

COUNTRY REPORT

FOR The 23rd MEETING OF THE CONFERENCE OF DIRECTORS OF NATIONAL LIBRARIES
IN ASIA AND OCEANIA (CDNLAO)

9 – 12 June 2015 Bangkok, Thailand

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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 normally issues a strategic directions statement every three years outlining its vision and desired outcomes for the period ahead. The Library's statement for 2015-2019 is being prepared and will be available in the second half of 2015 here <http://www.nla.gov.au/library/directions.html>.

1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

Legal Deposit for electronic materials: In late 2014 amended Commonwealth legislation for the legal deposit of electronic publications was introduced to the Australian Parliament. At the time of writing it awaits passage in the House of Representatives. If the Bill is passed, the law will become effective in mid-2016. The Library has a comprehensive communication strategy in place and is developing in-house systems that will enable the digital ingest of electronic publications.

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.

The Library has completed two of five implementation stages delivering systems that support end-to-end processing of books, journals, pictures and manuscripts held in the Library's collection from digitisation to end-user delivery.

Further development of DLIR will continue through 2015 with a focus on managing and preserving both published and unpublished born-digital content. Also in 2015 the capability of the digital library systems will be extended to include digitised government gazettes, oral history, maps and sheet music. The project will be completed in 2017. For more information about the DLIR project see <http://www.nla.gov.au/about-us/dlir>

Reading Room Integration Project: On 5 January 2015 the Library opened its new Special Collections Reading Room, the first stage in a major Reading Room Integration Project. Under this project five formerly separate reading rooms are being merged into two larger spaces. The Special Collections Reading Room provides a facility for users of rare and unique special materials, including archives and manuscripts, pictures, maps, oral history recordings, rare books and other material requiring supervised use. It also provides special facilities for advanced researchers who make heavy use of the Library and enjoy extra privileges. The new Reading Room, in a prominent position on the first floor, also provides much needed facilities for collaborative group work, private consultation with staff, technology use and self-service copying.

As well as better meeting the needs of users, the integration of multiple smaller reading rooms has enabled the Library to offer extended hours of convenient access to rare and special collections in the evening and on weekends – the old specialist reading rooms only being open on weekdays between 9am and 5pm.

The specialist Asian Collections Reading Room remains unchanged, offering services to users of Chinese, Japanese, Korean and Thai script materials, and staff with language expertise.

The next stage of the integration project will move services for readers using newspapers, microforms and doing family history research to an extended and refurbished Main Reading Room on the ground floor. This new service will open on 5 May. Then the project will create an expanded informal casual area for group work and use of e-collections adjacent to an enlarged informal café next to self-service lockers and new toilet facilities on the lower ground floor.

The Reading Room Integration Project has also enabled upgrades to services and facilities to comply with current standards and to achieve greater environmental sustainability. Associated staff work areas have also been modernised and integrated. When the project concludes, at the end of 2015, all the public areas of the Library will have been modernised and refurbished, ahead of the fiftieth anniversary of the opening of the building in 2018.

National Resource Sharing: In August 2014, the Library completed redevelopment of the Libraries Australia Search service. Libraries Australia is a resource sharing service managed by the National Library of Australia for Australian libraries and is used daily by more than 1000 libraries. The redevelopment delivered significantly enhanced capacity and performance, which has supported the large-scale data processing and new data flows required in the advent of cloud-based library management systems in the Australian library environment. The Library is part way through a large project to ensure that the holdings of Australian libraries implementing Ex Libris' Alma are added to and kept up to date in the Australian National Bibliographic Database.

Integrated Library Management System (ILMS) Replacement: the Library is replacing, in a phased way, its Library Management System, beginning with the procurement of a discovery service to replace its public catalogue (VUFind), e-resources interface and mobile catalogue app. The discovery service is scheduled for implementation in mid-2015. The second stage is a procurement process to replace the back-end system (Ex Libris' Voyager). This will begin in mid-2015.

Enterprise Agreement 2014: The Library's staff Enterprise Agreement 2011-14 which sets out the pay and conditions for Library staff notionally expired in mid-2014. Negotiations with staff towards a new Agreement conforming with the Government's bargaining framework have been underway since late 2014.

Shared Services: It is intended that the Library move to a shared services model for various corporate functions, including accounts processing, payroll processing and records management. These services are to be provided by the Attorney-General's Department and the Library is scheduled to transition to these shared services by December 2015.

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 in the Ministry for the Arts, Attorney General's Department. The Library operates in the reporting and accountability framework set out in the *Public Governance, Performance and Accountability Act 2013*.

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

There were 22 million unique visits to the national discovery service Trove in 2014-2015, and while the number of visits has fallen since April 2014 (when Google changed its indexing behaviour), growth of Trove's user engagement features, including the very popular newspaper text correction, is growing by 12-18% per annum. By January 2015, Trove's digital volunteers had given the equivalent of 390 work years to improve newspaper text accuracy, and mobile visits to Trove reached 25% for the first time.

Libraries Australia now has more than 26 million records and nearly 52 million holdings from Australian libraries.

There are more than 10 million items in the Library's collection. The Library collects books, journals, newspapers, maps, websites and other e-resources, manuscripts - private archives and personal papers, pictures, photographs, musical scores, and oral history and folklore recordings. In 2013-14, the Library received 61,900 new collection items.

The Library digitises selected items in its collections. As of June 2014, a total of 224,163 collection items (consisting of 789,012 images) had been digitised. This includes pictorial material, maps, printed music, manuscripts, books and serials. In addition, 38,142 hours of audio was digitised at 30 June, amounting to 83% of the oral history and folklore collection.

The Library collects online publications and websites through PANDORA and commissions large scale harvests of the Australian web domain. In June 2014, the total size of the Library's digital collections exceeded 3 petabytes.

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

Australian Collection Development Policy: in June 2015 the Library will issue a substantial revision of its Australian collection development policy covering the published and unpublished Australian collections. The new policy is principles-based and presents an integrated policy framework for both print and digital collecting intentions. See <http://www.nla.gov.au/policy-and-planning/collection-development-policy>

Australian Government Web Archive: the Library released a new search interface to its archive of Australian Commonwealth Government websites in March 2014. The AGWA interface is user-friendly and enables users to search the archive by URL, keyword or year - see <http://webarchive.nla.gov.au/gov/>. In addition to crawling activity the Library has extracted retrospective content dating back to 2005 from its existing whole domain harvests and indexed it for the Australian Government Web Archive. Over ten years of government web content is now publicly accessible, including many websites no longer available on the live Web such as those of previous prime ministers' and abolished government departments.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

Preservation policy: The Library will issue a revised Preservation Policy in April 2015, together with a preservation strategic framework setting out directions for the next three years. The revised policy recognises that broad-based preservation measures are the most effective and economical means of protecting and caring for the collection over time. In general, preventive preservation measures for the collection as a whole take precedence over individual collection treatments. This includes maintaining stable temperatures and relative humidity levels, managing light exposure, controlling pests, disaster preparedness and protecting items from other physical and chemical damage or technical obsolescence.

Management of audio collections: The Oral History and Folklore collection has been able to increase acquisitions through improved batch ingest processes which automate the creation of basic catalogue records and records for the digital collection management and storage systems and associated digital files. More than 1000 hours of audio was batch ingested in 2013-14, compared with 285 hours the previous year, when the process was in its infancy.

August 2014 marked the eighth anniversary of the online audio delivery service, with 7000 hours of audio (3200 recordings and 15% of the entire collection) 1000 hours of transcripts and hundreds of time pointed summaries released online. At the same time, more than 83% of the audio collection (38,142 hours) had been preserved, digitised and migrated to storage. There has been a steady increase in annual audio preservation as newly commissioned recordings are created as digital files, allowing for semi-automated processing and preservation in non-real time and the ability to automate master and derivative file creation. The implementation of multiple ingest methods for the transfer of analogue recordings now allows the simultaneous preservation of up to four analogue tapes.

Oral History and folklore recordings are made accessible online to users subject to access conditions imposed by interviewees and performers. By March 2015, the online audio directly available to users had risen to 7500 hours.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Trove: the Library's national discovery service celebrated its fifth anniversary in November 2014, with a range of activities including Troveia – a 'trivia' game in which all answers could be found in Trove – and a THATcamp, an 'unconference' of digital humanists learning to use Trove's API and other tools to raise and answer new research questions in the humanities. Trove's content continues to grow, reaching a milestone of 15 million pages of digitised newspapers in December 2014, and providing access to more than 400 million resources in total. The range of content available through Trove continues to diversify, with the collections of many museums and government departments added in 2014. A successful project ensures that podcasts and transcripts for all ABC Radio National programs are discoverable through Trove almost immediately after broadcast.

Trove Evaluation Survey: the 2013 survey to evaluate customer satisfaction with Trove has continued to influence service development and priorities. The Library has commissioned follow-up focus groups and surveys to better understand what appears to be low use of Trove by school students, and Australians from non-English speaking backgrounds. The research will gauge the ways in which Trove may need to change to add value for these sectors of the population and the resulting report will provide options for marketing Trove to these groups.

Social media: Twitter continues to be an important channel for engaging with clients, with more than 37,000 followers across the Library's accounts. National Library tweets regularly appear in lists of top government tweets for the week.

Blogs: In 2014 the Library launched a series of blogs highlighting the Library's collection and work, which have proved popular with Library users, with more than 31,000 page views over their first six months. Seven blogs cover a diverse array of interests: Fringe publishing; Trove; behind the scenes; preservation; web archiving; exhibitions; and Treasures.

Digitisation milestones: By December 2014 the Library had digitised and delivered online 15 million Australian newspaper pages, comprising over 700 newspaper titles from all Australian states and territories. The titles were digitised through the ANPLAN cooperative program of National and State Libraries Australasia group in which more than 75 libraries, historical societies, local councils and community associations have contributed over \$6.5 million to digitise newspaper titles of interest to them and their communities.

In February 2015 the Library successfully delivered online three historical Chinese language newspapers, the *English and Chinese Advertiser* (1857), *Chinese Australian Herald* (1894-1923) and *Chinese Times* (1902-1922). The newspapers are a rare historical record of the experience of Chinese communities in 19th century Australia and have been the subject of considerable interest. The text has been OCR'd and is fully searchable, and there is full support for text correction, tags and comments in both languages.

In 2014 the Library implemented systems to enable the digitisation of books and journals. More than 1,000 books and journal issues have been scanned, OCR'd and delivered on Trove.

Other projects for 2014-15 include the digitisation of 5,000 pages of medieval manuscripts, funded through a Library appeal for donations from the community, and a pilot project to digitise the *Bulletin* magazine, Australia's earliest current affairs weekly magazine, beginning in 1880.

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

National and State Libraries Australasia (NSLA): NSLA is the peak body for the ten National, State and Territory libraries of Australia and New Zealand. The National Library of Australia 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 2015, 269 subscriptions for 56 products will be under Consortium management, including six products common across all members. A review in late 2014 confirmed that NSLA members believe the Consortium delivers value for money, and enhanced access for library users; the members committed to supporting the Consortium for a further five years.

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

The Library continues to work 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.