

ANNUAL REPORT

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The functions of the National Library of Australia, as set out in the *National Library of Australia Act 1960*, are:

- To maintain and develop a national collection of library material, including a comprehensive collection of library material relating to Australia and the Australian people;
- To make library material in the national collection available to such persons and institutions, and in such manner and subject to such conditions, as the Council determines with a view to the most advantageous use of that collection in the national interest;
- To make available such other services in relation to library matters and library material (including bibliographical services) as the Council thinks fit; and
- To co-operate in library matters (including the advancement of library science) with authorities or persons, whether in Australia or elsewhere, concerned with library matters.

In fulfilling these functions, the National Library of Australia plays a major role nationally in supporting education, innovation, scholarship and creativity by providing access to a comprehensive and diverse collection of Australian and overseas documentary resources.

The Library issues a strategic directions statement every three years outlining its vision and desired outcomes for the period ahead. The 2012-2014 statement will conclude at the end of 2014 and a new statement for the next period will be developed during the year.

<http://www.nla.gov.au/library/directions.html>.

1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

Digital Library Infrastructure Replacement Project (DLIR)

The DLIR will replace existing systems that form the backbone of the Library's digital library infrastructure and will add capabilities for digital preservation, online deposit and the ability to support an extended range of digital formats. This project is one of the Library's highest priorities.

During 2013 the Library purchased CCS Docworks, which provides a digitization workflow system, and Tessella's Safety Deposit Box, a digital repository and preservation system. The Books and Journal System, a component of Stage 1 of the Project, was released in January 2014. This supports the end-to-end processing of published books and journals held in the Library's collection from digitization to end-user delivery.

Further development of DLIR will continue through 2014 with a focus on government gazettes, pictures, manuscripts and oral history. The project is expected to be completed in 2016. For more information about the DLIR project see <http://www.nla.gov.au/about-us/dlir>

Reading Room Integration Project

The National Library of Australia building serves as a significant public space with nearly 600,000 visits made to it each year and as the protector of a significant national collection. It is a heritage building that is of considerable value. The National Library strives to make the best possible use of the building and to ensure that it best serves the needs of its users, 480 staff and 80 volunteers. A strategic building master plan and Conservation Management Plan takes these requirements into account and intertwines work necessary to help ensure that the Library's services remain relevant.

A major building works program, the Reading Room Integration Project, aims to:

- co-locate the Newspaper and Microform Reading Room with the Main Reading Room and amalgamate the Pictures, Manuscripts, Maps and Petherick Reading Rooms into a single Special Collections Reading Room to drive further efficiencies and support future service delivery;
- support efficient workflow practices and help meet Government standards for staff work environments;
- improve signage and navigation aids for the significant public areas of the building; and
- complete necessary upgrades to building services and facilities including air-conditioning and fire services, lighting, toilets and disabled facilities to comply with current Building Code of Australia standards.

The design phase for this project was completed and a tender for the building works was released in late December 2013. It is anticipated that the building works will commence in the first half of 2014.

Legal Deposit for electronic materials

2012-13 was a landmark year for legal deposit with substantial progress made towards amended legislation. Publisher consultations were held and concluded amicably, a regulation impact statement was prepared and approved and work on a draft bill began.

Collection Storage Plan 2013-2018

In October 2013 Library staff completed the revised Collection Storage Plan for 2013-18, which sets out strategies to accommodate our growing physical collections. Despite increasing acquisition of e-resources, there continues to be a need to accommodate newly acquired physical collection material. A major focus of the Plan is to replace aging motorized mobile shelving (compactus) which has reached the end of its useful life after 25 years of service. Based on current acquisition trends, Library collection storage will reach capacity in 2018. Work is underway to implement strategies to defer the need for additional offsite storage capacity.

Aboriginal and Torres Strait Islander Employment Strategy and Plan

An Aboriginal and Torres Strait Islander Employment Strategy and Plan which will assist the Library to build momentum in Indigenous employment over the next several years has been endorsed. Participants in the Library's Indigenous Graduate program have developed improved access from the Library's website to information relating to holdings of Indigenous collection material, employment opportunities at the Library and events with an Indigenous focus. See: <http://www.nla.gov.au/jobs-at-the-library/indigenous-employment>

Other priorities for 2014 include:

- *Mapping Our World: Terra Incognita to Australia* exhibition: In November 2013 the Library launched a major international exhibition presenting how geographers, cartographers and explorers saw the world in map form. The exhibition traces the complexities and ambitious intellectual enterprises of mapping the world and expanding human knowledge of unexplored

continents and oceans.

The exhibition draws on the Library's rich collection of printed and manuscript maps, atlases and globes and is augmented by loans of outstanding manuscript maps from international library collections and some of the finest maps, globes and instruments from public and private collections across Australia. Many of the unique and rare maps in the exhibition have never been seen in the Southern Hemisphere and some have never left the libraries that hold them. Major loans come from The British Library, the Bibliotheque nationale de France in Paris, the Vatican Library, the Biblioteca Nazionale Marciana Library in Venice and The National Archives in the UK.

Never before has such a comprehensive and important display of cartographic material been attempted in Australia. In some cases, the maps on display by the likes of Ptolemy, Fra Mauro, Andreas Walsperger, Diego Ribero, Jean Rotz, James Cook and Matthew Flinders may be the only records of discovery known to exist; others represent cartographic innovations that revolutionised the world.

Mapping Our World is on display exclusively at the National Library in Canberra from 7 November 2013 to 10 March 2014 and has attracted international attention and drawn over 70,000 visitors to the Library over the 2013–2014 summer months.

- Copyright in the Digital Economy: the Library participated in a government enquiry into the copyright law regime, through submissions to the Australian Law Reform Commission's enquiry into Copyright in the Digital Economy. The Commissioner sought evidence based submissions and because of the Library's investment in Relais and Refracker – systems which assist us with providing access to collection content and copies for our users - we were able to provide rich data. The Library provided extensive information on the volume of copying requests from creators such as media and publishers as well as the quantity of material which cannot be supplied because of copyright provisions relating to personal use that doesn't fall under research and study. The Commission's report was submitted to government late in 2013 and we await the government's response.
- The Libraries Australia Search Redevelopment project commenced in 2012 and is due to be delivered in 2014. Libraries Australia is a resource sharing service managed by the National Library of Australia for Australian libraries and their users. The Search component is central to the Libraries Australia service array and is used daily by over 1,000 libraries. During 2011–12, the current software supporting the service reached capacity and the redeveloped service will offer Libraries Australia members significant workflow and timeliness improvements.
- Integrated Library Management System (ILMS) Replacement: work towards replacing the Library's ILMS will continue in 2014. This is a three-year project and is expected to be completed in 2016.
- Enterprise Agreement 2014: The Library's staff Enterprise Agreement 2011-14 which sets out the pay and conditions for Library staff will expire in mid-2014. Negotiations with staff towards a new Agreement will commence in early 2014.

2. RELATIONSHIP TO GOVERNMENT

The National Library of Australia had its origins as the library of the Federal Parliament, established in 1901. With the passing of the *National Library Act 1960* it formally separated from the Parliamentary Library. The Library fulfills its role by carrying out the functions defined in this legislation.

The Library is a statutory authority within the Ministry for the Arts, Attorney General's Department. The Library operates within a reporting and accountability framework as set out in the *Commonwealth Authorities and Companies Act 1997*.

The *National Library Act 1960* provides that a Council of 12 members shall conduct the affairs of the Library. The Library's Council meets six times a year and includes representatives of the Parliament, academia, business and the general community. More information about the Library's Council can be found at <http://www.nla.gov.au/library-council>.

The Library measures its activities through the Balanced Scorecard performance management system and reports to government annually through its *Annual Report* – see <http://www.nla.gov.au/policy/annual.html>.

3. KEY FACTS AND FIGURES

Our staff in 2012-2013 averaged 486 employees.

The Library is fortunate to have 76 wonderful volunteers who assist us onsite as well as many community members who volunteer online to correct newspaper text. Last year Volunteers onsite assisting us with documenting the collection, cleaning the Rare Book Stack, guiding visitors around exhibitions and welcoming visitors in the foyer contributed 7,000 hours.

Our visitors to the Library building—local, national and international, numbered 577,000 in 2012-2013.

Our website received over 357 million page views in 2012-2013, a 1% increase over the previous year. Mobile use continues to increase across the Library's websites. The main website is seeing mobile make up over 10% of traffic. Mobile visitors across all the sites are much less engaged with the sites than desktop visitors with key indicators such as pages per view and time spend on the site much lower than desktop visitors. We are starting to see a trend of tablets overtaking mobile phones as the most popular mobile devices.

Unique visits to Trove, the Library's resource discovery service, were 54% higher, and the highest number of daily visits was 37% higher than in the previous year. Use of Mobile devices to access Trove more than doubled over the period and the highest number of daily visits stabilised at between 70,000 and 75,000.

Libraries Australia now has over 50,000,000 holdings records from Australian libraries and the 25,000,000th bibliographic record was added in January 2014.

There are approximately 10 million items in the Library's collection. The Library collects books, journals, newspapers, archives, manuscripts, pictures, photographs, musical scores, maps, websites and oral history and folklore recordings. In 2012-2013, the Library received 132,400 new collection items.

The Library digitises selected items in its collections. A total of 203,469 items had been digitised as at June 2013. The Library is also digitising historic Australian newspapers and as at December 2013, 12 million digitised pages, or over 118 million articles, were freely available to the public through the Trove discovery service.

The Library collects online publications and websites through PANDORA and commissions large scale harvests of the Australian web domain. In June 2013, the total size of the Library's digital collections reached 2.5 petabytes.

In 2012-13, 113 public and invitational events were held at the Library attracting a total event audience of 21,750 people. The Library delivered 274 education program activities to 13,136 people. This represents an increase of over 1,000 new onsite clients compared to the previous year with a modest growth in participants in school programs.

Total visitation to onsite temporary exhibitions during the financial year was 48,576 while 72,643 visited the Library's Treasures Gallery. Exhibition visitation at the Library continues to be strong.

Exhibitions presented during the year include *The Life of Patrick White, Lewin: Wild Art, Things – photographing the constructed world* and *Dream of a Century: the Griffins in Australia's Capital*.

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

Overseas Collection Development Policy: in March 2013 the Library issued a revised collection development policy covering the overseas, Asian and Pacific collections. The policy expressed the Library's strategic reduction of overseas collecting and its continued support for the Asia Pacific collections. See <http://www.nla.gov.au/policy-and-planning/collection-development-policy>

Federal election collecting campaign: a successful collecting campaign related to the Australian federal election was conducted during August and September 2013 and resulted in print ephemera materials such as campaign advertising, leaflets and how-to-vote cards; political party and candidate websites; and harvests of government department websites prior to change of government. The Library used the media to solicit contributions of print election ephemera from members of the public and received a high level of cooperation from candidates, party workers and members of the public alike, with materials sent in from many electorates across Australia. Through our social media channels a media election analyst offered to donate his archive of physical and digital records on Australian elections dating back more than 100 years.

Whole Domain Web Harvest: In the first quarter of 2013 the Library conducted the eighth large scale harvest of the Australian web domain. As with the previous harvests conducted annually since 2005 the National Library contracted the Internet Archive to undertake and supply the whole domain harvest crawl. The whole domain harvest was conducted during March and April 2013 and captured around 660 million unique documents, amounting to 29.17 terabytes of data from nearly 1.7 million hosts. Following this harvest the combined total for all eight Australian domain harvests has now reached 5.3 billion files amounting to around 205 terabytes of data. In addition to the whole domain harvest a separate bulk harvest of Commonwealth Government websites was conducted for the Library by the Internet Archive in March-April 2013. This was the third such annual harvest of government material and collected around 7 million files or 736 gigabytes of data from 845 seed URIs. Work continued throughout the 2012-2013 financial year to develop an access application and interface for these bulk harvested collections of Commonwealth Government websites.

EDI and e-books: two major recommendations of the 2011 Overseas Collecting Review were implemented. EDI ordering was introduced resulting in a streamlined acquisition workflow for mainstream English language publications. Staff no longer create order or catalogue records for this material. Following a trial of five e-book platforms, Ebsco was selected as the preferred e-book platform. The Library's blanket order profile was subsequently updated to ensure that e-books would be supplied where these were available within 8 weeks of the print being published. The first e-books were acquired in January 2013 and the Library now has access to approximately 400 e-book titles via the Ebsco platform.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

Manuscripts Business Improvements: Staff from the Manuscripts team undertook a major project to review policies and streamline workflows for management of the Library's archival collections. Project achievements to date include the development of an online acquisition portal (through customisation of Reftracker) and associated web pages that provide a better donor experience and greater efficiency in handling offers. Data exchange between Library systems was a major objective and manual registration has been eliminated arising from the seamless exchange between the new acquisition system and the Archivist Toolkit collection management system. Significant changes in workflows, procedures and systems have resulted in a greater efficiencies responding to offers, faster registration and public access to incoming collection material. The focus for the later period of the project is the transfer, management and preservation of digital collection material.

Chinese Card Catalogue conversion: The second stage of this project resulted in a further 7,000 previously uncatalogued items being brought under control, improving control of and access to collection material.

Resource Description and Access (RDA) Implementation: National Library of Australia staff planned and led the successful implementation of RDA in Australia. 97 Library cataloguing staff and 54 external clients were trained. Required system upgrades were identified and coordinated. RDA training has now been provided in all states and territories and the Library continues to liaise with colleagues in the Asian region.

Preservation Intent Statements: for all of the Library's collection areas was finalised during 2012-2013. Revision of these documents has continued over the last year, and many have been published on the NLA website <http://www.nla.gov.au/content/statements-of-preservation-intent>. 'Preservation intent' encapsulates the requirement to preserve a digital object, the context and goals for its preservation, and an understanding of the length of time for which the digital object is to be preserved. Before any preservation actions can be carried out, it is important that the collections intent is articulated.

Digital Preservation: a framework to maintain ongoing accesses to digital content in the Library's collections was developed. The framework provides a check list of tasks to assist in the successful implementation of a digital curation lifecycle supporting ongoing access to digital content. The implementation of the Safety Deposit Box software referred to above enables digital preservation staff to commence testing of ingest and management of digital files.

Digitisation: the implementation of new back-end systems for in-house digitisation referred to above, enable the OCR conversion and delivery of text-based content for the first time. The Library is now planning its longer-term book and journal digitisation program.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Trove: the Library's national discovery service will celebrate its fifth anniversary in November 2014. Trove's content base continues to grow as a result of the Library's newspaper digitisation program, new content added from existing contributors, and the inclusion of an expanding range of new contributors, both large and small. Over 385,000,000 resources were accessible in Trove by the end of 2013. Searches of Trove continue to increase and the service now regularly achieves 70,000 visits per day.

Trove content is also made available through its application programming interface (API) and this content is being regularly used by developers and researchers. Trove is moving towards being both a discovery service or portal, and a platform on which others can build new services.

Trove Evaluation Survey: a survey to evaluate customer satisfaction with the Trove service was conducted in 2013. The evaluation consisted of three phases: a workshop to draw out desired outcomes and to shape the initiative qualitative study; a qualitative survey completed by Trove users; and a quantitative survey shaped by responses to the qualitative phase. The latter attracted 1086 self-selecting respondents, considerably more than the 700 required for statistical validity. Key findings from the survey indicate that the overwhelming majority of users (84%) rated Trove as excellent or very good, with a further 14% rating it good; a total of 98% of Trove users are happy with their experience. The evaluation survey yielded new insights into who uses Trove, how, and for what purposes and many survey respondents shared thoughtful comments on the ways in which Trove has changed their research and indeed changed their lives. The challenge now for the Library will be how to continue to meet the needs of the existing Trove user base, and to find ways to change the lives of other key groups not currently benefiting from Trove.

Instructional web videos: two new instructional web videos for users on using newspapers online and catalogue searching tips were made available via the Library's website and YouTube. See:

<http://www.nla.gov.au/getting-started/borrowing>. In addition a series of nine new screencasts were developed to guide users through a number of common tasks when using Trove. These are currently available through the Trove YouTube channel. See: <http://www.youtube.com/user/TroveNLA>. The screencasts will also be embedded within the help system and linked from relevant points within Trove.

Social Media: recognising the increasing importance of engaging with clients via social media, the Library implemented a dedicated Social Media Coordination role, responsible for coordinating whole-of-library content. The most high profile Library-branded activities are the Twitter and Facebook accounts which are used daily to support a range of communications and marketing activities and are collectively followed by approximately 30,000 users.

GovHack 2013: The Library facilitated participation in GovHack 2013 - an annual competition where hackers across the country join together to create mashups, data visualisation and apps using government data. This year 900 people participated and 17 developer groups used the National Library's Trove dataset to develop new apps. Awards were given to a group who used the Trove API to extract historic photographs of Perth and combine them with current mapping data. Residents and visitors to the Perth CBD can detect historic photographs related to their current CBD location. Those outside the CBD can browse the historic photographs and trace them to a current map location. Users of the app can share photographs instantly via Facebook, Twitter and other accounts. A second prize was awarded to a group using the Trove API to extract historic advertisements from Australian newspapers.

7. EXAMPLES OF COLLABORATION BETWEEN THE REPORTING LIBRARY AND OTHER NATIONAL COLLECTING INSTITUTIONS (LIBRARIES, ARCHIVES AND MUSEUMS)

The Library is a member of National and State Libraries Australasia (NSLA) <http://www.nsla.org.au/> and works closely with the Australian state and territory libraries and the National Library of New Zealand on a wide range of projects to improve access to collections. Projects the Library is currently contributing to include:

- Large Pictorial Collections: This project centres on the collection, digitisation and preservation of large pictorial collections. The project will develop a suite of options for libraries to help bring their large pictorial collections under appropriate levels of control, and to provide or improve user access, see <http://www.nsla.org.au/projects/large-pictorial-collections>.
- Maps: The Maps project is investigating the collection, digitisation and preservation practices for maps in NSLA libraries. The project is collecting baseline data concerning digital and physical maps and will make recommendations to improve access and practices, see <http://www.nsla.org.au/projects/maps>.
- Digital Collecting: This project will develop a consistent framework across NSLA libraries for the collection of born-digital material (material created in digital form). It will establish common policies and guidelines for sourcing and acquiring materials such as data sets, digital art, digital media and personal digital archives, see <http://www.nsla.org.au/projects/digital-collecting>.
- Indigenous: This project promotes best practice for the collection and preservation of materials relating to Aboriginal and Torres Strait Islander peoples and supports employment of Indigenous library staff, see <http://www.nsla.org.au/projects/indigenous>
- Storage Management: This project identifies and shares best practice in library storage by: improving the way in which collections are measured, housed and accessed; finding solutions to persistent storage issues; and helping libraries plan for new collection storage facilities, see <http://www.nsla.org.au/projects/storage-management>

The Library manages the NSLA eResources Consortium on behalf of NSLA libraries, providing services such as managing product subscriptions and vendor negotiations, and arranging new product trials. For 2014, 300 subscriptions for 58 products will be under Consortium management, including five products common across all members. Following a review in 2013, the Consortium no longer aims to develop and maintain a core set of eResources across all members.

During 2013 the Library held a series of meetings with the National Archives of Australia, National Film and Sound Archive and National Museum of Australia to discuss opportunities for collaboration, including the addition of content from national collecting institutions to Trove.

In 2013 the National Library of New Zealand (NLNZ) invited the National Library's Curator of Oral History and Folklore to contribute to a consultancy focused on increasing unmediated access to oral history collections at the NLNZ.

The Library provided a program for staff visiting from the NLNZ on digital collection management issues relevant to both institutions.

A Memorandum of Understanding (MOU) between the National Library of China (NLC) and the National Library of Australia (NLA) was signed at the Parliament House by Mr Zhou Heping (DG of the NLC) and Ms Anne-Marie Schwirtlich (DG of the NLA). The MOU aims to promote the cooperation between the National Library of Australia and the National Library of China in activities including promotion of collections through exhibitions and publications; sharing information about new systems, programs and services, such as digitisation; exchanging information relating to conservation and storage of rare and significant library materials; and sharing information on the situation of libraries especially at times of natural disaster.

8. EXAMPLES OF COLLABORATION BETWEEN THE REPORTING LIBRARY AND PUBLISHERS IN YOUR COUNTRY/REGION

The Library is working successfully with a small number of Australian publishers to utilize publishers' ONIX data in preparation of Cataloguing-in-Publication entries. The data is provided by publishers in the ONIX format then converted by the Library to the required CIP format, and re-used to create MARC records.