

## ANNUAL REPORT TO CDNL 2009

Name of country: Australia

Name of Library: National Library of Australia

Name of Chief Executive: Ms Jan Fullerton AO

Mailing address: Parkes Place ACT 2600

Telephone: +61 2 62621111

Web address: [www.nla.gov.au](http://www.nla.gov.au)

Email contact: <http://www.nla.gov.au/contact/> (for list of contacts)

### Overview

#### Governance

The Library was established under the [National Library of Australia Act \(1960\)](#), which defines the Library's role, corporate governance and financial management framework.

The Library's functions are set out clearly in the *Act* and mandate the Library to maintain and develop a national collection of Library material, including a comprehensive collection of library material relating to Australia and the Australian people; to make Library material in the national collection available; to make available such other services in relation to Library matters and Library material as determined by the National Library Council; and to cooperate in Library matters with authorities or persons, whether in Australia or elsewhere, concerned with Library matters.

As a statutory authority within the [Environment, Water, Heritage and the Arts](#) portfolio the Library is also subject to the [Commonwealth Authorities and Companies Act \(1997\)](#), which provides the reporting and accountability framework.

Governance of the Library is the responsibility of the [Library Council](#).

The Library is managed by the Director-General, [Ms Jan Fullerton](#), with support from seven Assistant Director-Generals. There is an [organisational chart](#) available.

The [Annual Report 2007-08](#) provides a full corporate overview for the previous year, including details of current corporate management issues.

The Chair of Council and the Director General report to a Minister and keep the Minister informed through a Charter of Operations.

## **Collection Facts and Figures**

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 120,000 journal issues, 70,000 newspaper issues, and 50,000 books. In addition the Library acquires incoming collections of manuscripts, paintings, photographs and maps.

In 2007-2008 the Library received 19,669 new titles on legal deposit.

The Library has undertaken three comprehensive harvests of websites across the whole of the Australian domain: in June 2005, September 2006 and September 2007. These harvests have collected a combined total of 1.3 billion files amounting to 44 terabytes of archival data.

134,228 original items from the Library's Australian collections have been digitised and made available through the catalogue and other services, for example Picture Australia. The objective is to ensure our business processes are as efficient as possible and we are effective in our service delivery to users by creating a critical mass of works in digital form.

Our major priority for digitisation over the next few years is out-of-copyright Australian newspapers and the web delivery of digital/digitised oral history and folklore recordings.

Our priority for overseas collecting is to obtain as many resources as possible in electronic form.

For further information see

<http://www.nla.gov.au/library/documents/NLA%20FACT%20SHEET.pdf>

### **Collection use**

The Library provides onsite access to its collections through its seven reading rooms<sup>1</sup> and offsite access through its Copies Direct and Document Supply services. We are experiencing a noticeable increase in the use of our collections through our reading rooms (20%) and off-site (50%). We know from external evaluations of our reading room services that people come to our reading rooms because of the ease of access and the depth of to our collections. Use of the Library's catalogue has almost doubled this year following the implementation of a new search interface based on VuFind open source software. External requests for loans and copies of collection items have increased dramatically since the Library placed its catalogue records in OCLC's WorldCat database.

---

<sup>1</sup> The Main Reading Room, Newspaper & Microform Reading Room, Petherick Reading Room (a facility for advanced researchers, those using rare or vulnerable materials and for after hours use of special collections) the Pictures, Maps, Manuscripts and Asian Collections reading rooms.

## Reference services

While visitor numbers to the Library have increased this year by 4%, on-site reference enquiries are continuing to decline. This is due in large part to the Library's strategy of enabling users to access services and information directly wherever possible. On the other hand, off-site reference enquiries have increased this year by 10% compared to last year. In response to the way in which our younger users are adopting new technology, the Library has begun testing RefChatter, a web-based software that facilitates chatting online with users via Instant Messaging. The Library has also implemented a new reference inquiry tracking system, RefTracker, provides access to a database of past reference questions and answers, and which interfaces with RefChatter.

## **Overview of recent major developments**

### Digitisation

Newspaper Digitisation: during the year significant progress has been made with our major Australian newspaper digitisation project, which aims in its first phase to digitise 4m pages of out-of-copyright Australian newspapers. The service currently provides free public access to over 3.3m articles in 26 newspaper titles representing every Australian state and territory. We have also implemented innovative web technologies that enable users to contribute to the *Australian Newspapers* service. Our users can add subject terms to articles to assist others searching on the same topics and they can correct electronically translated text so that the quality of the service is improved for all users. This has been extremely successful and in the first few months of the service over 15,000 subject tags have been added to articles and 720,000 lines of text corrected. *Australian Newspapers* can be viewed at <http://ndpbeta.nla.gov.au/ndp/del/home> .

Oral History and Folklore Collection: one of our long term projects, the delivery of audio recordings online has been completed. The Oral History and Folklore Collection consists of over 40,000 hours of recorded oral histories, stories, speeches and folksongs. The new audio delivery system makes it possible to listen to those oral history interviews in the collection which are open to the public, by clicking on a link in the catalogue record. If a timed summary is available the text can be used to navigate through the audio recording. Over 700 audio recordings from our Oral History and Folklore Collection are now available for streaming and downloading. To see how this works go to <http://www.nla.gov.au/digicoll/audio.html> .

Further information about the Library's digitisation program, including policies, standards and guidelines, can be obtained from <http://www.nla.gov.au/digicoll>

### Treasures Gallery

The Library began planning to build a Treasures Gallery in 2002, following the success of its *Treasures From the World's Great Libraries Exhibition*, to which many CDNL members lent iconic collection items. Work on the design of the Treasures Gallery and a new general gallery is now underway and we anticipate completion of the two galleries in early 2011. The Treasures Gallery will provide the Library with a permanent space in which to display iconic, rare and interesting items from our collection. It will be a state-of-the-art exhibition space built to international museum standards. More information is available at [http://www.nla.gov.au/exhibitions/treasures\\_gallery.html](http://www.nla.gov.au/exhibitions/treasures_gallery.html) . In order to encourage interest in, and anticipation of, the Treasures Gallery and to inform the public of the forthcoming construction phase, the Library is currently holding a *Treasures Gallery Preview* exhibition, see [http://www.nla.gov.au/exhibitions/treasures\\_preview/](http://www.nla.gov.au/exhibitions/treasures_preview/) . We are seeking comment from the public on the display concepts used in *Treasures Gallery Preview* exhibition as this will assist us with presentation of our collection items in the future Treasures Gallery.

### Reimagining Library Services

The Library is a member of *National and State Libraries Australasia* (NSLA), see <http://www.nsla.org.au/> . This year NSLA has embarked on a series of collaborative projects known under the umbrella title of *Reimagining Library Services*. The aim of the projects is to transform the services offered by NSLA libraries so that they better meet the needs of Australians for access to library services in the digital age. We want Australians to be able to access the combined collections and services of NSLA member libraries as if we were a single library service. The Library is leading on three projects and participating in the other projects. Many of the projects are inter-dependent and complementary. To learn more about the projects see <http://www.nsla.org.au/projects/rls/> .