



CDNLAO
General
Conference

October 24-27th, 2022
Jakarta, Indonesia

Library Service Impacts on Community:
**Sustainability, Inclusion,
and Innovation**



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28th General Conference of Directors of National Libraries in Asia and Oceania
25 October 2022, Tuesday
Indonesia

Country Report

Period Coverage: 1 January 2021 – 30 December 2021

Name of Country : **Australia**
Name of Library : **National Library of Australia (NLA)**
Name(s) of National Librarian, Director-General and/or Director : **Dr Marie-Louise Ayres FAHA**
Contact Person : **Meredith Walton**
Contact Person's Email Address : **directorgeneral@nla.gov.au**
Mailing Address : **Parkes Place, Canberra, ACT, 2601, Australia**
Telephone Number : **+61 2 6262 1481**
Facsimile Number : **n/a**
Website Address : **nla.gov.au**

1 Facts and Figures

Sn	Item Description	Figures (based on Financial Year 2021/22)
a	Operating Budget i. Government ii. External Sources	Government \$57.5m plus an additional \$9.6m for the acquisition of collection materials. External Sources \$14.3.
b	Total Staff (FTE) i. Graduate or Postgraduate with library qualifications ii. Other Qualifications	Full time staff equivalent for 2021/22 was 349 Education data is not available.
c	Collection Size i. Physical collection	The NLA's physical collections span 273



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	ii. Digital collection preserved	shelf kilometers with approximately 10.3 million physical collection items and 2.67 petabytes of digital material. 47, 447 new items were acquired in digital format.
d	Visitorship (Annual) i. Physical visits to reading rooms ii. Digital visits to websites	Onsite visits totaled approximately 201,000. Note: <i>Onsite visitation numbers were significantly impacted by COVID lockdowns.</i> Digital sessions (visits) exceeded 21.5 million.
e	Inter Library Loans provided (Annual)	The NLA received 19,452 ILL requests but could only supply 7,611 ILLs. The NLA's copies direct service received requests for 8,621 items but could only supply 6,390 items. Note: <i>ILL and copies direct services were significantly affected by COVID lockdowns and disruptions to mail and freight services.</i>

2 Overview of Major or New Developments in Library Buildings, Collections, Access or Services [Please provide a maximum of 5 highlights]

- The NLA has been building its collection of works from Australia's culturally and linguistically diverse communities, with a focus on Australians with Chinese heritage and Fijian Australians. During the pandemic lockdowns, meetings were held virtually with community groups to develop and build relationships. As a result, material collected included ephemera, manuscripts, oral histories, Chinese Australian newspapers and commissioned photography. In addition,



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material was also collected from Bhutanese Australians, Vietnamese Australians and Italian Australians, alongside material from many other cultural backgrounds.

- The NLA developed an Indigenous Cultural and Intellectual Property (ICIP) Protocol, under the leadership of its Indigenous Engagement team. The ICIP Protocol recognises and respects the rights of Australia's First Nations peoples regarding their cultural heritage. It raises awareness of and guides the Library in activities that involve consideration of indigenous cultural and intellectual property rights.
- Demand for traditional library services remained strong in 2021–22. The number of Australians with a National Library of Australia card increased by 19,554—an increase of 6.5 per cent on the previous year. Australians accessed millions of articles, journals, ebooks, databases and other electronic resources via their Library card and exploration of these licensed resources increased by 27.5 per cent to 400,000 in 2021–22. The impacts of the pandemic were felt in onsite programming and educational outreach, however audiences continued to engage online. In 2021-22, more than 4,600 people attended onsite events and a further 100,055 tuned in digitally.
- In 2018, the Library launched an ambitious philanthropic plan to raise \$30 million over ten years to transform access to its collections via digitisation, and to support its ongoing fellowships and scholarships program. In 2021-22 the Library progressed several digitisation projects supported by philanthropic funding including the digitisation of a number of performing arts collections and completed a two-year project to digitise the complete holdings of nineteenth and twentieth century Australian almanacs. In total, as of 30 June 2022, the NLA had raised \$7.46 million in philanthropic support.
- The NLA continued to enhance its digital infrastructure to address the volume and dynamic nature of content documenting Australian society and the need to make the content meaningfully accessible and secure. Enhancements included improvements to digital collecting, digitisation and asset management systems; initiating a project to re-platform its end-of-life internal and public access catalogue; investigating options for a cloud-based platform to support organisational performance, business intelligence and reporting functions; and remediating IT security vulnerabilities.

3 Collaborations with Libraries, Archives and Museums in your Country [Please provide a maximum of 5 highlights]

- The NLA worked collaboratively with state and territory partner libraries to collect nearly 1,400 websites related to the Australian 2022 Federal Election. Many of the websites were collected multiple times in the months leading up to the election and as a result the changes to content and messaging as campaigns progressed were captured. The collection includes websites of political parties and candidates; polling research, news and commentary sites; and interest, lobby groups and support websites. Many relevant Twitter accounts documenting the course of the election campaign were also captured.
- Trove, the NLA and partners' digital library, is now recognised as an essential part of Australia's cultural and research infrastructure. The NLA continued to improve the Trove platform and



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services to nearly 1000 Trove partners within the cultural heritage sector. Partners needs informed prioritisation of improvements to services and planning for new service offerings. A new and more flexible pricing model was implemented in 2021/22 and a revamped partner website addressing partner needs was released in July 2022.

- The NLA continued to manage the Community Heritage Grants (CHG) program – a partnership between the Australian Federal Government Department of the Office of the Arts, the National Archives of Australia, the National Film and Sound Archive of Australia, the National Museum of Australia and the NLA. The NLA implemented the recommendations of a review into the CHG program including new and streamlined processes that reduced the administrative burden for applicants and grants assessors. The review confirmed that the program continues to deliver high-quality advice and support to community-based organisations that are caring for nationally significant collections.
- In collaboration with Australian State and Territory libraries, the NLA continued to deliver enhancements to the National eDeposit (NED) system – a collaborative service for collecting, preserving and accessing Australian electronic publications. NED provides one simple deposit mechanism for publishers to meet their electronic legal deposit obligations to Australia's national and state and territory libraries all at once.
- As a member of National and State Libraries Australasia (NSLA), the NLA committed to and provided accredited online training in cultural competency for all staff under the NSLA Culturally Safe Libraries program. Role specific training incorporating local perspectives was also provided for staff working with First Nations visitors and collections.

4 International Collaborations such as Formal Arrangements for Cooperation with National Libraries [Please provide a maximum of 5 highlights]

- The NLA continued to participate in the leadership of the International Internet Preservation Consortium (IIPC). Contributions to the improvement of web archiving tools and standards was achieved through membership of the IIPC Tools Development Portfolio and involvement in an IIPC-funded project led by Old Dominion University, Virginia, USA and Los Alamos National Laboratory, New Mexico, USA, to improve the 'Dark and Stormy Archives', a framework to provide storytelling solutions for describing web archive content.
- The NLA refreshed its Memorandum of Understanding with the Singapore National Library Board (signed in July 2022 in Dublin, Ireland). The MoU supports collaboration on sharing knowledge on collection material related to each country's culture and heritage; sharing knowledge on technical and business capability of mutual interest; exploring opportunities for professional exchanges and peer reviews and exploring opportunities to collaborate on capacity building and sharing of experience with Library staff in the region.
- The NLA co-hosted the Conference of Directors of National Libraries in 2021 in collaboration with the National Library of the Netherlands and the National Library of Estonia. The online



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conference was attended by more than 70 delegates representing 39 National Libraries around the world. Noting the challenges posed by a changing climate, the Keynote Lecture stimulated discussion on how library leaders can and are using risk management tools to navigate in an uncertain operating environment.

- A video of Dr Marie-Louise Ayres, Director-General of the National Library of Australia reading four Judith Wright 'Birds' poems was submitted to the Bibliotheque Nationale de France (BnF) and will be played during the BNF re-opening celebrations in September 2022.
- The Australian Government Department of Foreign Affairs and Trade will fund the National Library of New Zealand, with support from the NLA, to continue delivery of the Pacific Virtual Museum. The next stage of the project involves engagement with Pacific country state level government bodies and cultural heritage institutions, to gain insight into how to best develop the Pacific Virtual Museum – a website - so it provides the most benefit to Pacific people. Of particular interest will be gaining an understanding of how the site can support education curriculum and educators across the region.

