

# AUSTRALIA

NATIONAL LIBRARY OF AUSTRALIA

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## ANNUAL REPORT TO CDNL 2003 – 2004

### IMPLEMENTATION OF NEW WEBSITE AND INTEGRATED LIBRARY MANAGEMENT SYSTEM

In December 2003 the National Library of Australia implemented its new website in conjunction with a new integrated library management system (<http://www.nla.gov.au/>). This has considerably enhanced access to the Library's collections and supports our goal of providing easy, direct access to information resources for all Australians. A number of new services have been introduced as part of the implementation, including:

- A new catalogue that provides direct access to digitised versions of items in the collection and allows users to remotely reserve items for use in the reading rooms
- 'One-Search', an integrated, simple Google-like search facility over both the catalogue and website
- Copies Direct, a new service enabling users who cannot visit the Library to order copies of journal articles, chapters of books, maps, manuscripts, sheet music, oral history transcripts and tapes, to be delivered directly to them anywhere in Australia for a small fee
- An Online Shop, providing an online capability for the purchase of books and other merchandise produced by the Library
- A portal, allowing users to register remotely to use the catalogue and to personalise services

Through these new services the National Library of Australia aims to ensure that users are easily able to find the information resources that they need and then to easily get a copy of those resources.

### EVALUATION OF ON-SITE REFERENCE SERVICES AND COLLECTION DELIVERY

This year the National Library of Australia sought an external evaluation of its on-site reference services and collection delivery services. The evaluation methodology included both quantitative and qualitative components, and was designed to explore user behaviour, needs and attitudes. The Library received an extremely high satisfaction rating of ninety six percent, a significant increase on the ninety two percent satisfaction rating in 2001 and ninety percent in 2000. While this high level of satisfaction was pleasing, comments from users that confirm the value of the Library's recent strategic initiatives was even more pleasing.

Users indicated that it is the range, breadth and depth of the collection that attracts them to the Library. They value the fact that the National Library of Australia holds a major research collection, with many unique Australian items. Furthermore the Library is perceived as fostering a culture where scholarship is supported and users feel welcome, valued and enriched. Facilities such as an excellent café and opportunities for social interaction and a sense of community which are offered by membership of the Friends of the National Library of Australia, or exhibitions and events are highly valued.

The Library is experiencing a decline in on-site reference enquiries and an increase in on-site use of electronic resources. The evaluation confirmed that the development of online collections and services has been embraced by users and has enabled them to feel more independent and in control of their research activities.

#### Redevelopment of Kinetica: the Australian national resource sharing system

In January 2004 the National Library of Australia commenced a major two year redevelopment of the system that supports the Kinetica service (<http://www.nla.gov.au/kinetica/redevelopment.html>).

Kinetica supports shared cataloguing and inter-library lending in Australia, and provides access to information about the collections of over 1,100 Australian libraries through the National Bibliographic Database.. The new Kinetica system will be based on a combination of a commercially available library management system package and a resource discovery platform. The National Library of Australia will take the opportunity provided by the redevelopment to redesign the system so that end users can easily use the service without assistance from library staff. While the service operates on a cost-recovery basis, the National Library of Australia will aim to provide free searching by users of the National Bibliographic Database for resource discovery purposes. Implementation of the new Kinetica system will be achieved progressively over two years, with the final module scheduled for implementation in November 2005.

#### WORKING COLLABORATIVELY NATIONALLY AND INTERNATIONALLY

Collaborating with collecting and research organisations nationally and internationally remained a priority for the National Library of Australia during the year.

Nationally this includes:

Partnership role in three major university sector projects undertaking research into infrastructure to support institutional repositories and authentication issues: Australian Research Repositories Online to the World (<http://www.arrow.edu.au>); Australian Partnership for Sustainable Repositories (<http://sts.anu.edu.au/downloads/APSRR.pdf>); Meta Access Management System (<http://www.melcoe.mq.edu.au/projects/MAMS/index.htm>)

Hosting national forums to bring together stakeholders in particular communities to develop agendas for national action, including a Forum on Library Services for People with Disabilities in December 2003 (<http://www.nla.gov.au/initiatives/meetings/disabilities/>) and a Visual Arts Libraries Forum in May 2004.

Working with the public library sector to develop and trial an information portal that aims to provide a single search facility across a range of online databases and services (<http://www.nla.gov.au/informationaustralia/>)

Internationally this includes:

Research into digital preservation undertaken as part of the National Library of Australia's membership of the IFLA-CDNL Alliance for Bibliographic Standards (<http://www.ifla.org/VI/7/icabs.htm>) and the International Internet Preservation Consortium (<http://netpreserve.org>).

Hosting the 8th IFLA Interlending and Document Supply Conference in October 2003 (<http://www.nla.gov.au/ilds/>)

Undertaking the role of IFLA Preservation and Conservation Centre for South East Asia and the Pacific (<http://www.nla.gov.au/initiatives/internat/iflapac.html>). The National Library of Australia has recently developed a set of preservation microfilm training modules as part of its IFLAPAC work (<http://www.nla.gov.au/preserve/trainmat.html>).

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