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Country report. Australia 2005

13th CDNLAO Meeting, 2005

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Library Administration

1) Library Organisational Structure (National Map)

A range of Library Councils, Associations and Foundations operate in Australia. A full list is provided on the Australian Libraries Gateway at:

<http://www.nla.gov.au/libraries/resource/org.html>.

The Australian Libraries Gateway (ALG) is a free web-based directory service providing access to current information about Australian libraries, their collections and services at <http://www.nla.gov.au/libraries/>. The following breakdown of the number of libraries in Australia by type was obtained from this source. Note that there are other Australian libraries not covered by the following categories which may be accessed via ALG.

Public libraries	1554
*Academic libraries (including TAFE and branch libraries for Australia's 38 universities)	696
*Special/Private libraries (Corporate/Business, Special, Health and Law libraries)	3,076

(actual numbers are slightly less, because there is some double counting when libraries identify in more than one category)*

2) New libraries built last year.

Data on new or refurbished libraries is not readily available. Several State libraries (South Australia, Victoria, Queensland) are undertaking major building redevelopments, which span several years.

3) General trends of visitorship and membership

A number of Australian research libraries have reported in recent years that onsite visits are declining, although visits to public libraries remains high. Use of library resources and services online is rising at a rapid rate. In many cases library members can access subscription resources as well as free resources from their homes, offices or other sites, without visiting the library in person. This is particularly important for public and academic libraries. Visitor numbers to the National Library's reading rooms have remained steady over the past few years although the number of users needing assistance to use the online catalogue and help with reference enquiries has declined slightly. A survey of users showed that many users can now find the information they want themselves using the online resources provided by the Library and do not need to seek help from Library staff. In addition the Library has gained many new users who access the Library's services from the website and who do not visit the Library in person. These users come from around Australia and they are using the digital content created by the Library in its digitisation program and other digital services.

4) New features introduced into libraries

The majority of libraries in Australia have internet access and the Australian library sector is exploiting the online delivery of services that the Internet facilitates.

Examples include (not all libraries offer all services):

- Access to licensed resources from home
- Access to digitised collection materials
- Federated search services, which provide searching across the collections of a number of institutions
- Online loan renewals and reservations of items
- Online reference and chat reference
- Online exhibitions
- Online teaching resources, including teacher / student packages
- Virtual library tours
- RSS feeds of library news
- Online delivery of items requested through interlibrary loan systems or intracampus systems
- Online delivery of course materials
- Electronic reserve collections (academic libraries)
- Online forms (facilitating activities such as interlibrary loan, reserve collection administration)
- Online tutorials
- Subject guides
- Library newsletters
- Digital theses repository and access (academic libraries)

Collection Profile

1) Total volume of collections at the national level

Australia has a total collection of over 39 million items catalogued on to the National Bibliographic Database (NBD). Information about the NBD is available on the web at: <http://www.nla.gov.au/kinetica/databases.html#nbd>

2) Unique Collections / Rare Collections

Many of Australia's state, territory and national "treasures" are kept within formed collections within the National Library of Australia and the eight Australian state and territory libraries. These cornerstone collections are held by:

National Library of Australia

<http://www.nla.gov.au/collect/australiana.html>

State Library of NSW - Mitchell & Dixson Libraries

<http://www.sl.nsw.gov.au/about/collections/mitchell.html>

Northern Territory Library and Information Services - Northern Territory Library

<http://www.ntl.nt.gov.au/collections>

State Library of Queensland - John Oxley Library

<http://www.slq.qld.gov.au/services/coll/jol>

State Library of South Australia - Mortlock Library of South Australian

http://www.slsa.sa.gov.au/site/page.cfm?area_id=15&nav_id=1651

State Library of Tasmania

<http://www.statelibrary.tas.gov.au/whathave/tasres/taslibrary>

State Library of Victoria - La Trobe Library

<http://www.slv.vic.gov.au/collections/australiana/index.html>

Library and Information Service of Western Australia - J.S. Battye Library of WA

History

<http://www.liswa.wa.gov.au/battye.html>

ACT Library & Information Services - ACT Heritage Library

<http://www.library.act.gov.au/find/history>

A list of special collections held within Australian libraries but not yet catalogued is available at <http://www.nla.gov.au/libraries/resource/alctf/> (this list has not been updated for several years)

There are also significant formed collections in several university libraries, and

unique materials in many local history collections in public libraries. The State Library of New South Wales, for example, has established a site linking to local history image collections within that state's public libraries at http://www.sl.nsw.gov.au/localhistory/image_collections.cfm - *no longer accessible*
Dec 2007

Treasures From Australia's Great Libraries Exhibition, opening 2 December 2005

The National and state libraries have collaborated to develop a major exhibition to showcase the depth and importance of their collections. Called Treasures From Australia's Great Libraries the exhibition will open at the National Library in December 2005 and tour to each state and territory until the end of 2007. The National Library is coordinating the exhibition on behalf of the state and territory libraries. Underpinning the exhibition is the desire to tell the story of Australia's great public libraries and of their heritage collections. Another crucial element in this exhibition is the desire to demonstrate the importance of contemporary collecting practice and to show the public that the national, state and territory library collections are surprisingly diverse and rich with remarkable stories. The exhibition will also reflect the importance of collectors and donors in the history of libraries and in the associated preservation of Australian history and culture.

3) Bibliographies and Indexes Published

A large number of bibliographies and indexes are published in Australia across all subject disciplines. Some are available via the Internet, either freely or on subscription, while others are available on CD-ROM or in print form. A good indication of the range can be found by browsing the Australian Indexes & Databases page on the National Library's web site at <http://www.nla.gov.au/pathways/jnls/austjnls/browse/title.html>.

In addition the Australian library sector also supports and promotes several subject gateways that list and where possible, provide direct access to electronic content.

More information about the Australian Subject gateways can be found at

<http://www.nla.gov.au/initiatives/sg/index.html>

4) National Databases

Kinetica, an Internet-based national bibliographic service for Australian libraries and their users, supports resource sharing and library operations for over 1000 Australian and regional libraries. The core of Kinetica is the National Bibliographic Database (NBD), which records the location of over 39 million holdings and over 13 million bibliographic records. Librarians use this database for interlibrary lending, reference, collection development and cataloguing. Through Kinetica, libraries have access to other databases, including the USA's Research Libraries Information Network (RLIN database), CURL, Te Puna (New Zealand), the Deutsche Bibliothek Database and OCLCs WorldCat. Increasingly Australians are able to use the database to identify resources for their research and access online.

In 2003 the National Library began a major project to redevelop Kinetica. This is taking place in two phases, with the first phase to develop a new search interface completed in December 2004. Libraries Australia provides a new search interface to the National Bibliographic Database. By providing access to information about thirty nine million resources held in Australian libraries and other collecting institutions, users can find books, journals, pictures, music, maps and private papers through a single search. Many of the resources found through Libraries Australia are available immediately online. Copies of other resources can be requested online and delivered to the user electronically, by fax or post. Libraries Australia will revolutionise the way that Australian libraries deliver resources from their collections to users and will significantly enhance the public's access to the diverse information resources available through the Australian library sector. From January 2006 anyone with access to the Internet will be able to search Libraries Australia for free from their home, place of work, research or study or their nearest library. The

second phase of the redevelopment will be completed in December 2005.

More information about Kinetica and its search service Libraries Australia is available at <http://www.nla.gov.au/kinetica> .

The search services is described at

<http://www.nla.gov.au/kinetica/librariesaustralia.html>, and the NBD at

<http://www.nla.gov.au/libraries/resource/nbd.html> .

The screenshot shows the National Library of Australia (NLA) website interface. At the top, it says "NATIONAL LIBRARY of AUSTRALIA" and "librariesaustralia the Kinetica search service". There are navigation links for "Login | Logout", "About | Contact Us | Kinetica", and "Welcome AKINNLA". Below the header, there are search options: "Search", "Advanced Search", "Command Search", "Browse Terms", "Search History", "Saved Records", "Saved Queries", and "Help".

On the left, there is a "Links" section with a list of categories: "Find a Library", "Searching the Internet", "Ask a Librarian", "Australian Literature", "Australian Law", "Australian History", "Australian Family History", "Australian Science & Technology", "Australian Government", and "Recent Australian Publications".

In the center, there is a search bar with a "Search" button. Below it, there is a "Limit to:" section with checkboxes for various categories: "Australian", "Books", "Pictures", "Music", "Online", "Journals", "Film/Video", "Theses", "Government", "Newspapers", "Talking Books", "Manuscripts", "Conference", "Maps", "Oral Histories", and "Braille". Below this, there is a "Searching in:" section with a "Select databases" button and the text "Australian Library Collections".

On the right, there is a "Library Profile" section for the "Hume Global Learning Village Library Service". It describes the service's aim to create opportunities for lifelong learning and meet the needs of the Hume community through 6 static service points and a mobile library. It also mentions that the library service opened in January 2003, moved to a stand alone system in May 2004, and launched a new Web OPAC in March 2005.

Infrastructure

1) Dedicated Library Networks in the country

There are several key library networks operating in Australia. Of these, the main bodies include the Council of Australian State Libraries (CASL), the Committee of Australian University Librarians (CAUL) and the Australian Library and Information Association (ALIA). Some information about these organisations is provided below, including links to their web sites.

The Council of Australian State Libraries (CASL)

<http://www.casl.org.au/>

The Council of Australian State Libraries (CASL) is the peak body representing State and Territory libraries and the National Library throughout Australia. These libraries have a major responsibility for collecting the documentary heritage of their state or

territory, providing quality reference and research services and assisting in the provision of public library services to the people of Australia.

The [CASL Constitution](#) outlines the areas in which National, State and Territory Libraries will jointly meet the nation's needs for library and information services.

Through the following actions the goal is to increase participation, provide telecommunications infrastructure, lead effective advocacy and maintain and develop heritage collections:

- promote and advance the provision, awareness and use of library and information services in Australia;
- provide a consultative forum for state and public library service management in Australia;
- enable the formulation of common plans, policies and programs for state and public library services;
- allow for the common views of state libraries to be presented to government, and to other relevant bodies.

CASL currently has several major collaborative projects in progress. This includes the work of the CASL Consortium and the AskNow digital chat reference service. These are described in greater detail below.

The National Library works closely with state libraries on a wide range of collaborative projects aimed at improving access to information by the public. As a member of CASL, the Library has worked during the year with the state libraries on an 'information access model' which aims to identify gaps in the delivery of information to the public and ways in which these gaps can be addressed. An action plan with key activities has been agreed on for implementation in 2006. The plan includes an examination of the potential for streamlining access to the multiple databases and catalogues maintained by the National and state libraries and sharing the development and maintenance of a core set of subject guides to

resources available on the Internet.

The Council of Australian University Librarians (CAUL)

<http://www.caul.edu.au/>

Since the first meeting of Australian university librarians in 1928 and the formation of the Council of Australian University Librarians in 1975, CAUL has sought to ensure a common voice and representation for all university libraries, provide a forum for discussion, and promote common interests. The CAUL strategic plan emphasises collaborative activities which will contribute to the achievement of key objectives including:

- maximising access to information resources required for the advancement of teaching, learning and research in Australian universities;
- transformation of the current system of scholarly communication;
- the pursuit of world class performance within Australian university libraries through application of the principles of continuous improvement, quality and business excellence and,
- identify and exploit all opportunities for CAUL to promote and raise awareness of the role of university libraries in improving the quality of higher education, research and the national information infrastructure.

CAUL & its members are currently engaged in a range of activities including:

- Implementing [Information Literacy Standards](#);
- Information literacy measurement - CAUL is piloting high quality [information literacy assessment tools](#);
- [AARLIN](#) (Australian Academic Research Library Network project);
- cooperative provision of [access to electronic journals & databases](#);
- [Australian Digital Theses](#) program;
- contribution to Australia-wide projects to improve access to Australian collections

- determination of <http://www.anu.edu.au/caul/best-practice/PerfInd.html> for academic libraries;
- contribution to national [government inquiries](#) relevant to the future of universities and their libraries;
- collaboration in the development of new and improved services for academic library users, eg. electronic reserve collections, standardised electronic document delivery systems, etc;
- contribution to the enhancement of scholarly publishing through [SPARC](#) and the NSCF (National Scholarly Communication Forum);
- liaison with major international and national [organisations](#), eg. CONZUL, CURL, ARL, SCONUL, CARL, Australian Library and Information Association (ALIA), Council of Australian State Libraries (CASL) and the National Library of Australia..
- contribution to the direction of Australian network infrastructure planning;
- collection and publication of [Australian university library statistics](#); and
- [publications](#)

The Australian Library and Information Association (ALIA)

<http://www.alia.org.au/>

The Australian Library and Information Association (ALIA) is the professional organisation for the Australian library and information services sector. It aims to empower the profession in the development, promotion and delivery of quality library and information services to the nation, through leadership, advocacy and mutual support.

It does this in a number of ways. ALIA's website provides information and representation for the diverse structure of the association including branches, sections and special interest groups. ALIA Awards are presented each year to reward members of the library and information community on a national and regional level. ALIA also produces a wide range of publications including the Australian Library

Journal, and a regular news magazine to members called inCite.

In addition ALIA hosts a number of conferences. These cover special interest and subject specific issues as well as the premier conference for the entire Australian library profession which is held on a biannual basis. The next ALIA conference will be held 19-22 September 2006 in Perth, Western Australia.

2) Connectivity at the National level

In March 2004 it was estimated that 58% of Australian households had Internet access. (source: Department of Communications, Information Technology and the Arts) and 84% of the population aged between 16 or over had Internet access. 25% of Internet connections are broadband connections. For more information see The Current State of Play Australia and the Information Economy at http://www.dcita.gov.au/_data/assets/pdf_file/23426/CSP_2004.pdf.

4. Services

Reference Services (any new initiatives, etc)

The National Library has experienced an increasing demand for electronic reference services whilst demand for face to face reference service is declining. Over the past year, the Library has purchased substantial electronic resources, many in full text which are available in the Library's Reading Rooms. In an effort to market and promote these resources monthly tutorials have been offered to end users. Web site usage has increased significantly and the Library's digitisation initiatives will ensure the availability online of many of the Library resources, including pictorial material, rare maps and music. This year the purchase of four major online collections increased the amount and diversity of digital content that the Library's registered users can access directly from the catalogue. The Factiva database provides access to over eight thousand overseas and Australian newspapers; Early English Books Online comprises the full text of over one hundred and twenty thousand titles

published between 1475 and 1700; Early American Imprints Series 1 covers American history and literature from 1639 to 1800; and China Academic Journals indexes over five and a half thousand Chinese language research journals in the humanities and science.

The NLA continues to participate in:

CASL Consortium <http://www.caslconsortium.org/>

This is a consortium of Australian State, Territory and National libraries formed for the purpose of acquiring access to commercial electronic information resources. Its aim is to simplify licensing arrangements, improve cost benefits for member libraries, and to explore opportunities for making electronic product more widely available to Australians, regardless of where they live.

The CASL libraries have also collaborated to develop an online interactive chat reference service for users Australia wide. The service is known as AskNow: Online Answers Australia Wide (www.asknow.gov.au).

A key feature of the chat reference service, AskNow which distinguishes it from the email reference services already offered by the participating libraries is that a user can ask a question and receive an answer immediately. The service is available via the Internet through the use of 24/7 chat software and can be used by anyone with a standard PC and Internet connection. The service operates from Monday to Friday from 9.00am to 7.00pm (50 hours per week), taking advantage of the different time zones across Australia. AskNow is an initiative of the Council of Australian State Libraries and reference staff from the National, State and Territory libraries are rostered for three 'seats' each session. Accordingly, when a user connects to the services they may have their questions answered by someone outside their home State or Territory. The National Library of New Zealand and the National Library Board of Singapore are also participating in AskNow!

The AskNow services allows a reference librarian to chat with the user online and to

send web pages through to the user's computer screen. Users can be guided through a search as the user and librarian view the same web pages. Apart from the benefit of an immediate answer to a reference enquiry from off-site users, the service also enables the complete transcription of the librarian/user interaction to be emailed to the user at the end of the session together with any web addresses which the librarian has provided during the course of the chat reference session.

One of the positive things to emerge so far from monitoring and evaluation of the service is that use of the service is coming from all over Australia and from all age groups. Forty per cent of users come from outside the major population centres. Many are unsure of the best way to search the Internet to find the information they need and by working through the search with a librarian users improve their own information literacy.

Through collaborating to bring about the AskNow service, each participant has been able to offer their users a new service and to provide an effective means of reaching off-site clients that would not be possible on their own. The nature of the service is also enabling participants to increase awareness nationally of their role and functions.

The screenshot shows a web browser window with the URL http://asknowau.247ref.org/vcsog/CDM.exe?35_COMMAND=CUST_SUP%Category=AUMLA. The page header reads "A project of the national, state and territory libraries of Australia". The main content area has a blue background with the "Ask Now!" logo and the text "online answers Australia-wide". On the left, there are navigation buttons for "About AskNow!", "Contact Us", and "Privacy". Below these, there is a section for "Teachers" with a note: "Please note, this service is not designed to handle group or class 'visits'." and a "More ..." link. Further down, there are several blue buttons with white text: "Tips For School Students", "Who will answer your question?", "When is the service available?", "How does it work?", "Who can use the service?", "Do we keep any information about you?", and "How can you help us?". On the right side, there is a "Welcome to AskNow!" section with the instruction "Enter the following and click on Connect". Below this are input fields for "Name (compulsory)", "Email Address", "Confirm Email Address", "PostCode (compulsory)", and "Question:(compulsory)". At the bottom of this section are "Connect" and "Exit" buttons.

National Bibliographic (Agency) Services

The National Library facilitates the continued development of a national bibliography through support for Kinetica, the Internet-based national bibliographic service, and Kinetica's search service, Libraries Australia.

The National Library is also the Australian agency for ISSN and ISMN.

In September 2005, the annual ISSN Directors Meeting will be held at the National Library of Australia in Canberra in conjunction with the Virtua Users' Group Meeting. Following the meeting, there will also be a one day seminar on Friday 30th September on Management and Preservation of Digital Collections.

Representatives from all ISSN National Centres are invited to attend the Directors' Meeting and also the seminar on Management and Preservation of Digital Collections. For more information see

<http://www.nla.gov.au/initiatives/meetings/issn2005/index.html>.

Reading promotion and Information Literacy Programmes

The public library system in Australia promotes reading to the community. The Australian Library and Information Association has developed an Information Literacy Advocacy Kit (2003).

Most Australian universities have ongoing information literacy programs, and the Council of Australian University Librarians adopted Information Literacy Standards in 2001.

Digital Library Services

Some of the main digital initiatives happening in the library sector in Australia are listed below.

Digital Services Project (DSP) The Digital Services Project is the National Library of Australia's key strategy for ensuring effective management of its digital collections.

The development and delivery of digital services is occurring within the context of the Library's [strategic directions statement](#), with an emphasis on fast and

convenient access. The key principles guiding the development of the Library's digital services architecture are:

- Support for integrated access to print and digital resources: the prime entry point to its own information resources is the Library's catalogue, since digital collections form an integral part of the total collection. Consequently the Library has ensured that all of its items in its digital collection are represented in its catalogue, and has also ensured that there are links from the catalogue records to the digital delivery systems
- Support the entire activity cycle for digital collections including collection, storage, management, discovery, access, web delivery and long-term preservation
- Ensure that every item in the Library's digital collections is citable and accessible in a persistent manner
- Support a hierarchical digital library data model, reflecting the complex nature of some collection items: for example, a sheet of manuscript material may form one of many sheets in a letter, which may form one of many letters in a series, which may form one of many series in a manuscript collection
- Provide users with contextual information, navigation pathways and service delivery options appropriate to the category of digital object being accessed
- Ensure that the Digital Collection Management System forms a logical extension of the Library's integrated library management system

With this in mind the National Library of Australia has developed an architecture for the management, discovery and delivery of its digital collections, embracing both digitised and born digital information resources (<http://www.nla.gov.au/dsp/>). The components of this architecture interoperate using recognised standards developed by communities working in the field of digital libraries. The main elements of the architecture are:

- *A Digital Object Storage System* (<http://www.nla.gov.au/dsp/#doss>)
- *A Digital Archiving System* (PANDAS) that provides staff with the tools to gather and manage archival copies of selected born digital Australian websites which users access via the PANDORA Archive (<http://pandora.nla.gov.au/manual/pandas/index.html>)
- *A Digital Collections Manager* database (<http://www.nla.gov.au/dsp/#dcm>) to record technical and management information about digital collection items and digital surrogates. The Digital Collections Manager supports the digitisation workflow by facilitating activities such as the uploading and downloading of files to and from the Library's digital storage system.
- *A Metadata Repository and Search System* . This activity is being undertaken as part of a project funded by the Australian government through its infrastructure research grants. The project home page is at <http://www.arrow.edu.au/> and the National Library is responsible for developing the repository search service.
- *A Persistent Identifier Resolver Service* so that all digital collection objects can be allocated a Persistent Identifier and can be accessed via the web using this identifier (<http://nla.gov.au/initiatives/persistence.html>)
- A series of *Delivery Systems* have been developed for digitised pictures, sheet music, maps and manuscripts in context with their bibliographic descriptions and facilities for page turning, zooming and other navigation aids. More information about this is available on the Library's website at <http://www.nla.gov.au/digicoll/> . It is planned that audio delivery will also be available from mid-2005.

The Library was able to implement the lower and upper layers of its architecture (the Digital Object Storage System and the Metadata Repository and Search System) using products available in the marketplace. However, this was not possible for the middle layer, and the Library has been obliged to develop two significant software

components itself. The Library hopes that it will be able to replace these components in the future with products from the marketplace.

PANDORA: Australia's Digital Archive

The Library continues to selectively collect and archive born digital Australian publications in its Pandora Archive. The state libraries, National Film and Sound Archive and Australian War Memorial all contribute to the Pandora Archive. For more information see <http://pandora.nla.gov.au/index.html> During 2005 the National Library will conduct its first 'whole of domain' harvest to create a snapshot in time of the Australian web. This will be done using the services of the Internet Archive which has been working with several national libraries in the International Internet Preservation Consortium (IIPC). The IIPC is working collaboratively to develop software tools to assist with collecting, archiving and preserving digital publications. For more information see

<http://www.nla.gov.au/webarchiving/MasanesJulien.ppt> .

In November 2004 the Library hosted an [international conference on web archiving](#). The conference papers provide an excellent record of the state of the art in developments relating to web archiving and the work currently being done by national libraries and others in this field. For more information see <http://www.nla.gov.au/webarchiving/> . This includes a paper on the themes and trends that emerged from the conference.

Digitisation Program

The Library has also embarked on a major digitisation program to provide greater access to its collections through digitisation of traditional format library materials. Information on digitisation activities is available at <http://www.nla.gov.au/digital/> .

In 2006 the National Library is planning to commence a major newspaper digitisation project of our of copyright Australian newspapers. In February 2005 the Library hosted an international newspaper conference in collaboration with the

International Federation of Library Associations Newspaper Section. One of the key themes of the conference was newspaper digitisation. For more information about the conference and the papers see

<http://www.nla.gov.au/pub/gateways/archive/74/newspaper.html> and

<http://www.nla.gov.au/initiatives/meetings/newspapers/about.html> .

[MusicAustralia](http://www.musicaustralia.org/) is a web-based music service that provides integrated access to Australian music resources and information to all Australians and other interested users. MusicAustralia has been developed as a collaboration between the National Library of Australia, ScreenSound Australia, the National Screen and Sound Archive and other national cultural institutions and the wider Australian music community. MusicAustralia makes Australian music resources and information widely accessible: music in all its formats, across styles and genres, and including both heritage and contemporary material. The service can be found at: <http://www.musicaustralia.org/>



[PictureAustralia](http://www.pictureaustralia.org/) is a web service hosted by the National Library of Australia on behalf of a range of Australian cultural institutions including galleries, museums, libraries, archives, and historical societies. It provides access to many pictorial collections from the one search screen - bringing Australia's cultural heritage together and to the fingertips of users. The service is based on a Dublin Core metadata index hosted at the National Library which links to digitised images held

on the web sites of participating cultural agencies, and relies on the Internet for its delivery. At present, over one million images may be viewed via PictureAustralia from the collections of forty institutions. <http://www.pictureaustralia.org/>



Other Australian Digitisation Projects

Information about digitisation projects in Australia is available online on the Australian Libraries Gateway at <http://www.nla.gov.au/libraries/digitisation/>. The service aims to record and make accessible information about the projects and the digitisation procedures being used by Australian cultural organisations. It is aimed at Australian art galleries, libraries, museums, archives and other public and private institutions that are engaged in cultural projects involving digitisation. It assists in keeping up to date with developments in digitisation and locating other institutions to share expertise and experience with. Key projects include: Picture Queensland - <http://www.pictureqld.slq.qld.gov.au/>

Regional Directory

The Libraries of Asia Pacific directory was redeveloped during 2003 to enable all libraries with an entry to update that entry themselves. All libraries in the region are encouraged to update their entry, or add their entry if they are not already included. The Directory can be found at <http://www.nla.gov.au/lap/>. A printed

version was distributed to all CDNLAO region libraries with an entry in the directory. National libraries in the region are encouraged to ask other libraries in their country to establish entries in the directory. CDNLAO libraries and other libraries within the region may contact lap@nla.gov.au for assistance or information.

Inter-library loan and Document supply

The National Library, CAUL, CASL and ALIA (see above) all endorse the National Interlibrary Resource Sharing Code

(<http://www.alia.org.au/interlibrary.lending/ilrs.code.html>) . The Code sets out recommended service levels and charges, and is followed by most Australian libraries. Some groups maintain separate arrangements, which may include free ILL between group members.

[Copies Direct](#) is a fee paid service provided by the National Library of Australia to supply users with copies of articles, chapters of books, pictures, maps, manuscripts, music, transcripts or other material from the National Library of Australia's collections under the provisions of the Australian Copyright Act 1968. Copies Direct also supplies copies that are not available in the National Library of Australia but can be sourced from other Australian or overseas collections.

Document supply has been slowly declining in Australia due to increased access in the university sector to online journal articles in particular. The National Library of Australia's documents supply is declining at around 3% per annum, although the introduction of the Copies Direct service is helping to slow this down.

Special Services - (eg. Disadvantaged, etc)

In March 2002 representatives of library, disability and government organisations attended a one-day Forum on Library Service for People with Disabilities convened by the National Library of Australia. The purpose of the Forum was to identify areas in which library services to people with disabilities could be improved through action taken at a national level. The background papers for the Forum, prepared by

a range of the participants, are available at

<http://www.nla.gov.au/initiatives/meetings/disabilities/index.html> . A follow-up meeting was held in early 2004, and papers for that meeting are also available at the URL above.

The Australian Library and Information Association (ALIA) summarises the library sector's response to the issue of providing disability services in their Statement on library services for people with disabilities at <http://www.alia.org.au/policies/disabilities.html>. In effect, the library community abides by the Disability Discrimination Legislation (1992) and related legislation of the states and territories to ensure that services provided to people with disabilities offer equal opportunities and further the integration of people with disabilities in the community and complement services available generally to people in the community.

There are also library services provided by a number of organisations in the disabilities sector. Notable are the Information Library Service (<http://www.visionaustralia.org.au/info.aspx?page=514>) and the Royal Society for the Blind (<http://www.rsb.org.au/>). The latter is working with public libraries to deliver an innovative audio books service (Books In The Sky).

Services for the multicultural community occur in libraries at all levels. In mid-2004 the National Library produced a kit and convened a workshop for [community groups wishing to preserve documentary heritage materials](#). Several state libraries have multicultural programs, and many public libraries maintain collections in community languages.

Training

Number of Professional Librarians

The Australian Library and Information Association (ALIA) has over 5000 personal members which is the best indicative data available at this stage on the number of

professional librarians working in Australia. It is thought to be a substantial underestimation but more accurate data does not yet exist.

Number of Library training schools

The Australian Library and Information Association (ALIA), publishes a guide to courses in library and information studies on an annual basis. The Courses in library and information studies 2005 information is available online at <http://www.alia.org.au/education/courses/>. Essentially, there are twenty five institutions offering accredited qualifications for professional librarianship and library technicians. ALIA is currently conducting seminars around Australia to determine the needs of libraries as employers of library school graduates. Many library schools are closing down and it is possible that only a few library schools will be offering courses in few years time. If this happens it is important that the remaining library schools are able to produce the sort of graduates that libraries need in the 21st century.

Copyright

The Australian Copyright Act is available at

<http://scaletext.law.gov.au/html/pasteact/0/244/top.htm>

Number of Copyright/IPR Watchdogs or Associations

The main copyright associations in Australia are:

- The Australian Digital Alliance (ADA) <http://www.digital.org.au/>
- Australian Libraries Copyright Committee (sister organisation to the ADA) <http://www.digital.org.au/alcc/>
- Australian Copyright Council (ACC) (Australia Council-funded legal service & advocacy body) <http://www.copyright.org.au/>
- Dept. of Communications, Information Technology and the Arts' Intellectual Property Branch <http://www.dcita.gov.au/ip>
- Federal Attorney-General's Department

<http://152.91.15.12/agd/WWW/agdhome.nsf/Page/Portfolio>

Copyright Collecting Societies

(These are organisations which collectively administer their members' copyrights)

- Australasian Performing Rights Association (APRA), which administers musical copyrights. <http://www.apra.com.au/>
- Australasian Mechanical Copyright Owners Society (AMCOS), which administers a different type of musical copyright) <http://www.amcos.com.au/>
- Copyright Agency Limited (CAL), which administers largely text-based copyright) <http://www.copyright.com.au/>
- Audio-Visual Copyright Society Limited (Screenrights), which administers copyright in audio-visual material such as films) <http://www.screen.org/>
- Phonograph Performance Company of Australia (PPCA), which administer music copyright owned by record companies) <http://www.pcca.com.au/>
- Visual Arts Copyright Collecting Society (Viscopy), which administers copyright in visual arts such as paintings <http://www.viscopy.com/>

Major changes in the Copyright / IPR laws impacting libraries

The [Copyright Amendment \(Digital Agenda\) Act 2000 \(DAA\)](#), was introduced to meet the challenges of electronic technology and is the most comprehensive piece of copyright legislation since the principal Copyright Act was passed in 1968. The DAA contained a number of library and archives exceptions.

Australia has recently negotiated a Free Trade Agreement with the United States. The Agreement includes a chapter on intellectual property. The legislation came into effect on January 1, 2005. A summary of the effects on copyright appears at <http://www.alia.org.au/publishing/incite/2005/05/copyright.html> One of the main impacts of the FTA is an extension of the copyright period from 50 to 70 years.