



NATIONAL
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ANNUAL REPORT TO CDNL-AO 2011

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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>). The Library is in the process of updating the directions statement which will be completed in the second half of 2011.

Digital Library Infrastructure Replacement Project

The Library has decided to undertake a software replacement project to achieve its essential minimum digital library requirements. Software and technical systems the Library uses to collect, store and manage digital content need to be updated to deal with projected growth of those collections and to meet demand for delivery of digital content.

The Library is in the initial stages of the project which is expected to take four years. The Library has been trialling two potentially suitable platforms for the development of the software and expects to make a decision on which platform best meets the Library's functional requirements, by July 2011.

While the project will not address all of the Library's hardware and storage requirements, it will provide an infrastructure that can support rich, petabyte level digital collections that will be preservable for the long term.

Extension of Legal Deposit

The Library is progressing the extension of Australia's legal deposit provisions to cover digital publications. Currently publishers of print publications are required to deposit a copy with the National Library. To acquire and provide access to digital publications the Library, therefore, is required to negotiate with publishers on an individual basis.

The Library sees this issue as significant for building its digital collections and meeting its mandate to maintain and develop a comprehensive collection of library material relating to Australia and the Australian people.

TROVE

Trove is Australia's newest discovery service. Trove gathers data from more than 1000 Australian libraries and other cultural heritage institutions and organisations, giving the public free access to over 118 million items. Existing discovery services including the Libraries Australia's public interface, digitised historical Australian Newspapers and Australian Research Online have been merged with Trove, with Music Australia and Picture Australia to follow.

A new phase of Trove development, to be completed in the second quarter of 2011, will be the availability of licensed e-resources supported by a range of authentication measures.

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 Prime Minister and Cabinet portfolio of the Australian 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 2009-2010 Library staff averaged 491 employees (equal to 446 full-time staff). The Library also has a volunteer program which currently has 77 volunteers.

549,000 local, interstate and international visitors came through the Library's doors in 2009-2010.

For the 2009-2010 year the usage of the Library's website was over 279 million page views, a 78% increase over the previous year.

Facts on the Library's Collections

There are approximately 10 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 2009-2010 the Library received 17,914 new titles on legal deposit.

As at June 2010, the proportion of the National Library's collection currently in the online catalogue was 89.53 per cent. A further 1.44 per cent remains in card catalogues, and 9.03 per cent is uncatalogued. The total number of items without online records is now

estimated to be ca. 644,500 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. To date these harvests, undertaken in collaboration with the Internet Archive, have collected a combined total of 3 billion files amounting to 103 terabytes of archived data. A sixth harvest will be conducted in the first quarter of 2011.

At 30 June 2010, 162,000 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 2010 over 2.1 million 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.

285,138 items in the physical collection were delivered to users either on site through the reading rooms or via inter-library loan in 2009-2010 and in the same period 51,433 reference enquiries were answered.

Usage of online collections increases each year. In 2009-2010 there were 11.6 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 every day of the week for a total of 68 hours a week; the Newspapers & Microforms Reading Room is open 48 hours a week on 6 days and the special collections reading rooms are open 40 hours a week over 5 days. There were 485,188 entries to the Main and Newspapers and Microforms Reading Rooms in 2009-10.

At the end of June 2010, the Library had 83,922 active registered users. The total number of new registered users in 2009-2010 was 27,387 which is an increase of 6 per cent on the previous year showing that the trend to get a card has not levelled off since the exceptional rise the preceding year after the introduction of online registration.

In 2009-2010, 25,309 people visited the Library's onsite exhibitions. This number is lower than for previous years due to the closure of the exhibition gallery in November 2010 for the construction of the Treasures Gallery. Over 24,000 people participated in Library events and education activities in 2009-2010.

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.

The first 20 interviews were delivered online to coincide with the first anniversary of the Apology by the Prime Minister to the Stolen Generations on 16 November 2010. It is expected that around 150 interviews will be conducted over the life of the project.

Federal election related material

During 2010 the Library undertook a campaign to collect material relating to the 2010 federal election. The Library has been collecting federal election ephemera comprehensively since the 1980s and has holdings dating back to 1901.

Direct approaches were made to nominated candidates for the election as well as to political parties and special interest groups. The collecting efforts were also strongly supported by members of the public. In total, approximately 3,000 items were received including how-to-vote cards, posters, pamphlets, cups, t-shirts, and badges. The 2010 election ephemera has been sorted, recorded in an online finding aid, and made available for use.

A large collection of web material relating to the election campaign was collected for the PANDORA Archive. More than 300 websites were collected ranging from political party and candidate sites to media commentary. Notable content collected includes the YouTube video sites for the major parties, the Sydney Morning Herald election coverage pages every day from 17 July until the 14 September; and the Australian Electoral Commission virtual tally room which was collected twice on election night and again following the completion of counting in October 2010.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

Resource Description and Access (RDA)

The Library has participated in the international collaborative initiative to develop RDA. The Library, in association with the Australian Committee on Cataloguing, is now developing a strategy to prepare, train and support the Australian library community for national implementation of RDA in 2011.

Collection Storage Arrangement

The Library's Collection Storage Plan aims to provide a minimum of five years growth for the collection and over the next five years annual expenditure on acquisition of storage equipment assets is expected to average \$900,000.

Based on current projections, and the implementation of storage management strategies outlined in the Collection Storage Plan, the Library will require additional offsite storage by January 2015.

In 2010 the Library transferred 10km of collection material from the main building to its offsite storage repository, which created additional growth space for onsite collections. In

addition, three new banks of motorised mobile shelving units were installed in one of the storage areas housing a large proportion of the Australian print collection.

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, a training package on the digitisation of heritage materials which is available through the Library's web site, and a series of knowledgebases documenting what is needed to provide access to content in the Library's digital collections (in accordance with curatorial objectives for preservation of access).

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Treasures Gallery

The Library is currently building two new exhibition galleries. The Treasures Gallery, opening 6 October 2011, 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, opening 25 November 2011, will be programmed with collection-based exhibitions and occasional Library 'blockbuster' exhibitions, and will open with *Handwritten: Ten Centuries of Manuscript Treasures from the Staatsbibliothek zu Berlin*.

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 4.4 million pages of major Australian newspapers that are out of copyright, by June 2011. The Library is now also working with a number of Australian public libraries and institutions who are contributing funding to digitise regional newspapers from their local area.

Over the past eighteen months the Library has been working to digitise *The Australian Women's Weekly*, from 10 June 1933 to 15 December 1982 (from inception to when the magazine changed frequency to monthly), which incorporates the first 50 years of the magazine. Issues from across all 50 years became available online via Trove in November 2010.

The project was undertaken in association with the publisher of the *Australian Women's Weekly*, Australian Consolidated Press and with the State Library of New South Wales.

The issues were digitised through scanning and Optical Character Recognition (OCR) processing. Approximately 200,000 images are be keyword searchable through a search and delivery system developed in-house and based on the Australian Newspapers Digitisation Program system.

This project is also a test-bed to inform the development of an ongoing, large-scale journal and book digitisation program for the Library. The full text content is freely available online via the Library's Trove resource discovery service at <http://trove.nla.gov.au/>.

7. COLLABORATIVE ACTIVITIES

During 2010-2011 the Library will continue to work with partner libraries in the National and State Libraries Australasia (NSLA) 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*, *Project 4: Delivery*, and *Project 7: Collaborative collections* and is leading two projects, which are:

Project 7: Collaborative collections

This project aims to identify options to reduce the duplication of resources within the context of our collection and access responsibilities, and to build a collaborative approach to collecting published materials. Current activities of the project include:

- development of a core set of e-resources purchased by all NSLA libraries to ensure all Australians have access to this information
- development of an agreed model for a subject based distributed repository as a method of collaborative collection and 'last copy' safekeeping
- developing new models of collaborative web archiving

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; and
- 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

With the advent of Trove in late 2009, *Project 2: Open Borders* and *Project 10: connecting and discovering content* were merged into a single Open Borders initiative . The goal of the original Open Borders project was to reduce barriers and share a solution for authenticated access to the e-resources licensed by state, territory and public libraries. It was subsequently decided that expediting access could occur via Trove and this is currently under development. The Open Borders project is also exploring strategies for pushing information about collections to the general public using the social engagement functionality provided in services such as Twitter and Wikipedia.