present the metadata to support this is not always present. Dr Ayres noted that advice given to NHMRC was that Trove will harvest from repositories if they exist but cannot create the repository and that NHMRC are considering options. Dr Ayres gave the example of CAUL wanting to highlight these; however universities generally have not provided metadata which would support this, such as thesis levels or Australian content. Ms Sparks and Dr Ayres noted that the creation of consistent workflows to capture the relevant metadata within institutional repositories was key. Ms Sparks indicated the issue of lack of research repositories has been discussed at CAUL and as part of Macquarie University open access support group and some universities are open to the idea of holding other research group outputs.

The Committee noted the report.

**Agenda Item 11**

**Oral report from the National Library**

Ms Schwirtlich noted the recent change of government and the appointment of the Hon George Brandis QC as Attorney-General and Minister for the Arts. The government is yet to provide firm direction regarding policy in the arts, culture and collecting other than the six principles of artistic excellence, artistic integrity, artistic freedom, self-confidence for the sector, sustainability and accessibility as outlined by the Minister in a speech given in August. It is a time of increasing government constraints including a doubling of the efficiency dividend from 1 July 2014 and the commitment to 12,000 fewer public servants.

Ms Schwirtlich advised, with the recent annual reporting cycle having reaching completion, it was pleasing to note a number of achievements relating to our strategic directions:

**Strategic Direction 1 - collecting and preservation:** Legal deposit provisions for e-materials are progressing with draft legislation almost complete. The first stage of the Digital Library Infrastructure Replacement (DLIR) project which focuses on books and journals workflows, ingest and maintenance is coming to a close and the second stage focusing on other formats is due to commence next year. Social media has been effectively harnessed in driving collection development resulting in the collection of federal election material and ephemera from every electorate and offers of significant archival collections. Work has commenced on a Pandora web archive for the centenary of the First World War. The ‘Forgotten Australians and former child migrants’ oral history project has concluded resulting in over 200 interviews, of which half are available online.
with timed summaries. There have been significant acquisitions across all collecting areas including photos by Penny Tweedie of Indigenous Australia, papers of Peter Porter, the artwork of Sir Sidney Nolan and the papers of Aboriginal elder Lowitja O’Donoghue.

62 Strategic Direction 2 - accessibility: Planning for the redevelopment and integration of the reading rooms is underway with plans for the conversion of the ground floor into a public space, creation of a family history space, and relocation of Petherick Reading room, Picture, Manuscripts, and Maps reading rooms to the first floor. A series of instructional ‘how-to’ reader services videos has been very successful receiving an average of 8-10,000 views per month. Staff have accessioned, documented, rehoused and digitised over 18,000 glass plate negatives from Fairfax. The international exhibition ‘Mapping our World’ opens next week and television ads are screening. The submission to the Australian Law Reform Commission regarding copyright in the digital economy is in last stages of finalisation. The National Library is currently awaiting appointment of two new parliamentary representatives to its Council by government.

63 Strategic Direction 3 & 4- leadership and organisational excellence: Analysis and restructure of Collections Management Division to better support strategic priorities and future directions has resulted in a plan for five branches - Australian Collections, Overseas Collections, Access and Digital Services, Digitisation and Photography, and Preservation services (including physical and digital). Human Resources staff in conjunction with senior staff have developed a leadership capability model and associated kit. Work has been done on recycling and the NLA’s environmental footprint. The Australian Collections and Reader Services Division has successfully used Value Edge as an analytical methodology for manuscripts to address daunting workloads and there is now no backlog in accessioning manuscripts.

In response to a question from Ms Sparks, Ms Schwirtlich advised the current efficiency dividend is 1.25% moving to 2.5% in 1 July 2014, and most of the dividend needs to come from operating costs.

Dr Ayres noted the impressive work undertaken by NLA Human Resources staff in conjunction with senior staff to develop the leadership capability model. The Committee as a whole expressed strong interest in accessing the kit when available. Ms McKenzie noted the value of the kit as a method of introducing staff to leadership qualities and engaging staff.

ACTION 12: Dr Ayres will provide the Committee with access to the leadership capability model kits when available.

Agenda Item 12

Re-imagining Libraries’ Project Reports

Ms Schwirtlich confirmed that NSLA is due to meet in November and highlights will be the digital preservation project; reports from a number of working groups; discussion of the collection of public library statistics; work on the future of reference collections; and to meet the new CEO of CAVAL.

Mr Strempel noted one of the strengths of the work of the NSLA is the opportunity to build professional practice and support. Ms Schwirtlich highly recommended the NSLA website as a resource to keep up to date with NSLA projects. Mr Conlon requested information regarding the eResources consortium and queried whether public libraries are able to utilise consortium-negotiated licensing arrangements. Dr Ayres provided a summary of the service and indicated public libraries should be able to access similar licensing agreements however the consortium only negotiates on behalf of national and state libraries. Ms Kiorgaard also indicated that a Statement of Principles Guiding Licence Negotiation is freely available on the consortium’s website.

Ms McKenzie highlighted to the Committee the ARC Grey Literature Project Survey designed to seek feedback from those libraries who collect Grey Literature and noted the upcoming conference Recognising the Value of Grey Literature to be held at the State
Library in Melbourne, 11 November. Ms McKenzie encouraged members to provide feedback and attend.

70 The Committee noted the report.

Agenda Item 13
Other business

71 Mr Strempel indicated the proposed date for the next meeting on Wednesday 30 April 2014 in Canberra.

72 Dr Ayres requested feedback from the Committee regarding the content, format, style and structure of LAAC meetings. Dr Ayres observed that less time is now required for meetings and much of the agenda comprises information papers. Suggestions of new approaches for future meetings included improving flow of information by receiving more detailed information from Committee members regarding activities and issues within their respective sectors, taking the opportunity for Committee members to meet and talk with NLA staff, scenario planning. The meetings could be more of a workshop style focusing on pertinent issues like cloud based systems and how they can be leveraged to improve data coverage on the ANBD particularly in relation to the special library sector. Dr Ayres suggested there may be a role for the NLA in interacting with vendors to remove barriers to contributing to the ANBD.

73 The Committee generally agreed that meetings were efficient, high quality, timely and that the depth of information provided in the papers was excellent and that the meetings offered increased awareness of issues faced by the NLA and libraries across different sectors. It was generally agreed that Committee members would like to contribute more information from their respective sectors, but it was acknowledged this was sometimes difficult and that Committee members would appreciate guidance from the NLA on how they could better contribute. Ms Szunejko noted that Libraries Australia is often perceived as purely operational and its strategic value not appreciated. The Committee noted the value of promoting a strategic focus.

ACTION 13: Committee members are invited to consider how LAAC meetings may be re-envisioned and how members might better contribute and provide feedback regarding activities and issues in their respective sectors.
Agenda Item 14
Conclusion and Review of Resolutions

RESOLUTIONS
The Committee resolved to accept the minutes of the previous meeting held on 18 March 2013.

ACTION ITEMS
ACTION 1: Dr Ayres will provide Ms Sparks with a version of the Statistics report tailored for the university sector.

ACTION 2: Dr Ayres to advise the Committee of any feedback from member libraries on the recent increases in Product pricing.

ACTION 3: Ms Szunejko to seek feedback from member libraries regarding what they want from the products service.

ACTION 4: Ms Szunejko to investigate the potential of creating sets of data from the ANBD for use by 3rd party vendors.

ACTION 5: Ms Szunejko to investigate the potential of extracting and analyzing data from the ANBD for member libraries for a negotiated cost.

ACTION 6: LAAC members to gather data regarding activities and informal collaborations in their respective sectors which may further inform future discussion regarding customised data services and products.

ACTION 7: Dr Ayres to contact libraries under transition subscription arrangements to request fast tracking to the new subscription model.

ACTION 8: Dr Ayres to advise members of planned subscription changes.

ACTION 9: Dr Ayres to bring the subscription model issues discussed with the Committee to the NSLA Executive meeting for comment.

ACTION 10: Dr Ayres to arrange for the review and amendment of the Libraries Australia User Agreement to clarify the provision of services to 3rd parties.

ACTION 11: Dr Ayres to investigate if there is interest from member libraries in establishing a consortia based subscription model based on metrics other than FTE staffing/budget which could be applied to the whole of government/NSLA sector.

ACTION 12: Dr Ayres will provide the Committee with access to the leadership capability model kits when available.

ACTION 13: Committee members are invited to consider how LAAC meetings may be re-envisaged and how members might better contribute and provide feedback regarding activities and issues in their respective sectors.

The meeting concluded at 3pm.