

ANNUAL REPORT TO CDNL 2014

Parkes Place
Parkes ACT 26000
Australia

T: +61 (0)2 6262 1111
F: +61 (0)2 6257 1703

W: <http://www.nla.gov.au/>
E: <http://www.nla.gov.au/contact-us>

Chief Executive (Director-General): Anne-Marie Schwirtlich

1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

The National Library of Australia plays a major role nationally in supporting scholarship, education, innovation and creativity by collecting and providing access to a comprehensive and diverse collection of Australian and overseas documentary resources.

The Library's strategic directions statement (which will guide the Library's work until 30 June 2015) outlines its vision and desired outcomes for the period ahead, see: www.nla.gov.au/library/directions.html

Digital Library Infrastructure Replacement (DLIR) Project

Commencing in 2011, the Digital Library Infrastructure Replacement Project is innovative, complex and significantly enhances the Library's capability to respond to the dominance of the digital in the information world. The five-year project will develop more robust workflows and systems to enable the Library to collect, preserve, digitise and deliver an increasing number of online resources. In January 2014, Stage 1 of the Project was completed, enabling digitisation, management and delivery of published books and journals in the Library's collections and support of the bit-level preservation of the Library's digital collections. Stage 2 will replace existing systems that form the backbone of the Library's digital library infrastructure and 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. For more information about the DLIR project see: www.nla.gov.au/about-us/dlir

Reading Room Integration Project

A major building works program commenced in May 2014 to create spaces that support learning, knowledge creation and efficient workflows for researchers and Library staff as well as modernising and improving facilities and services that enhance the aesthetic and heritage values of the Library building. The project is necessary to meet various building compliance

issues; drive further efficiencies and support future service delivery; and meet Government standards for staff work environments. The project is scheduled for completion in early 2016. For more information about the project see: www.nla.gov.au/visit-us/building-works

Extension of Legal Deposit for electronic materials

Priority was given to working with the Attorney-General's Department on preparations to amend the Copyright Act 1968 to provide for the legal deposit of electronic resources. It is anticipated that this work will result in legislative change in 2014-15 to ensure that the national collection of material published in Australia is as comprehensive as possible to serve future research and study.

Collection Storage Plan 2013-2018

In October 2013, the Library completed the revised Collection Storage Plan for 2013-18, which sets out strategies to accommodate our growing physical collections. Based on current acquisition trends, Library collection storage will reach capacity in 2018. Work is underway to implement strategies to defer the need for additional offsite storage capacity until 2024.

Other achievements

Libraries Australia: A commercial collaboration, Libraries Australia meets the collection management needs of more than 1,200 member libraries. The redevelopment of its Search Service is almost complete and will offer improved capacity and performance, in addition to a refreshed and more usable online interface. The Libraries Australia team pioneered work to include bibliographic records, created in two new cloud-based library management systems, in the Australian National Bibliographic Database.

Strategic Workforce Planning: The Library's Strategic Workforce Plan focusses on three priorities aimed at building staff capability, responding to change and developing staff skills in digital competency and technological confidence. An internal mentoring program was successfully reinvigorated; a diversity work experience program was developed, together with a reflective senior leadership forum to assist with career sustainability and to help deliver major strategic initiatives and projects across the Library.

Mapping our World: The exhibition, *Mapping Our World: Terra Incognita to Australia*,

brought together spectacular maps from international collections and those from the National Library and other public and private Australian collections to tell the story of European mapping of Australia, from early notions of a vast southern land to Matthew Flinders' published map of 1814. With 118,264 visitors to the exhibition, from around Australia and overseas, it has broken previous attendance records and ranks as the most popular exhibition in the Library's long exhibiting history.

Development and Fundraising: The Library is fortunate to be the beneficiary of financial support and collection donations, and it worked to build and develop these relationships. Broadening the community of support was a significant focus with the implementation of a Patron Program and a Bequest Program. An annual tax time appeal and end of year appeal

allowed the Library to progress digitisation and preservation work on items in the Pictures, Manuscripts, Maps and Australian printed collections.

Other important achievements are outlined in the Library's 2013-14 Annual Report which will be available at the end of October at www.nla.gov.au/policy/annual.html

2. RELATIONSHIP TO GOVERNMENT

The Library fulfills its role by carrying out the functions defined in the *National Library Act 1960*. The Library is a statutory authority within the Attorney General's 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 www.nla.gov.au/policy/annual.html

3. KEY FACTS AND FIGURES

The National Library's Fact Sheet sets out key facts and figures: www.nla.gov.au/library/factsheet.html

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

Collecting Australian websites: In the absence of legal deposit for electronic material, the Library continued to work with publishers to collect and preserve a selection of web based publications in the PANDORA Archive. Focused collecting such as the September 2013 Federal Election resulted in more than 500 websites collected including those of candidates, of lobby and interest groups, of registered political parties and of media, comment, social network and video sites.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

Business Improvements in Manuscripts Collections: The Library undertook a major project to review policies and streamline workflows for management of the archival collections. Project achievements include the development of an online acquisition portal and associated web pages that provide a better donor experience and greater efficiency in handling offers. The focus for the later period of the project is the transfer, management and preservation of digital collection material.

Environmental Management: A review of collection storage practices was completed, to better align preservation requirements, stack management practices, and energy use. The Library had significant success in achieving energy savings through intensive management of air-conditioning systems.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

Trove: The Library's national discovery service will celebrate its fifth anniversary in November 2014. Use of Trove continued to grow as did its content. More than 20 million visits to Trove – from Australia and the world – were recorded, an increase of 20% over the previous year, with visitors completing more than 90 million searches. The Library conducted the first major evaluation of customer satisfaction with Trove. The overwhelming majority of users (84 per

cent) rated Trove as 'excellent' or 'very good', with 98 per cent of Trove users happy with their experience. The evaluation showed that Trove's reach extends to Australians in regional, rural and remote areas and its use is proportionate to the population as a whole.

Notable growth in Trove content included a significant increase in content from the Australian Broadcasting Commission's Radio National (an Australia-wide non-commercial radio network which broadcasts national programming in subjects that include news and current affairs, the arts, social issues, science, drama and comedy). Content increased from 19,667 to 173,304 items. Radio National content appears in Trove hours after first broadcast following a new approach to harvesting the historic content. 3.45 million pages of digitised newspapers were added to Trove, making it one of the largest collections of digitised newspapers in the world.

Australian Government Web Archive: The Library released, in proof-of-concept form, a new web archive service – the Australian Government Web Archive. Content for the Archive is collected under Commonwealth Whole-of-Government administrative arrangements and its content dates to 2011. The Australian Government Web Archive complements the Library's long established PANDORA Archive which makes available, by permission, a range of web material published by individuals and organisations and selected government websites earlier than 2011.

Social Media: Recognizing the increasing importance that social media plays in the communication, promotion and development and delivery of services, a Social Media Coordinator has been appointed to coordinate whole-of-library content. The Library's Facebook and Twitter accounts have a strong following assisting the Library to reach new audiences. The Trove Twitter account provides followers with topical links to related historical newspaper and other content, and is an ideal channel to communicate new service developments and for Trove users to communicate with the Library and with each other.

7. COLLABORATIVE ACTIVITIES

Conference of Directors of National Libraries in Asia and Oceania (CDNLAO)

The 22nd meeting of CDNLAO was hosted by the National Library of Australia in Canberra on Thursday, 27 February 2014. The meeting was attended by 24 delegates from 18 countries/regions. Participants also had a day of discussion with colleagues from National and State Libraries Australasia about collaborative collecting initiatives, copyright, digital preservation and digital collecting. CDNLAO had a thorough discussion of the IFLA Trend Report. A summary of the discussion has been provided to the President of IFLA.

National and State Libraries Australasia

The Library continues to work closely with the Australian state and territory libraries and the National Library of New Zealand through the work of National and State Libraries Australasia (NSLA) www.nsla.org.au on a wide range of strategic priorities to improve and harmonise public access to collections and services. During the year, issues on which groups collaborated included the preservation of digital heritage, the implications and challenges of digital collecting, and the accessibility of large pictures and map collections – all with the aim of benefiting library users for generations to come.

Projects to which the Library is contributing include:

- **Large Pictorial Collections:** this project is concerned with the collection, digitisation and preservation of pictorial collections and is developing improved processes for acquisition and cataloguing of large collections, see www.nsla.org.au/projects/large-pictorial-collections
- **Maps:** this project is investigating the collection, digitisation and preservation practices for maps in NSLA libraries, see www.nsla.org.au/projects/maps
- **Digital Collecting:** this project will develop a consistent framework across NSLA libraries for the collection of born-digital material. It will establish common policies and guidelines for sourcing and acquiring materials such as data sets, digital art, digital media and personal digital archives, see www.nsla.org.au/projects/digital-collecting
- **Storage Management:** this project identifies and shares best practice in library storage by improving the way in which collections are measured, housed and accessed; finding solutions to persistent storage issues; and helping libraries plan for new collection storage facilities, see www.nsla.org.au/projects/storage-management
- **Preservation:** this project is identifying best practice and collaborative options for the preservation of born-digital and digitised materials, see www.nsla.org.au/projects/digital-preservation

National Library of China

The Library and the National Library of China have signed a Letter of Intent to work together to develop an exhibition of original material drawn from the collections of both libraries. This exhibition will seek to explore aspects of Chinese history and culture in a way that will engage and inspire an Australian audience. It is anticipated that the exhibition will be shown at the National Library of Australia during 2015 or 2016.

Leadership Development

Commencing in 2014, the Library is supporting the International Network of Emerging Library Innovators (INELI) – Oceania, a leadership development initiative for emerging library leaders from Australia, New Zealand and the South Pacific. Participants in INELI-Oceania will be brought together in a program to develop their effectiveness as leaders and innovators who are able to contribute significantly to the future development of public libraries in the region.