



NATIONAL
LIBRARY
OF AUSTRALIA

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1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

Corporate Planning: Throughout the year, the Library Council and Corporate Management Group took a keen interest in the Government's Public Management Reform Agenda and the new requirements for corporate planning. The Library's Corporate Plan 2015-2019, developed in consultation with Council, colleagues and stakeholders, presents the strategic priorities to build the nation's memory; to make access happen; and to lead, partner, connect and excel. The Plan will be made available via the Library's website in September 2015.

Legal Deposit for electronic materials: For over two decades, the Library has sought extension of the legal deposit provisions of the Copyright Act 1968 to enable collecting of the growing volume and variety of digital publishing. The Bill to amend the legislation was passed by the Senate in February 2015 and the House of Representatives in June 2015, with bipartisan support. The revised legislation, once it receives royal assent and passes into law, will provide the National Library with the right to collect electronic materials published in Australia rather than requiring the Library to seek the permission of publishers individually. This means that the national collection of Australian material published online can be acquired more efficiently and will be more comprehensive. Detailed work on policy, procedures, legal matters, advice and guidelines for publishers has been completed and is in readiness for the commencement of the new legal deposit provisions.

Digital Library Infrastructure Replacement Project (DLIR): This project will replace existing systems that form the backbone of the Library's digital library infrastructure and will add capabilities for digital preservation, online deposit and the ability to support an extended range of digital formats. This project is one of the Library's highest priorities.

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

The project will continue through 2015 with a focus on managing and preserving both published and unpublished born-digital content. Also in 2015 the capability of the digital library systems will be extended to include digitised government gazettes, oral history, maps and sheet music. The project will be completed in 2017.

Reading Room Integration Project: Following the successful opening of the Special Collections Reading Room on 5 January 2015, another significant milestone was reached on 4 May 2015 when a major extension to the Main Reading Room opened. The new Newspapers and Family History zone is spacious, filled with natural light and offers genealogists and other users a comfortable environment conducive to research. The new bookable group rooms and omnipresent power points make it particularly attractive to all types of users. People familiar with the old Newspapers and Microforms Reading Room have been delighted with the new space and feedback has been unanimously positive. Now that the Newspapers and Family History zone is housed within the Main Reading Room, it is open seven days a week including evenings and weekends.

The transition from the old Newspapers and Microforms Reading Room was very smooth, occurring with minimal disruption to services. Over 25,000 reels of microfilm, 6,000 microfiche, twenty-four microform cabinets, twenty-seven computers and twenty microform scanners were moved from one floor of the Library to another with collections and services only unavailable to the public for two days.

The focus has turned to creating an expanded café, casual seating and self-serve locker area on the Lower Ground floor. A final 'quiet study' section of the Main Reading Room will open before Christmas, and public amenities and the main entrance foyer will be upgraded. By the end of 2015, the National Library will have amalgamated several of its small, format-based reading rooms into two large, modernised reading rooms – the Special Collections Reading Room and an expanded Main Reading Room. The specialist Asian Collections Reading Room will remain, offering services and collections in Chinese, Japanese, Korean, and Thai languages.

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

National Resource Sharing: In August 2014, the Library completed redevelopment of the Libraries Australia Search service. Libraries Australia is a resource sharing service managed by the National Library of Australia for Australian libraries and is used daily by more than 1,200 libraries. The redevelopment delivered significantly enhanced capacity and performance, which has supported the large-scale data processing and new data flows required with the advent of cloud-based library management systems in the Australian library environment. The Library is part way through a large project to ensure that the holdings of Australian libraries implementing Ex Libris' Alma are added to and kept up to date in the Australian National Bibliographic Database. The Library has commenced migration of the VDX software for the national resource sharing service Libraries Australia Document Delivery to a hosted environment

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

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

Shared Services: It is intended that the Library move to a shared services model for various corporate functions, including accounts processing, payroll processing and records management. These services are to be provided by the Portfolio Department and the Library has been scheduled to be on board by 30 June 2016.

2. RELATIONSHIP TO GOVERNMENT

The National Library of Australia had its origins as the library of the Federal Parliament, established in 1901. With the passing of the *National Library Act 1960* it formally separated from the Parliamentary Library. The Library fulfills its role by carrying out the functions defined in this legislation.

The Library is a statutory authority within the Ministry for the Arts, Attorney General's Portfolio. The Library operates within a reporting and accountability framework as set out in the *Public Governance, Performance and Accountability Act 2013*.

The *National Library Act 1960* provides that a Council of 12 members shall conduct the affairs of the Library. The Library's Council meets six times a year and includes representatives of the Parliament, academia, business and the general community. More information about the Library's Council can be found at <http://www.nla.gov.au/library-council>.

The Library measures its activities through the Balanced Scorecard performance management system and reports to government annually through its *Annual Report* – see <http://www.nla.gov.au/policy/annual.html>.

3. KEY FACTS AND FIGURES

There were 21 million visits to the national discovery service Trove in 2014-2015, growth of Trove's user engagement features, including the very popular newspaper text correction, is growing by 22-30 per cent per annum. By July 2015, Trove's digital volunteers had given the equivalent of 425 work years to improve newspaper text accuracy, and mobile visits to Trove reached 25 per cent for the first time.

Libraries Australia now has almost 27 million records and nearly 53 million holdings from Australian libraries.

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

The Library digitises selected items in its collections. As of June 2015, a total of 235,622 collection items (consisting of 1,057,025 images) had been digitised. This includes pictorial material, maps, printed music, manuscripts, books and serials. In addition, 40,609 hours of audio was digitised at June 30, amounting to 86 per cent of the oral history and folklore collection.

The Library collects online publications and websites through PANDORA and commissions large scale harvests of the Australian web domain. In June 2015, the total size of the Library's digital collections exceeded 3.8 petabytes. See also digitisation milestones on page 5.

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

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

Australian Government Web Archive: During the year the extraction of retrospective government web material dating back to 1996 from the Library's existing archive of whole Australian domain harvests was completed. The extracted content has been indexed and added to AGWA. Twenty years of government web content is now publicly accessible, including many websites no longer available on the live Web such as previous prime ministers' pages, abolished government departments and many government publications.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

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

Management of audio collections: The Oral History and Folklore collection has been able to increase acquisitions through improved batch ingest processes which automate the creation of basic catalogue records and records for the digital collection management and associated digital files. More than 1000 hours of audio was batch ingested between by the end of -2014.

August 2015 marks the eighth anniversary of the online audio delivery service. Audio directly available to users stands at 7,700 hours, this equates to 3,650 recordings and represents 16.5 per cent of the entire collection. Over 1,100 hours of time-coded transcripts and hundreds of time pointed summaries have also been released online. At the same time, more than 86 per cent of the audio collection (40,609 hours) had been preserved, digitised and migrated to storage. There has been a steady increase in annual audio preservation as newly commissioned recordings are created as digital files, allowing for semi-automated processing and preservation in non-real time and the ability to automate master and derivative file creation. The implementation of multiple ingest methods for the transfer of analogue recordings now allows the simultaneous preservation of up to four analogue tapes.

Improved management of photographs: Earlier this year the Library began a project to improve control and description for a large processing arrearage in its photographic collections. Contract staff were engaged between January and June to create data in structured tables which are being imported into ArchivesSpace, the collection management system used for Pictures and Manuscripts, and exported as Finding Aids in EAD (Encoded Archival Description). By the end of June, 373,188 items had improved accession records. As well as improving collection management, the integration of ArchivesSpace as part of the Digital Library Infrastructure Replacement work will enable discovery of the content by users and support future digitisation.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Trove: the Library's national discovery service celebrated its fifth anniversary in November 2014, with a range of activities including Troveia – a 'trivia' game in which all answers could be found in Trove – and a THATcamp, an 'unconference' of digital humanists learning to use Trove's API and other tools to raise and answer new research questions in the humanities. Trove's content continues to grow, reaching a milestone of 17.3 million pages of digitised newspapers in June 2015, and providing access to more than 430 million resources in total. In addition to a significant increase in the volume of the digital content delivered directly via Trove, the year has seen an increase in the number and diversity of organisations contributing metadata so that their digital collections can be discovered via Trove. While museum content has been a particular focus, contributions have increased from other sectors, including galleries, libraries, archives and government departments.

Trove Evaluation Survey: The Library has commissioned a follow-up to the 2013 Trove customer satisfaction evaluation to better understand what appears to be low use of Trove by school students and their teachers, and Australians from non-English speaking backgrounds. During April a series of focus groups addressing Trove use amongst these groups was conducted. The resulting report highlights findings in relation to low rates of service awareness and barriers relating to perceived difficulty in using the service. A quantitative phase of the research followed with the administration of a questionnaire to the target audiences. In parallel with the quantitative phase, a communications and marketing strategy for reaching these audiences has been developed. The final report was received on 19 June and discussed with Library staff on 8 July, and will be used to inform future communication and marketing activities.

Social media: Twitter continues to be an important channel for engaging with clients, with more than 41,000 followers across the Library's accounts. National Library tweets regularly appear in lists of top government tweets for the week. We have over 15,500 followers on Facebook, with posts consistently reaching over 30,000 people each week. Our new Instagram account reached over 1,000 followers in just a few months and our Flickr Commons has had over 3.5 million views.

Blogs: The Library's blogs highlight the Library's collection and work, and are consistently popular with Library users, with more than 80,000 page views. Seven blogs cover a diverse array of interests: Fringe publishing; Trove; behind the scenes; preservation; web archiving; exhibitions; and Treasures.

Digitisation milestones: A remarkable 3.8 million pages of historic Australian newspapers were digitised and made accessible through Trove in 2014-15, an increase of 7 per cent on last year. The success of the newspaper digitisation project is very much a shared one; this year's achievement was made possible with the generous support of the State Library of New South Wales, through its Digital Excellence Program (39 per cent of content), and other external contributors (7 per cent).

By June 2015 the Library had digitised and delivered online 17 million Australian newspaper pages in total, comprising over 700 newspaper titles from all Australian states and territories. The titles were digitised through the ANPLAN cooperative program of National and State Libraries Australasia in which more than 75 libraries, historical societies, local councils and community associations have contributed over \$6.5 million to digitise newspaper titles of interest to them and their communities.

In February 2015 the Library digitized three of the earliest known Chinese language newspapers: *The Chinese Australian Herald*, 1894–1923 (*Guang yi hua bao*), *Chinese Times*, 1902–1922 (*Meilibin bu ai guo bao*), and *The Chinese Advertiser*, 1856, which later became the first bilingual newspaper, *The English and Chinese Advertiser*, 1856–1858. The newspapers are a rare historical record of the experience of Chinese communities in 19th century Australia and have been the subject of considerable interest. The text has been OCR'd and is fully searchable, and there is full support for text correction, tags and comments in both languages.

Other projects for 2014-15 include the digitisation of 5,000 pages of medieval manuscripts, funded through a Library appeal for donations from the community, and a pilot project to digitise the *Bulletin* magazine, Australia's earliest current affairs weekly magazine, beginning in 1880. The Library also began digitising *The Age* newspaper; this project is scheduled for completion by the end of 2015 and will be received enthusiastically as it is one of the most frequently requested newspaper titles.

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

National and State Libraries Australasia (NSLA): NSLA is the peak body for the ten National, State and Territory libraries of Australia and New Zealand. The National Library of Australia manages the NSLA eResources Consortium on behalf of NSLA libraries, providing services such as managing product subscriptions and vendor negotiations, and arranging new product trials. For 2015, 269 subscriptions for 56 products will be under Consortium management, including six products common across all members. A review in late 2014 confirmed that NSLA members believe the Consortium delivers value for money, and enhanced access for library users; the members committed to supporting the Consortium for a further five years. During May-June a new Strategic Plan 2015-2019 was developed, aligned with the NSLA Strategic Plan. The Consortium Deed, Terms of Reference and Licensing Principles have also been revised.

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

The Library continues to work successfully with a small number of Australian publishers to utilize publishers' ONIX data in preparation of Cataloguing-in-Publication entries. The data is provided by publishers in the ONIX format then converted by the Library to the required CIP format, and re-used to create MARC records.