CDNLAO COUNTRY REPORT
NATIONAL LIBRARY OF AUSTRALIA

15th CDNLAO Meeting, 2007

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	1513
*Academic Libraries	682
(including TAFE and branch libraries for Australia's 38 universities)	
*Special/Private Libraries	3,036
(Corporate/Business, Special, Health and Law libraries)	
*Government Libraries (Government and Parliamentary)	641

(* 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.
Among the major libraries, the State Library of Queensland opened a new building in November 2006, and the National Library of Australia moved a large quantity of collection materials to a new storage facility in late 2006.

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, and is increasing in line with population growth. Use of library resources and services online is rising at a rapid rate. Libraries are making many resources available for remote use, so users need not visit libraries in person.

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 services, which provide searching across the collections of a number of institutions. Examples include PictureAustralia, MusicAustralia and Libraries Australia.

- Online loan renewals and reservations of items
- Online reference, chat reference and instant messaging
- Online exhibitions (Example – [the Australian Institute of Aboriginal and Torres Strait Islander Studies library](#))
- Online teaching resources, including teacher / student packages
- Virtual library tours (Example – the [Japan Foundation library](#))
- RSS feeds and BLOGS of library news, as well as electronic newsletters
- 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 (Example: [economics guide at Melbourne High School library](#))
- Digital theses repository and access (academic libraries) (Example: [digital thesis repository at University of Tasmania](#))

The National Library of Australia is facilitating work towards national licensing of selected electronic resources. In May 2007 the Library will announce which information providers have been selected to provide resources as part of Electronic Resources Australia (ERA). 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 42 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 in 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.ntl.nt.gov.au/collections
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/find/history

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 is touring to each state and territory until late 2007. The National Library 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.
In addition the Australian library sector also supports and promotes several subject gateways that list and where possible, provide direct access to electronic content. Example: Education Network Australia (EdNA)

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 42 million holdings and contains over 13 million bibliographic records. Librarians use this database for interlibrary lending, reference, collection development and cataloguing, and it is free on the Internet for all Australians to make use of. 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. There is a direct link between the Australian and New Zealand interlending systems through Libraries Australia and Te Puna, allowing users in either country to request items in both services.

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.

The Libraries Australia search service, which is open to all Internet users, 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 National and State Libraries Australasia (NSLA), the Council 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.

National and State Libraries Australasia (NSLA) http://www.nsla.org.au/
National and State Libraries Australasia is the peak body representing State and Territory libraries and the National Library throughout Australia, as well as the National Library of New Zealand. 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 NSLA 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.

NSLA currently has several major collaborative projects in progress. These include the *National Treasures* travelling exhibition described above, the work of the NSLA Consortium and the AskNow digital chat reference service. The latter are described in greater detail later in this report.

The National Library works closely with state libraries on a wide range of collaborative projects aimed at improving access to information by the public.

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;
- contribution to Australia-wide projects to improve access to Australian collections

- 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;
- liaison with major international and national organisations, eg. CONZUL, CAUDIT, ACODE, CURL, ARL, SCONUL, CARL, Australian Library and Information Association (ALIA), National and State Libraries Australasia (NSLA) 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, and ALIA supports many email lists for library and information workers. 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. The next ALIA conference will be held September 2008 in Alice Springs, Northern Territory.

2)   Connectivity at the National level
At the end of 2006 it was estimated that 60% of Australian households had Internet access. (source: Australian Bureau of Statistics).. . 51% of home Internet connections are broadband connections.

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:

NSLA Consortium http://www.nslaconsortium.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 online chat service, AskNow (www.asknow.gov.au), is provided by NSLA libraries in a collaborative managed by the National Library of Australia. Over 100 operators from national, state

and public libraries in Australia, New Zealand and Singapore answer reference questions online from 9am to 7pm, Monday to Friday. The service uses the QuestionPoint software from OCLC, which allows an unlimited number of simultaneous operators and the ability to co-browse or share web views with clients. The National Library of Australia is trialling Instant Messaging (IM) using open source software as an auxiliary service to the AskNow chat form. Patrons can use their preferred IM client to communicate instantly with a librarian without completing a proprietary web from. The service is heavily used by students but increasingly other clients of conventional library services appreciate the chat technology when they are looking for fast, convenient access to libraries.

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. Libraries Australia Search is available free on the Internet. http://librariesaustralia.nla.gov.au/
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 developed an Information Literacy Advocacy Kit (2003).

Most Australian universities have ongoing information literacy programs, and the Council of Australian University Librarians maintains a website on this issue for the university community.

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.

In 2007, the Library has released a new information technology architecture report, which will influence the development of new library systems. It is available at http://www.nla.gov.au/dsp/documents/itag.pdf , and is the Library's medium term plan for the expansion of its information technology infrastructure and services to enable its strategic directions to be achieved.

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
The National Library has undertaken two whole domain harvests of the Australian web. Further information on the first of these, undertaken in 2005, is contained in the report at http://pandora.nla.gov.au/documents/domain_harvest_report_public.pdf. The second harvest was undertaken in the second half of 2006.

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 2007 the National Library has commenced a major newspaper digitisation project of out of copyright Australian newspapers. Some further information on this project is available at

http://www.nla.gov.au/librariesaustralia/aum/laf06/documents/Newspaper_digitisation_project.ppt
and in the press release at http://www.nla.gov.au/pressrel/2007/NDP_press.pdf.

The National Library is developing a basic digitisation training course. The objective of the course will be to provide participants with practical skills to capture, manage, preserve and provide access to digital images. The course will teach best digitisation techniques and practices using least expensive options currently available. The intention is to take the course to the Asia Pacific region after pilot courses are run in Australia mid-year.

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. . The service can be found at: http://www.musicaustralia.org/. In April 2007 a collaboration with the digital music provider DESTRA was launched, allowing MusicAustralia users to preview and purchase contemporary music online.

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. At present, over one million images may be viewed via PictureAustralia from the collections of forty-five institutions. A collaboration with www.flickr.com enables PictureAustralia to collect contemporary Australian images submitted by members of the public.
http://www.pictureaustralia.org/

Other Australian Digitisation Projects
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 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, and to keep the entries up to date. 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, NSLA and ALIA (see above) all endorse the National Interlibrary Resource Sharing Code. 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 which 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.

Special Services – (eg. Disadvantaged, etc)

There are library services provided by a number of organisations in the disabilities sector. Notable are the Information Library Service (http://www.nils.org.au/info.aspx?page=514) and the Royal Society for the Blind (http://www.rsb.org.au/). The latter is working with public libraries in several states 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 for community groups wishing to preserve documentary heritage materials. Several state libraries have multicultural programs, and many public libraries maintain collections in community languages. MyLanguage a language portal to assist users from non English speaking backgrounds, and is a partnership between the State Libraries of NSW, QLD, SA, VIC, and WA and the Northern Territory Library and the ACT Library and Information Service.

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. There is no requirement for professional librarians to be members of ALIA.

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* information is available online at http://www.alia.org.au/education/courses/librarianship.html . Essentially, there are twenty five institutions offering accredited qualifications for professional librarianship and library technicians. The number of graduate level courses has declined in recent years.

Copyright
The current Australian Copyright Act is available at
http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401428?OpenDocument

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

In the last three years there have been a number of significant changes to copyright law in Australia, most as a result of the Australia-United States Free Trade Agreement. The most recent, the Copyright Amendment Act 2006 included changes relating to fair dealing, format shifting, the making of preservation copies, the definition of a library and introduced new criminal offence provisions.