



ANNUAL REPORT TO CDNL-AO 2010

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1. GENERAL OVERVIEW of RECENT MAJOR DEVELOPMENTS

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 most recent is for 2009-2011 (<http://www.nla.gov.au/library/directions.html>).

New Discovery Service

The most significant new development for the Library over the past year has been the development of a major new discovery service, Trove. Trove is the Library's flagship service for discovering content within Australian collections. It has already become an essential starting point for discovering information about Australia and Australians. Trove offers a single search across 90 million items, including books, video and sound files, images, manuscripts, original research and newspaper articles. Many of the items are available for viewing online; and others are found in Australian library collections.

Trove is the culmination of a three year development project undertaken by the Library to merge the content available through its collaborative discovery services: Libraries Australia, Australian Newspapers, Picture Australia, Australian Research Online, the Register of Australian Archives & Manuscripts, PANDORA, Australia Dancing and Music Australia. The separate interfaces for these services will gradually be phased out. After being in prototype for seven months, Trove was released as an ongoing service in December 2009. More than 9,000 users have registered to use Trove, including those who had already registered for the Australian Newspapers service. Trove users have been identified as being located in 205 countries, although 65% of the usage is coming from Australia. Trove can also be

used directly without the need to register although registration is necessary if a user wants to customise his or her searching.

Users can self-register with the service and specify a list of 'my libraries' to do a search restricted to material available in those libraries (with the option of including material found online). This list can be changed at any time.

The fact that users can add tags and comments to any format of material means that, among other things, all of the data contributed through the Picture Australia program and the Libraries Australia program can now be annotated by any user of Trove. User interactions can be viewed from the Trove Home Page, <http://trove.nla.gov.au>, including:

- the most recent searches and viewed works
- the most prolific newspaper text correctors, month by month
- the most recent works merged or split
- a tag cloud showing the tags added in the most recent hour, day, week or month
- the most recent comments added to records.

Survey of onsite visitors

In 2009 the Library commissioned an independent market research company to conduct qualitative and quantitative visitor research in order to gain a deeper understanding of the range of onsite visitors to the Library, their behaviour and usage patterns, and their attitudes to the Library's services and facilities. A similar study was also undertaken by the same company in 2005.

The research study, undertaken in mid 2009, showed there was a high degree of consistency between the major outcomes of the survey and anecdotal evidence that our demographic remains very much the same as in earlier surveys. Our core visitors are drawn from an older and highly educated population, with professional visitors likely to have completed a post-graduate or doctoral qualification. Similarly, student visitors are completing a high school course, undertaking an undergraduate or technical degree or a postgraduate or doctoral degree. Use of the collections and facilities for research and study remains the key motivation for almost 60% of visitors to the Library. There was high user satisfaction with the Library's operations and facilities, the collections were valued by users, and Library staff were highly regarded. Overall satisfaction in 2009 remained high with 94% of visitors satisfied and 63% very satisfied with their visit.

Other achievements

Other important achievements are outlined in the Library's current Year in Review statement: <http://www.nla.gov.au/pub/yearinreview/>

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 fulfils its role by carrying out the functions defined in this legislation.

The Library is a statutory authority within the Environment, Water, Heritage and the Arts portfolio of the Commonwealth Government. The Library operates within a reporting and accountability framework as set out in the *Commonwealth Authorities and Companies Act (1997)*.

The Library measures its activities through the Balanced Scorecard performance management system and reports to government annually through its *Annual Report* (<http://www.nla.gov.au/policy/annual.html>) and to a broader readership through the *Year in Review* (www.nla.gov.au/pub/yearinreview).

3. KEY FACTS AND FIGURES

In 2008-2009 Library staff averaged 477 employees (equal to 432 full-time staff). The Library also has a volunteer program which currently has 80 volunteers.

558,000 local, interstate and international visitors came through the Library's doors in 2008-2009.

For the 2008-2009 year the usage of the Library's website was over 156 million page views, a 63% increase over the previous year.

Facts on the Library's Collections

There are approximately 9 million items (including an estimated 2 million manuscripts items and 2 million serials volumes) in the Library's collection.

Each year the Library receives 185,000 issues of journals and newspapers and 50,000 books. In addition the Library acquires manuscripts, paintings, photographs, musical scores, oral histories and maps.

In 2008-2009 the Library received 19,213 new titles on legal deposit.

As at June 2009, the proportion of the National Library's collection currently in the online catalogue was 89.2%. A further 1.6% remains in card catalogues, and 9.2% is uncatalogued. The total number of items without online records is now estimated to be ca. 650,000 items (mostly comprising pictures and maps). The Library has an on-going catalogue conversion program.

The Library has undertaken five large scale harvests of the Australian web domain (.au) between 2005 and 2009. These harvests, undertaken in collaboration with the Internet Archive, have collected a combined total of 3 billion files amounting to 103 terabytes of archival data.

At 30 December 2009, 150,000 original items from the Library's Australian collections had been digitised and made available through the catalogue and other services. The Library is also undertaking a major newspaper digitisation project; at 30 June 2009 over 520,000 digitised pages were available to the public. The objective is to ensure

that the Library's business processes are as efficient as possible and that the Library is effective in its service delivery to users by creating a critical mass of works in digital form.

Facts on Access

There are currently seven reading rooms, namely the Main Reading Room, Newspapers & Microforms Reading Room, Petherick Reading Room (a facility for advanced researchers, those using rare or vulnerable materials and for after hours use of special collections), and the Pictures, Maps, Manuscripts and Asian Collections reading rooms. The Library is planning further reading room integration associated with a master building plan and the development of a Treasures Gallery on the ground floor of the Library.

295,511 items in the physical collection were delivered to users either on site through the reading rooms or via inter-library loan in 2008-2009 and in the same period 48,818 reference enquiries were answered.

Usage of online collections increases each year. In 2008-2009 there were 10.9 million collection transactions across PANDORA, the Library's digitised collections and its free and subscribed electronic journals.

140 computers are available for public use in the reading rooms. All reading rooms are wireless enabled and this service is heavily used with up to 100 concurrent laptop users active at any time.

The Main and Petherick Reading Rooms are open for 68 hours across 7 days; the Newspapers & Microforms Reading Room is open 48 hours a week on 6 days and the special collections reading rooms are open Monday to Friday 9-5. The Library's reading rooms are closed only on Christmas Day, Boxing Day and Good Friday. There were 690,108 entries to the Main and Newspapers and Microforms Reading Rooms in 2008-09.

At the end of June 2009, the Library had 57,029 active registered users. The total number of new registered users in 2008-2009 was 25,802 with the exceptional rise in registrations over previous years attributed to the introduction of online registration.

In 2008-2009, 61,325 people visited the Library's onsite exhibitions. Over 26,000 people participated in Library events and education activities in 2008-2009.

Further details are available on the Library's Fact Sheet:

(<http://www.nla.gov.au/library/factsheet.html>).

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

Forgotten Australians

In 2009 the Department of Families, Housing, Community Services and Indigenous Affairs provided a significant grant for a multi-year project to record oral history interviews with 'Forgotten Australians' — those who experienced out of home care

as children — and to enable a selection of oral history interviews recorded for the ‘Bringing them Home (Stolen Generations)’ project to be made available online. A project manager was appointed in November 2009 and research and planning for the project has begun. In addition, a series of pilot interviews is underway and this will assist the Library in developing a training package for project interviewers.

Jakarta Office

The Library has operated an office from the Australian Embassy in Jakarta since 1971 in order to acquire Indonesian publications for our collection. It also acquired publications for other libraries through a purchasing program. In response to ongoing budget pressures and rising costs associated with managing the office, the decision was made to suspend the purchasing program for other libraries and, from February 2010, to manage the office with locally engaged staff instead of a National Library of Australia staff member.

Pandora: Australia’s web archive

In 2009, the Library commenced archiving online newspapers and associated public blogs in *Pandora: Australia’s web archive*. A review of the Library’s experience in this area of web archiving activity will be completed mid-2010.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

Archivists’ Toolkit

Management of the Library’s manuscripts collections has been improved significantly with the implementation of the open source Archivists’ Toolkit. Stage 1 replaced a set of unconnected paper and electronic collection management tools with an integrated database system. Stage 2 in 2010 will integrate Archivists’ Toolkit with a range of other collection management systems, including the Library’s integrated library management system, digital collections, digital preservation and rights management systems. These changes will improve collection control, streamline workflows and reduce time from collection receipt to availability for researchers.

Rights Management System

In 2009 the Library implemented a Rights Management System. The system aims to address four issues:

- difficulty in accessing rights information for works held in the Library’s special collections;
- lack of consistency in recording rights information across the various special collections;
- the need to streamline the time-consuming work of gathering rights information and answering rights inquiries; and
- the need for a rights database to support future system developments, such as unmediated access to high resolution ‘rights-simple’ images of collection material.

After surveying commercially-available products, the Library decided to build its own software. A high degree of workflow analysis and adaptation accompanied the development of the system.

The system imports authorised names from the Library's catalogue and allows creation of names where none can be imported. It provides online forms into which staff can enter contact details, roles such as creator or donor, relationships such as heir or agent, and permissions and restrictions. It allows rights data to be attached to a rights owner or to a work. Implementation included the loading of legacy data for rights holders of pictorial material. At April 2010, the system contained 993 agreements. All agreements for new acquisitions to the Pictures and Oral History Collections are now routinely entered into the system. All Library staff can search the data.

Collection Storage Arrangement

At the end of 2009 the National Library of Australia conducted a review of its storage arrangements. One key outcome of the review has been the closing of existing monograph runs, which are arranged by Dewey decimal classification, and the arrangement of new monographs by running number. The monograph call numbers incorporate symbols indicating the collection, size, year of acquisition and running number. As a result of the review a new web-based call number generator tool was developed in house, which allows call numbers to be pasted into holdings records. This has resulted in considerable efficiencies with processing new monograph items. The new storage arrangements have also lead to efficiencies in retrieval, tracking and collection maintenance activities. Older monograph runs have also been compacted resulting in considerable space savings.

In addition to the introduction of the new monograph storage sequences, the Library commenced transferring 10km of collection material from the main building to its offsite storage repository, which create additional growth space for onsite collections.

Digital preservation

The Library continues to develop its digital preservation program within available resources. A number of tools that support digital library management have now been developed, including an online register of information on digital carriers called mediapedia, and the digitisation of heritage materials training package which is available through the Library's web site.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Treasures Gallery

In late 2011 the Library will open two new exhibition galleries. The Treasures Gallery ('permanent' exhibition) will display many of the Library's greatest collection items including James Cook's *Endeavour* journal, in state-of-the art surroundings. The Exhibition Gallery will be programmed with collection-based exhibitions and occasional Library 'blockbuster' exhibitions. The redevelopment of

the existing exhibition gallery and adjacent spaces on the ground floor has been costed at approximately \$9M of which \$3M has been raised through donations.

In late 2009 Melbourne-based architectural and design firm Cunningham Martyn Design was successful in winning the design tender for the gallery redevelopment project. In April this year they delivered a design that was approved by the Library, and in May signed the contract to deliver that design.

Stolen Generations website

To coincide with the second anniversary of the Apology to the Stolen Generations on 13 February 2010, the Library launched a new website featuring online access to the first of selected oral history interviews from the Stolen Generations project. (<http://www.nla.gov.au/digicoll/bringing-them-home-online.html>). It is expected that over 200 interviews will be online at the conclusion of the project.

Digitisation

The Library's collections digitisation program continues to improve access to the collections. Progress with digitising different formats of material is reported through the web site at (<http://www.nla.gov.au/digicoll/index.html>). The Newspapers digitisation program is on track to complete digitisation of 4 million pages of major Australian newspapers that are out of copyright, by June 2011. Attention will then be given to more local and regional titles.

A recent digitisation project that will provide easy online access to an iconic resource on Australian social and cultural history is digitisation of the *Australian Women's Weekly* magazine, from 1933-1982. Online access to the full-text and illustrations will be available via Trove from late 2010. The project has included a media marketing campaign asking the public to donate issues of the magazine that are missing from the Library's collection or that are worn. This has been very successful in raising awareness of the project and in filling gaps in our collection.

Copyright Status Tool

In 2009 the Library developed software which calculates copyright status from a work's bibliographic data. The software searches the bibliographic record for information that, under Australian copyright law, affects duration of copyright – format, date of creation, creator's death date, whether the work is published, whether it is a government publication and whether it is anonymous. The software then produces one of three conclusions: out of copyright, in copyright (with expiry date) or copyright undetermined. The software has been implemented in the Library's own catalogue and in Trove. To see an example, go to this record <http://nla.gov.au/nla.cat-vn1103294> and select the Copyright Status button (lower right).

7. COLLABORATIVE ACTIVITIES

During 2009-2010 the Library will continue to work with partner libraries in the National and State Libraries Australasia consortium on ten projects which form a major initiative, 'Re-imagining Libraries' <http://www.nsla.org.au/projects/rls/> .

The project aims to better meet the needs of Australians for access to library services in the digital age. This is a major commitment for the Library which has input into all projects, is especially active in relation to *Project 1: Do it now*, *Project 3: Virtual reference* and *Project 4: Delivery*, and is leading two projects, which are:

Project 8: Description and cataloguing

This project focuses on ways of increasing online bibliographic access to collections by using more productive, streamlined ways of processing and describing them, as appropriate to the different categories of material. The project's activities include:

- the development of models and guidelines for making lists of items in collections searchable through Trove, the national resource discovery service;
- a detailed survey of member libraries on the state of control of their manuscripts collections, which aims to identify best practices for processing and describing this material; and
- the identification and analysis of more streamlined ways of describing large collections of pictures.

Project 10: Connecting and discovering content

This project accelerates the process of making collections visible through services such as Libraries Australia and the new National Library discovery service, Trove (<http://trove.nla.gov.au/>), The project provides a strategic focus for increasing resources and achieving significant improvements to coverage and quality of data. It will improve the ability to discover the unique items that are held in collections of the NSLA libraries.