

has, for the articulation of a deep and abiding identity of faith in God. The library is a concrete testimony, more so than any great Cathedral, to the presence of the living Word of God in the world. A theological library reflects in its very existence—and also, I venture to think, in the life of those who create and defend it—the reality of the one, holy, catholic and apostolic church.
God bless you in your work.

Graeme Garrett is Senior Lecturer in Theology at St Mark's, Canberra



NEW ACCESS SERVICES FROM THE NATIONAL LIBRARY OF AUSTRALIA

Averill M B Edwards

Thank you for the invitation to give the keynote address to this conference - I very much appreciate your confidence and your generosity in extending this invitation. I hope that I will provide the appropriate stimulus and challenge to you that keynote speakers are required to do.

1. INTRODUCTION

Your conference theme, *Maximising our resources* is a timely one. All libraries are having now to do so - I have recently attended two conferences, the Australian Library and Information Association Specials in Sydney and the ALIA Reference and Information Services conference in Adelaide and recurring themes in both was the emphasis on doing better with limited resources, a situation that we all recognise will not be temporary; on resource sharing in a much more serious way than in the past with a recognition that it is the new information and communications technologies which will allow us to do so.

I am conscious that I am from the National Library of Australia, the largest library in Australia - and I hope that what I say will not be regarded as irrelevant for you, many of whom come from one person libraries in a sector of our profession which has rarely been generously funded. I believe that our situations are very similar and that the Library's experience has relevance for you as well. I have endeavoured to identify from our current and planned services, those which will be of most relevance to theological libraries and of course, those which are most significant for the library community as a whole and for us as a library.

The paper will cover the following:

1. **The role and function of the National Library of Australia**
2. **The environment in which libraries are now operating**
3. **The National Library of Australia's Strategic Plan - its redirections and new directions**
4. **New access services**
5. **Issues arising from these policies and services**
6. **Conclusion**

2. THE NATIONAL LIBRARY OF AUSTRALIA

The National Library of Australia is a statutory authority - that is, a separate body, established by Parliament and with its own Commonwealth Act, *The National Library of Australia Act*. This gives the Library more independence than if it was attached to a Government department. In Australia there is only one national library, though in other countries there may be more, such as the USA where there are three Agriculture, Medicine and, de facto, the Library of Congress. Although it is publicly funded the Library has a different role and is closest in function to that of State libraries. The Library's Act outlines the functions to:

NATIONAL LIBRARY OF AUSTRALIA ACT

"s6 (a) maintain and develop a national collection of library material, including a comprehensive collection of library material relating to Australia and the Australian people;

(b) to make library material ..availablewith a view to the most advantageous use of that collection in the national interest;

(c) to make available such other services in relation to library matters and library material (including bibliographical services)

(d) to co-operate in library matters with authorities .. in Australia or elsewhere concerned with library matters. "

In essence, to acquire and develop a national collection including Australiana, to make it available widely, to provide bibliographical and other services and to co-operate in library matters in Australia and overseas. It is a library to serve the nation, irrespective of its location in the ACT.

3. THE ENVIRONMENT

All libraries are now operating in environments which are similar, irrespective of their sector. All of us have had to face in recent years reductions in our budgets - in salaries for staff which affects numbers of staff available for services to users, in funds for collections, for administration, for access to services such as ABN or Ozline. This is not likely to change - in the federal environment, certainly not which ever government wins the next election. At the same time has come an explosion of available information, although a recent speaker said that we would do well to examine in what sectors and at what level that explosion is occurring (1), making increasing demands on a reduced acquisitions budget. The declining value of the A\$ and the increased costs of serial subscriptions make overseas purchasing a field of poverty. The nineties have been characterised by not only change but rapid change - change which is going to continue and to continue to be fast. In six months, after buying top of the line pcs, the standard mb of memory had moved from 4 to 8mb. The extent of the change is wide as well and this has had serious impact on staff, many of whom have difficulty coping with change and its accompanying insecurity of skills and knowledge. The enormous pace at which information technology has developed accompanied by rapid developments in communications technology has had an impact on libraries - some good, some bad. Libraries would not have been able to catalogue materials if we were all doing original cataloguing, the sharing of resources through ABN and regional networks would not have been possible without communications technologies. The development of the personal computer, of CD-ROMs and local area networks, of campus wide information servers, have made much more information available to many more users much faster than before. The cost of electronic equipment has now had to be added to the budget, including regular updates.

Our users are becoming more demanding - more technologically demanding - why is the terminal down, why can't you get Pentiums instead of 486s, don't you have a computer which will give me all the serial articles in this subject, more complaining if the service isn't fast enough or staff are not polite enough. There is an need for increased focus on the client and what they want is not always what is convenient for us - and that means change.

Administrations want greater accountability - what are they getting for their money. What are the outcomes for the input of government/institutional funds. We have always been accountable for what we purchased or services provided but we are now being asked whether we know what the outcome is - is the book/serial being used, how often, was it referred ?

Close attention is being paid to the cost of services - what was the full cost to provide this service, to purchase, catalogue, store and retrieve this book, what is the cost of providing service to UnCover. Allied to this is are policies for cost recovery - the federal policy is that no service should be provided without full cost recovery and there are few exceptions to this. Services in the past which have had a nominal fee are now becoming full cost or at the least subsidised consciously and at a lower rate. Fees for service now are common and increasingly the Library is being asked what do we charge for providing the answer to a

reference enquiry.

Is this a familiar picture? The differences between us relate to scale rather than to type of library or sector. How can we meet this challenge of this new and demanding environment? One way is to plan more carefully and to ensure that the plans are carried out. It is not accident that strategic planning has become so common in libraries in recent years.

4. THE NATIONAL LIBRARY STRATEGIC PLAN *SERVICE TO THE NATION ACCESS TO THE GLOBE*

The Library's current Strategic Plan (5) plan is its second, shorter and to the point and this time marking some very significant changes in direction for the Library and setting some new directions. Let me outline some of the most significant of these because it is the policies outlined in this document which are responsible for the new access services which are the subject of this paper.

The most major shift announced in this Plan, is the greater concentration on collecting Australian material and the focusing on Asia and the Pacific rather than on Europe and North America. This is a reflection of the environment in which we live and of a refocusing of the direction of much of the business community and of government. There is already extensive duplication in Australian libraries of materials from Europe, including the United Kingdom and from North America. The Library will support the concept of the Distributed National Collection (DNC) in which the collections of libraries throughout the country are seen to be all part of the one national resource. Some libraries will, or have already developed specialisation and other libraries will note and accept that specialisation. These materials will be available to each other in Australia through interlibrary loan. The DNC will allow more careful and focused collecting and yet ensure that unnecessary duplication is not achieved, yet the national needs met.

The Library intends to release funds by reducing its collecting and processing of printed materials from overseas. Many of these printed materials are now available in electronic form via commercial services within twenty four hours from overseas. Some materials are now only available in electronic form. Access to monographic material in electronic format is more restricted at present. Such commercial services allow users to have access to a far greater range of titles than any one library could ever have collected and current issues are available with a timeliness never before achieved.

The Library has already in place in its reference services subject specialisation, either format specialists such as pictorial or manuscript librarians, or in particular subjects such as law, Australian history, Australian literature, religion, international organisations and statistics. The intention is that this specialisation will continue with librarians becoming expert in not only knowledge of collections on site, but on resources available in electronic form or available via the Internet.

As usage increases and resources reduce, the Library cannot continue to serve all of its users to the same degree. The Strategic Plan has identified its primary clientele - 'those Australians engaged in the formulation and transmission of knowledge, particularly in research, policy development, authorship and creative endeavour - now and in the future.' It has also identified those clients for whom the Library does not have prime responsibility.

Another change for the Library is the delivery of service to individuals. To date, the Library has been known, in Harrison Bryan's phrase, 'the libraries' library'. Loans and other services were largely directed to libraries rather than individuals. In future, as well as our services to other libraries, we will be providing loans to individuals, or providing copies of journal articles directly rather than going through the intermediary of another library. This will make service to users quicker, more direct and more efficient in meeting their needs. Much of this will be possible through new technologies.

Increasing emphasis will be placed on making the Library's collections available offsite. Some of this will be via technological means such as digitisation of collection items, production of CD-ROMs, video disks etc. Other means will be by publication in traditional formats of materials held but also the development of exhibitions which can move around the country enabling many more Australians to be aware of our

resources.

5. NEW ACCESS SERVICES

Given the background environment and the directions outlined in the Library's Strategic Plan, what then are the new access services which will be offered, given that it is the role and function of the Library to acquire, make accessible and preserve.

* *The collections* Access to a vastly increased range of serial material is now available to users. Commercial services such as UnCover, the Definite Article now provide easy and relatively cheap access overnight to a wealth of literature. The Document Supply Service is now offering a special service - the article in Australia if possible, if not, supply from overseas via UnCover and all this for a standard fee. Some journal articles are available on the Internet free of charge or for a subscription.

Australian e journals are already available on the Net. The Library is rapidly exploring what it can do to capture such data and make it available to users now. The Library has had several projects to identify Australian e journals, to catalogue them and to provide access to them. The extent to which such access will be available in the future is being explored actively, that is, will the Library archive the back issues or not.

Much Australian information is now being produced on CD-ROM or in multimedia formats, sometimes as well as in print but often such materials are unique, only in electronic format. Legal deposit does not cover electronic materials and yet the Library must preserve these materials as part of its mandate to acquire and make accessible Australian materials. A submission has been made to extend legal deposit legislation to electronic forms but the outcome is likely to be unknown for some time. In the interim, the Library is writing to multimedia and electronic producers requesting voluntary legal deposit and agreeing to some specific conditions for use of such material. In cases where voluntary deposit is not agreed, the Library is purchasing titles.

Monograph material is not as generally available in electronic form as serials as yet - but text of classics and material not in copyright is available now from various sites on the Net. It is expected that this form of access will increase in time. The Library will still maintain blanket orders for overseas materials from the UK, Europe and North America but at much reduced volume and focusing on issues of public debate and importance.

* *Redevelopment of ABN* ABN has for over five years provided cataloguing data and location information to Australian libraries. This database is being redeveloped to ensure that it can provide the increasingly sophisticated services demanded and needed by users and to enable the Library to make its collections and facilities available to a wider audience. In a joint project with the National Library of New Zealand, the redevelopment into a new vehicle, called World 1, for the transmission of information has commenced. The core of the new program will still be the supply of bibliographic data and holdings data. Old data will be available in new forms with new data from new sources. eg not only will searches of APAIS be made via OZLINE, the full text of the indexed articles will be available on line. There will be a graphics user interface so that it will not just be text but maps, diagrams and photographs will be available. Considerable emphasis is being placed on integration of information sources - having located an article in a particular journal in APAIS, the title will be linked to the holdings statement and then linked to document supply for ordering. Document Supply is already supplying, from overseas suppliers, journal articles requested on inter-library loan but unable to be provided from within Australia. It has also a locally established UnCover service which is now supplying articles from Australian libraries to users in Asia, the Pacific and North America. Implementation of the search module is scheduled for August 1996 with cataloguing and acquisition one year later. One particular aspect of this new service will be the delivery of the same services to individual users as to libraries, ie a user can come to the Library direct for a photocopy or a loan rather than having to find a local library to serve as the intermediary.

* *Levels of Service* In the Strategic Plan, the Library has stated that its 'collections are intended to provide a base for our primary clients - those Australians engaged in the formulation and transmission of knowledge, particularly in research, policy development, authorship and creative endeavour - now and in the future.' Undergraduate or school students are not priority clientele, other libraries are responsible for delivery of

services to them. The Library cannot be the first point of supply for library services to all Australians. It will designate more clearly the priorities given to different client demands, with a focus on meeting national needs.' Three Levels of Service documents have been prepared: for school students, for tertiary students and for researchers. The document for schools (4) has been developed in consultation with representatives of teacher librarian organisations and with their support. The document, sent to all schools in all systems in the ACT and surrounding districts, was implemented early in September 1995. The other two documents are currently out for comment to tertiary librarians and to researchers themselves. These documents state the Library's responsibility for serving each group and identifies the services and levels of services which will be offered to each. On the back of each sheet, specific services are listed. These documents are available to users and to staff. It is a first attempt to identify prime clientele and to isolate the specific services for them and for other, non primary clientele.

The Petherick Reading Room is the access point for rare Australian and overseas printed books, printed music and other printed materials. Access is by Reader's Ticket, available only after interview. Researchers writing books, often under contract to impressive publishers, PhD students, academics and independent researchers use the Petherick. This reading room has always been for such long term researchers and is now being further developed as a major focus for services to the prime clientele. A much higher level of service is offered to users of this reading room. A higher level of staff is on duty, able to offer sophisticated advice on the use of the collections and on the appropriate use of the new electronic sources. It is now open long hours providing access to special collections.

* *Network access* There are services which are being developed to provide access to the collections for those users who are not able to make a visit to Canberra. The Library's online Catalogue is now available via the Internet enabling researchers throughout Australia and the world to see what printed and unique materials are held. Earlier this year, the Information Server, the Library's Home Page via the World Wide Web(3) was launched, which now provides much information about the Library itself, its policies, its collections, its services, its procedures, contact points, events, hours of opening. It is now providing access to information held in other Australian government departments so they now are able to reach a much wider clientele than before. There is now so much information on the Server that an index has had to be provided. email access is now possible for potential users or for those intending to visit. A reference enquiry form will soon be available on the Net so those in remote locations can seek to have enquiries answered.

Another major project in progress which will make much more of the collections available is the Chinese-Japanese-Korean (CJK) project. This will enable cataloguing data in script for items in Asian collections available via ABN and this will open up the very large and significant Asian collections to the wider community.

* *Digitisation* Again, in the context of making as much of the Library's collections and services available across Australia, it is intended that parts of the collections will be digitised and thus available on the Internet. In the early stages, the images on the Library's video disc will be digitised as a first experiment in the delivery of such information to users via the Net. The video disc, which can be purchased from the Library, makes available to users 12 000 of the Library's oil paintings, watercolours and photographs so that a specific visit does not have to be made to see these visual images. A similar project is in progress to digitise the images for inclusion in a CD-ROM, from an exhibition held in the Library of images made by women 'Beyond the picket fence'.

* *Exhibitions* Increasing efforts are being made to offer more exhibitions of the Library's collections on site but also to develop small travelling exhibitions which can reach many more Australians who live in rural areas and who will not have opportunities to visit the Library.

* *Online services* In July 1995, the Library introduced a CD-ROM network within the building to provide greater access to the collections, particularly the serial collections. This is available in two reading rooms and will be extended to two others shortly. A listing of nearly 150 sites for newspapers has been prepared and the Library is examining whether these can be mirrored on the Information Server to give greater access electronically than would be possible through a purchased collection. Short free searches are provided in the

Newspaper Microform Reading Room using Press Com an online database of full text Australian newspapers. This with CD-ROM access to four other major Australian dailies provides better access to full text of newspapers and is being to provide an index to the content of Australian newspapers.

* *Preservation* Much effort is going into consideration of the preservation of electronic information produced now, for the use of future generations. The problems are large and very complex but solutions must be found if the wide access available today is to be also available to future users. Conversion of the whole of the Oral History collection from analog to digital needs to commence soon if such information is to be available to a wider audience and to ensure its availability in the future.

* *Subject librarians.* As part of the Library's objective to 'provide efficient, timely information services from the Library's collections, and through referral to other national and international services, to meet the needs of Australians engaged in the formulation and transmission of knowledge, particularly in research, policy development, authorship and creative endeavour' librarians with subject skills have been established. Some of this specialisation is in format - manuscripts, pictorial materials, oral history, maps, but for others it is in subject - law, biography and genealogy, Australian history, Australian law, international organisations, statistics, government publications. These staff have detailed knowledge of the Library's collections in all their varied physical and electronic formats, develop tools to assist users locate and use materials in their field, and become aware of new developments in the subject. Thirty four *Guides for Readers (2)* have been written and are mounted on the Information Server to provide assistance to readers in using the collections and locating appropriate information. These subject librarians are developing lists of quality sites on the Internet relevant to their subjects which can be provided to the Library's users. Such site lists will be mounted on the Information Server and provided in print for onsite users. An active Reader Education program is in place with seminars every fortnight at lunchtime, based on these same *Guides for Readers*.

A detailed directory is in progress at present, listing the materials available in the special collections and printed collections relating to Aboriginal and Torres Strait Islanders. Due to be completed in early 1996, it will be published only in electronic form as a test of that form of publishing for the Library.

6. ISSUES

What then are the issues which arise from these new policies and new access services ?

. *equity issues* - more services are becoming fee for service, cost recovery must be made for many, what impact will that have on all categories of users, will cost control access in the future, will the 'information rich, information poor' scenario really develop ? What can we do to ensure that this does not happen for basic services ?

. *development of networks* - how can we ensure that as many people as possible in Australia have access to electronic information ? It will be essential for all to have access to the array of information available, irrespective of where they live and whatever sector they live and work in. We need to support networks whereby sharing of information can take place - Edunet linking schools in the ACT. What about a theological libraries network ?

. *community awareness of the role and function of libraries* - how do we ensure that there is still a role for us? how do we inform the community that libraries are still a key resource for them, even though they now have a p c and modem at home ?

. *marketing* - how do we ensure that as many users and potential users know what libraries have to offer ? how can we ensure that libraries continue to be seen as gateways to knowledge and librarians as guides, navigators, mediators ? We do need to make resources available to let users know what is there.

. *copyright* - how do we ensure that the requirements of copyright do not cripple access to information ? how can we continue to protect the rights of creators yet not become unduly restricted by the commercial requirements of licence agreements eg for CD-ROMs ? how can users continue to have 'fair dealing, fair use' concept still accepted in law ? how can we resolve the conflict between access to information, protection of copyright and commercial gain ?

. *client demands* - how can we ensure that we meet the demands of users ? Users are more aware of their rights, they are demanding that we meet their needs rather than be satisfied with what we decide to give them ? Clients are more knowledgeable and are less tolerant of mistakes.

. *client needs* - how do we make ourselves aware of what our clients want ? We need to be asking them regularly what they want - this does not absolve us from assessing what might be needed and designing new services based on our knowledge and assessment. We need to be genuinely committed to identifying client needs, and to meet them even though it might be inconvenient or different.

. *cost of equipment* - how do we in this new electronic environment ensure that we have sufficient resources to provide efficient and sufficient equipment to access this new world of information ? how do we ensure that we have the resources to upgrade this equipment regularly or meet the cost of regular maintenance ? how do you convince the faculty that access to this new electronic environment must be available and that funds must be found to do so ? If this access is not provided, as educational and vocational training institutions, they will become second class with only limited access to the whole world of current information.

. *training of staff and of users* - how do we train staff ? Ho much training should we give to users to use efficiently this new equipment ? how do we ease the strain for staff of straddling the print world and the electronic world and be proficient in both ? What resources do we need to provide such training for both groups ?

. *the future of print and print services* - what will happen to printed sources ? will they continue into the future ? what is the future of academic publishing? will the Net allow academics to publish and retain their own copyright, to make their own decisions about access for free or fee via the Net to their work ? how much and by whom will such information be made available ?

7. CONCLUSION

These are issues which all of us must face - access and equity, network development, marketing, copyright, demands and needs of clients, costs of equipment, training of staff and users, increased awareness of the role and functions of libraries, the future of print and print services - we must deal with them if we are not to be left behind, to become the second class citizens who only have a print based library and are therefore denied access to significant information. New technology has given us the means to increase access to information and to services - it is our responsibility to provide that access and to guide our users to the most appropriate of those resources to meet their needs. Indeed, it is the new access services which will allow all of us to 'maximise our resources'.

Sources

1. Choate, Ray "And the walls came tumbling down..." Keynote address to the ALIA Information Services Section RAISS conference Fantastic Futures, Glenelg, SA, 13-15 September 1995.
2. *Guides for Readers* Canberra, the Library, 1995
3. *National Library of Australia Home Page* WWW site <http://www.nla.gov.au>
4. *Services to schools and Letter of Referral* Canberra, the Library, 1995
5. *Service to the nation access to the globe: National Library of Australia Strategic Plan 1993-98*, Canberra, the Library, 1994

Averill M B Edwards is Senior Principal Librarian, Information Services, at the National Library of Australia