CDNLAO COUNTRY REPORT
NATIONAL LIBRARY OF AUSTRALIA

14th CDNLAO Meeting, 2006

Library Administration

1) Library Organisational Structure (National Map)

A range of Library Councils, Associations and Foundations operate in Australia.
A full list is provided on the Australian Libraries Gateway at:
http://www.nla.gov.au/libraries/resource/org.html.

The Australian Libraries Gateway (ALG) is a free web-based directory service providing access to current information about Australian libraries, their collections and services at http://www.nla.gov.au/libraries/. The following breakdown of the number of libraries in Australia by type was obtained from this source. Note that there are other Australian libraries not covered by the following categories which may be accessed via ALG.

Public Libraries 1520
*Academic Libraries 677
(including TAFE and branch libraries for Australia's 38 universities)
*Special/Private Libraries 3,030
(Corporate/Business, Special, Health and Law libraries)
*Government Libraries (Government and Parliamentary) 652
(* actual numbers are slightly less, because there is some double counting when libraries identify in more than one category)

2) New libraries built last year.

Data on new or refurbished libraries is not readily available. Several State libraries (South Australia, Victoria, Queensland) are undertaking major building redevelopments, which span several years).

3) General trends of visitorship and membership

A number of Australian research libraries have reported in recent years that onsite visits are declining, although visits to public libraries remains high. Use of library resources and services online is rising at a rapid rate. In many cases library members can access subscription resources as well as free resources from their homes, offices or other sites, without visiting the library in person. This is particularly important for public and academic libraries. Visitor numbers to the National Library's reading rooms have remained steady over the past few years although the number of users needing assistance to use the online catalogue and help with reference enquiries has declined. A survey of users showed that many users can now find the information they want themselves using the online resources provided by the Library and do not need to seek help from Library staff. In addition the Library has gained many new users who access the Library's services from the website and who do not visit the Library in person. These users come from around Australia and they are using the digital content created by the Library in its digitisation program and other digital services.

4)   New features introduced into libraries

The majority of libraries in Australia have internet access and the Australian library sector is exploiting the online delivery of services that the Internet facilitates. Examples include (*not all libraries offer all services*):
- Access to licensed resources from home
- Access to digitised collection materials
- Federated search services, which provide searching across the collections of a number of institutions
- Online loan renewals and reservations of items
- Online reference and chat reference
- Online exhibitions
- Online teaching resources, including teacher / student packages
- Virtual library tours
- RSS feeds of library news
- Online delivery of items requested through interlibrary loan systems or intracampus systems
- Online delivery of course materials
- Electronic reserve collections (academic libraries)
- Online forms (facilitating activities such as interlibrary loan, reserve collection administration)
- Online tutorials
- Subject guides
- Library newsletters online
- Digital theses repository and access (academic libraries)

The National Library of Australia is facilitating work towards national licensing of selected electronic resources. In 2005 a national forum discussed progress on this issue, and a survey of libraries provided some information about current subscriptions and preferred resource types. Further information is available at http://www.nla.gov.au/nlp/index.html .

Collection Profile

1)   Total volume of collections at the national level

Australia has a total collection of over 40 million items catalogued on to the Australian National Bibliographic Database (ANBD).
Information about the ANBD is available on the web at:
http://www.nla.gov.au/kinetica/databases.html#nbd

2)   Unique Collections / Rare Collections

Many of Australia's state, territory and national "treasures" are kept within formed collections within the National Library of Australia and the eight Australian state and territory libraries. These cornerstone collections are held by:

National Library of Australia
http://www.nla.gov.au/collect/australiana.html
State Library of NSW - Mitchell & Dixson Libraries
http://www.sl.nsw.gov.au/collections/printed.cfm

Northern Territory Library and Information Services - Northern Territory Library
http://www.dcdsca.nt.gov.au/dcdsca/intranet.nsf/Pages/ntl_ntcollection
State Library of Queensland - John Oxley Library
http://www.slq.qld.gov.au/about/coll/jol
State Library of South Australia - Mortlock Library of South Australiana
http://www.slsa.sa.gov.au/site/page.cfm?area_id=15&nav_id=1661
State Library of Tasmania
http://www.statelibrary.tas.gov.au/Heritage/
State Library of Victoria - La Trobe Library
http://www.slv.vic.gov.au/collections/australiana/index.html
Library and Information Service of Western Australia - J.S. Battye Library of WA History
http://www.liswa.wa.gov.au/battye.html
ACT Library & Information Services - ACT Heritage Library
http://www.library.act.gov.au/acthl/actheritagelibrary.html

A list of special collections held within Australian libraries but not yet catalogued is available on the Australian Libraries Gateway at http://www.nla.gov.au/libraries/resource/alctf/ *(this list has not been updated for several years)*

There are also significant formed collections in several university libraries, and unique materials in many local history collections in public libraries. The State Library of New South Wales, for example, has established a site linking to local history image collections within that state's public libraries at http://www.sl.nsw.gov.au/localhistory/image_collections.cfm)

Treasures From Australia's Great Libraries Exhibition

The National and state libraries have collaborated to develop a major exhibition to showcase the depth and importance of their collections. Called Treasures From Australia's Great Libraries the exhibition opened at the National Library in December 2005 and will tour to each state and territory until the end of 2007. The National Library has coordinated the exhibition on behalf of the state and territory libraries. Underpinning the exhibition is the desire to tell the story of Australia's great public libraries and of their heritage collections. Another crucial element in this exhibition is the desire to demonstrate the importance of contemporary collecting practice and to show the public that the national, state and territory library collections are surprisingly diverse and rich with remarkable stories. The exhibition also reflects the importance of collectors and donors in the history of libraries and in the associated preservation of Australian history and culture. http://nationaltreasures.nla.gov.au/

3)   Bibliographies and Indexes Published

A large number of bibliographies and indexes are published in Australia across all subject disciplines. Some are available via the Internet, either freely or on subscription, while others are available on CD-ROM or in print form. A good indication of the range can be found by browsing the Australian Indexes & Databases page on the National Library's web site at http://www.nla.gov.au/pathways/jnls/austjnls/browse/title.html.

In addition the Australian library sector also supports and promotes several subject gateways that list and where possible, provide direct access to electronic content. More information about Australian Subject gateways can be found at http://www.nla.gov.au/initiatives/sg/index.html

4)   National Databases

Libraries Australia, an Internet-based national bibliographic service for Australian libraries and their users, supports resource sharing and library operations for over 1000 Australian and regional libraries. The core of Libraries Australia is the Australian National Bibliographic Database (ANBD), which records the location of over 40 million holdings and contains over 13 million bibliographic records. Librarians use this database for interlibrary lending, reference, collection development and cataloguing. Through Libraries Australia, libraries have access to other databases, including the USA's *Research Libraries Information Network (RLIN database)*, CURL, Te Puna (New Zealand), the Deutsche Bibliothek Database and OCLCs WorldCat. Increasingly Australians are able to use the database to identify resources for their research and access online.

Many of the resources found through *Libraries Australia* are available immediately online. Copies of other resources can be requested online and delivered to the user electronically, by fax or post. *Libraries Australia* significantly enhances the public's access to the diverse information resources available through the Australian library sector. From early 2006 anyone with access to the Internet will be able to search *Libraries Australia* for free from their home, place of work, research or study or their nearest library.

More information about Libraries Australia is available at http://www.nla.gov.au/librariesaustralia/. The search services is described at http://www.nla.gov.au/librariesaustralia/librariesaustralia.html.

Infrastructure

1)   Dedicated Library Networks in the country

There are several key library networks operating in Australia. Of these, the main bodies include the Council of Australian State Libraries (CASL), the Committee of Australian University Librarians (CAUL) and the Australian Library and Information Association (ALIA). Some information about these organisations is provided below, including links to their web sites.

The Council of Australian State Libraries (CASL) http://www.casl.org.au/
The Council of Australian State Libraries (CASL) is the peak body representing State and Territory libraries and the National Library throughout Australia. These libraries have a major responsibility for collecting the documentary heritage of their state or territory, providing quality reference and research services and assisting in the provision of public library services to the people of Australia.

The CASL Constitution outlines the areas in which National, State and Territory Libraries will jointly meet the nation's needs for library and information services. Through the following actions the goal is to increase participation, provide telecommunications infrastructure, lead effective advocacy and maintain and develop heritage collections:
- promote and advance the provision, awareness and use of library and information services in Australia;
- provide a consultative forum for state and public library service management in Australia;
- enable the formulation of common plans, policies and programs for state and public library services; and
- allow for the common views of state libraries to be presented to government, and to other relevant bodies.

CASL currently has several major collaborative projects in progress. This includes the work of the CASL Consortium and the AskNow digital chat reference service. These are described in greater detail below.

The National Library works closely with state libraries on a wide range of collaborative projects aimed at improving access to information by the public. As a member of CASL, the Library has been working with the state libraries on an 'information access model' which aims to identify gaps in the delivery of information to the public and ways in which these gaps can be addressed. An action plan with key activities has been agreed on for implementation in 2006. The plan includes an examination of the potential for streamlining access to the multiple databases and catalogues maintained by the National and state libraries and sharing the development and maintenance of a core set of subject guides to resources available on the Internet.

The Council of Australian University Librarians (CAUL) http://www.caul.edu.au/
Since the first meeting of Australian university librarians in 1928 and the formation of the Council of Australian University Librarians in 1975, CAUL has sought to ensure a common voice and representation for all university libraries, provide a forum for discussion, and promote common interests. The CAUL strategic plan emphasises collaborative activities which will contribute to the achievement of key objectives including:
> optimising student learning outcomes;
> maximising the potential of libraries to contribute to graduate attributes;
> maximising the information resources available to researchers, and the facilitation of their access;
> promoting continuous improvement in university libraries, and
> advocating effective policies and an appropriate legal and regulatory environment.

CAUL & its members are currently engaged in a range of activities including:

- Australian Digital Theses program;
- University Library Australia: the national borrowing scheme for Australian university students and staff;
- cooperative provision, since 1992, of access to electronic journals & databases;
- Information literacy measurement - CAUL is piloting high quality information literacy assessment tools;
- CAUL Information Literacy Standards;
- contribution to Australia-wide projects to improve access to Australian collections, including digitisation and preservation eg. Australian Library Collections Task Force;
- determination of performance indicators for academic libraries;
- contribution to national government inquiries relevant to the future of universities and their libraries;
- collaboration in the development of new and improved services for academic library users, eg. electronic reserve collections, standardised electronic document delivery systems, etc;
- contribution to the enhancement of scholarly publishing through SPARC and the NSCF (National Scholarly Communication Forum);
- liaison with major international and national organisations, eg. CONZUL, CAUDIT, ACODE, CURL, ARL, SCONUL, CARL, Australian Library and Information Association (ALIA), Council of Australian State Libraries (CASL) and the National Library of Australia.
- contribution to the direction of Australian information infrastructure planning;
- collection and publication of Australian university library statistics; and;
- current awareness services for members and associates, and publications

The Australian Library and Information Association (ALIA) http://www.alia.org.au/
The Australian Library and Information Association (ALIA) is the professional organisation for the Australian library and information services sector. It aims to empower the profession in the

development, promotion and delivery of quality library and information services to the nation, through leadership, advocacy and mutual support.

It does this in a number of ways. ALIA's website provides information and representation for the diverse structure of the association including branches, sections and special interest groups. ALIA Awards are presented each year to reward members of the library and information community on a national and regional level. ALIA also produces a wide range of publications including the *Australian Library Journal*, and a regular news magazine to members called *inCite*.

In addition ALIA hosts a number of conferences. These cover special interest and subject specific issues as well as the premier conference for the entire Australian library profession which is held on a biannual basis. The next ALIA conference will be held 19-22 September 2006 in Perth, Western Australia.

2) Connectivity at the National level

In late 2004 it was estimated that 62% of Australian households had Internet access. (source: Department of Communications, Information Technology and the Arts) and in April 2005 74% of the population aged 14 or over had used the Internet. 57% of home Internet connections are broadband connections. For more information see The *Current State of Play* at http://www.dcita.gov.au/__data/assets/pdf_file/33120/Current_State_of_Play_-_November_2005.pdf .

3) Services

Reference Services (any new initiatives, etc)
The National Library has experienced an increasing demand for electronic reference services whilst demand for face to face reference service is declining. The National Library has purchased substantial electronic resources, many in full text which are available in the Library's Reading Rooms. Some of these are now available to registered users outside the Library. Web site usage has increased significantly and the Library's digitisation initiatives will ensure the availability online of many of the Library resources, including pictorial material, rare maps and music.
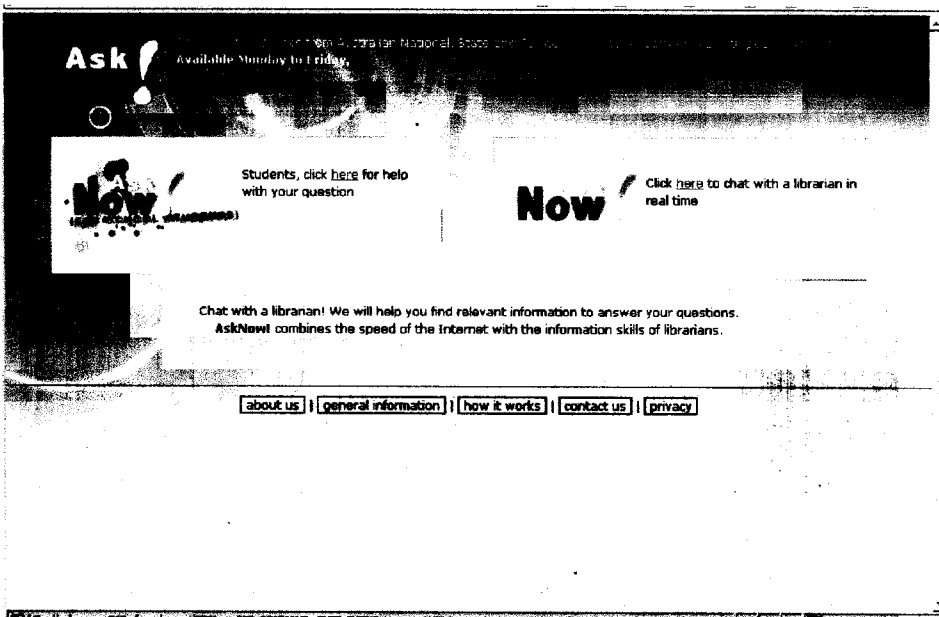
The NLA continues to participate in:

CASL Consortium http://www.caslconsortium.org/
This is a consortium of Australian State, Territory and National libraries formed for the purpose of acquiring access to commercial electronic information resources. Its aim is to simplify licensing arrangements, improve cost benefits for member libraries, and to explore opportunities for making electronic product more widely available to Australians, regardless of where they live.

The CASL libraries have also collaborated to develop an online interactive chat reference service for users Australia wide. The service is known as AskNow: Online Answers Australia Wide (www.asknow.gov.au).
A key feature of the chat reference service, AskNow which distinguishes it from the email reference services already offered by the participating libraries is that a user can ask a question and receive an answer immediately. The service is available via the Internet through the use of 24/7 chat software and can be used by anyone with a standard PC and Internet connection. The service operates from Monday to Friday from 9.00am to 7.00pm (50 hours per week), taking advantage of the different time zones across Australia. AskNow is an initiative of the Council of Australian State Libraries and reference staff from the National, State and Territory libraries are rostered for three 'seats' each session. Accordingly, when a user connects to the services they may have their questions answered by someone outside their home State or Territory. The National Library of New Zealand and the National Library Board of Singapore are also participating in AskNow!

Students, click here for help with your question

Now

Click here to chat with a librarian in real time

Chat with a librarian! We will help you find relevant information to answer your questions.
AskNow! combines the speed of the Internet with the information skills of librarians.

[about us] | [general information] | [how it works] | [contact us] | [privacy]

National Bibliographic (Agency) Services
The National Library facilitates the continued development of a national bibliography through support for Libraries Australia, the Internet-based national bibliographic service.
The National Library is also the Australian agency for ISSN and ISMN.

Reading promotion and Information Literacy Programmes
The public library system in Australia promotes reading to the community. The Australian Library and Information Association has developed an Information Literacy Advocacy Kit (2003).

Most Australian universities have ongoing information literacy programs, and the Council of Australian University Librarians adopted Information Literacy Standards in 2001.

Digital Library Services
Some of the main digital initiatives happening in the library sector in Australia are listed below.

Digital Services Project (DSP)
The Digital Services Project is the National Library of Australia's key strategy for ensuring effective management of its digital collections.

The development and delivery of digital services is occurring within the context of the Library's strategic directions statement, with an emphasis on fast and convenient access. The key principles guiding the development of the Library's digital services architecture are:

- Support for integrated access to print and digital resources: the prime entry point to its own information resources is the Library's catalogue, since digital collections form an integral part of the total collection. Consequently the Library has ensured that all of its items in its digital collection are represented in its catalogue, and has also ensured that there are links from the catalogue records to the digital delivery systems

- Support the entire activity cycle for digital collections including collection, storage, management, discovery, access, web delivery and long-term preservation

- Ensure that every item in the Library's digital collections is citable and accessible in a persistent manner

- Support a hierarchical digital library data model, reflecting the complex nature of some collection items: for example, a sheet of manuscript material may form one of many sheets in a letter, which may form one of many letters in a series, which may form one of many series in a manuscript collection

- Provide users with contextual information, navigation pathways and service delivery options appropriate to the category of digital object being accessed

- Ensure that the Digital Collection Management System forms a logical extension of the Library's integrated library management system

With this in mind the National Library of Australia has developed an architecture for the management, discovery and delivery of its digital collections, embracing both digitised and born digital information resources (http://www.nla.gov.au/dsp/). The components of this architecture interoperate using recognised standards developed by communities working in the field of digital libraries. The main elements of the architecture are:

- A *Digital Object Storage* System (http://www.nla.gov.au/dsp/#doss)

- A *Digital Archiving System (PANDAS)* that provides staff with the tools to gather and manage archival copies of selected born digital Australian websites which users access via the PANDORA Archive (http://pandora.nla.gov.au/manual/pandas/index.html)

- A *Digital Collections Manager* database (http://www.nla.gov.au/dsp/#dcm) to record technical and management information about digital collection items and digital surrogates. The Digital Collections Manager supports the digitisation workflow by facilitating activities such as the uploading and downloading of files to and from the Library's digital storage system.

- A *Metadata Repository and Search System* . This activity is being undertaken as part of a project funded by the Australian government through its infrastructure research grants. The project home page is at http://www.arrow.edu.au/ and the National Library has developed the repository search service.

- A *Persistent Identifier Resolver Service* so that all digital collection objects can be allocated a Persistent Identifier and can be accessed via the web using this identifier (http://nla.gov.au/initiatives/persistence.html)

- A series of *Delivery Systems* have been developed for digitised pictures, sheet music, maps and manuscripts in context with their bibliographic descriptions and facilities for page turning, zooming and other navigation aids. More information about this is available on the Library's website at http://www.nla.gov.au/digicoll/ . It is planned that audio delivery will also be available from mid-2005.

The Library was able to implement the lower and upper layers of its architecture (the Digital Object Storage System and the Metadata Repository and Search System) using products available in the marketplace. However, this was not possible for the middle layer, and the Library has been obliged to develop two significant software components itself. The Library hopes that it will be able to replace these components in the future with products from the marketplace.

PANDORA: Australia's Digital Archive

The Library continues to selectively collect and archive born digital Australian publications in its Pandora Archive. The state libraries, National Film and Sound Archive and Australian War Memorial all contribute to the Pandora Archive. For more information see http://pandora.nla.gov.au/index.html During 2005 the National Library conducted its first 'whole of domain' harvest to create a snapshot in time of the Australian web. Further information on this harvest is contained in the report at http://pandora.nla.gov.au/documents/domain_harvest_report_public.pdf.

Digitisation Program

The Library has also embarked on a major digitisation program to provide greater access to its collections through digitisation of traditional format library materials. Information on digitisation activities is available at http://www.nla.gov.au/digital/ . In 2006 the National Library is planning to commence a major newspaper digitisation project of our of copyright Australian newspapers.

MusicAustralia is a web-based music service that provides integrated access to Australian music resources and information to all Australians and other interested users. MusicAustralia has been developed as a collaboration between the National Library of Australia, the National Screen and Sound Archive and other national cultural institutions and the wider Australian music community. MusicAustralia makes Australian music resources and information widely accessible: music in all its formats, across styles and genres, and including both heritage and contemporary material. The service can be found at: http://www.musicaustralia.org/

PictureAustralia is a web service hosted by the National Library of Australia on behalf of a range of Australian cultural institutions including galleries, museums, libraries, archives, and historical societies. It provides access to many pictorial collections from the one search screen - bringing Australia's cultural heritage together and to the fingertips of users. The service is based on a Dublin Core metadata index hosted at the National Library which links to digitised images held on the web sites of participating cultural agencies, and relies on the Internet for its delivery. At present, over one million images may be viewed via PictureAustralia from the collections of forty institutions.

http://www.pictureaustralia.org/

In 2006 the National Library has started using Flickr to enable members of the public to add photographs of Australian interest. Selected images from the two Flickr groups set up by the Library will be added to PictureAustralia. http://www.pictureaustralia.org/Flickr.html

Other Australian Digitisation Project
Key projects include:
Picture Queensland - http://www.pictureqld.slq.qld.gov.au/
PictureVictoria - http://www.pictures.libraries.vic.gov.au/

Regional Directory
The Libraries of Asia Pacific directory was redeveloped during 2003 to enable all libraries with an entry to update that entry themselves. All libraries in the region are encouraged to update their entry, or add their entry if they are not already included. The Directory can be found at http://www.nla.gov.au/lap/. National libraries in the region are encouraged to ask other libraries in their country to establish entries in the directory. CDNLAO libraries and other libraries within the region may contact lap@nla.gov.au for assistance or information.

Inter-library loan and Document supply
The National Library, CAUL, CASL and ALIA (see above) all endorse the National Interlibrary Resource Sharing Code. The Code is being revised at the time of writing - a draft of the new version is available at http://www.alia.org.au/interlibrary.lending/reviewed.code.html. The Code sets out recommended service levels and charges, and is followed by most Australian libraries. Some groups maintain separate arrangements, which may include free ILL between group members.

Copies Direct is a fee paid service provided by the National Library of Australia to supply users with copies of articles, chapters of books, pictures, maps, manuscripts, music, transcripts or other material

from the National Library of Australia's collections under the provisions of the Australian Copyright Act 1968. Copies Direct also supplies copies that are not available in the National Library of Australia but can be sourced from other Australian or overseas collections.

Document supply has been slowly declining in Australia due to increased access in the university sector to online journal articles in particular. The National Library of Australia's documents supply is declining at around 3% per annum, although the introduction of the Copies Direct service is helping to slow this down.

Special Services – (eg. Disadvantaged, etc)
The National Library has convened two forums on library services for people with disabilities. Papers and minutes for both are available at http://www.nla.gov.au/initiatives/meetings/disabilities/index.html . Work on outcomes from these meetings continues.

The Australian Library and Information Association (ALIA) summarises the library sector's response to the issue of providing disability services in their *Statement on library services for people with disabilities* at http://www.alia.org.au/policies/disabilities.html. In effect, the library community abides by the Disability Discrimination Legislation (1992) and related legislation of the states and territories to ensure that services provided to people with disabilities offer equal opportunities and further the integration of people with disabilities in the community and complement services available generally to people in the community.

There are also library services provided by a number of organisations in the disabilities sector. Notable are the National Information and Library Service (http://www.nils.org.au/index.asp) and the Royal Society for the Blind (http://www.rsb.org.au/). The latter is working with public libraries to deliver an innovative audio books service (Books In The Sky).

Services for the multicultural community occur in libraries at all levels. In mid-2004 the National Library produced a kit and convened a workshop for community groups wishing to preserve documentary heritage materials. Several state libraries have multicultural programs, and many public libraries maintain collections in community languages. In late 2005, a group of major libraries launched a language portal to assist users from non English speaking backgrounds. MyLanguage is a partnership between the State Libraries of NSW, QLD, SA, VIC, and WA and the NT and ACT Library and Information Services.

Training
Number of Professional Librarians
The Australian Library and Information Association (ALIA) has over 5000 personal members which is the best indicative data available at this stage on the number of professional librarians working in Australia. It is thought to be a substantial underestimation but more accurate data does not yet exist.

Number of Library training schools
The Australian Library and Information Association (ALIA), publishes a guide to courses in library and information studies on an annul basis. The *Courses in library and information studies 2005* information is available online at http://www.alia.org.au/education/courses/. Essentially, there are twenty five institutions offering accredited qualifications for professional librarianship and library technicians.

Copyright
The Australian Copyright Act is available at http://scaletext.law.gov.au/html/pasteact/0/244/top.htm

Number of Copyright/IPR Watchdogs or Associations

The main copyright associations in Australia are:
- The Australian Digital Alliance (ADA) http://www.digital.org.au/
- Australian Libraries Copyright Committee (sister organisation to the ADA) http://www.digital.org.au/alcc/
- Australian Copyright Council (ACC) (Australia Council-funded legal service & advocacy body) http://www.copyright.org.au/
- Dept. of Communications, Information Technology and the Arts' Intellectual Property Branch http://www.dcita.gov.au/ip
- Federal Attorney-General's Department

Copyright Collecting Societies
(These are organisations which collectively administer their members' copyrights)
- Australasian Performing Rights Association (APRA), which administers musical copyrights. http://www.apra.com.au/
- Australasian Mechanical Copyright Owners Society (AMCOS), which administers a different type of musical copyright) http://www.amcos.com.au/
- Copyright Agency Limited (CAL), which administers largely text-based copyright) http://www.copyright.com.au/
- Audio-Visual Copyright Society Limited (Screenrights), which administers copyright in audio-visual material such as films) http://www.screen.org/
- Phonograph Performance Company of Australia (PPCA), which administer music copyright owned by record companies) http://www.ppca.com.au/
- Visual Arts Copyright Collecting Society (Viscopy), which administers copyright in visual arts such as paintings http://www.viscopy.com/

Major changes in the Copyright / IPR laws impacting libraries
Australia has recently negotiated a Free Trade Agreement with the United States. The Agreement includes a chapter on intellectual property. The legislation came into effect on January 1, 2005. A summary of the effects on copyright appears at
http://www.alia.org.au/publishing/incite/2005/05/copyright.html
One of the main impacts of the FTA is an extension of the copyright period from 50 to 70 years.

A review of the 'fair dealing' provisions of the Copyright Act is underway.