State Library
of Victoria

Report to VICLINK
October 2000

STATEWIDE PUBLIC LIBRARY PROJECTS 2000/2001

A meeting of the convenors of the statewide projects was held at the State Library on 13 September. All progress reports on the projects prepared by the Library Network Unit staff are checked with the relevant convenor before inclusion in the report to Viclink.

Marketing

Heather Phillips is the convenor of the Statewide Marketing project steering committee for 2000/2001.

Stanley & Milford have been appointed brand managers for the project. librariesvictoria has a stand in the government pavilion at the Royal Melbourne Show staffed by volunteers from public libraries. In consultation with Dept of Infrastructure work has commenced on progressing the mobile signage strategy. Through liaising with the Dept of Education promotional material for public libraries will be included in 55,000 new starter kits for government primary school children in 2001. The second round of Community Service Announcements will be broadcast in October. The television and radio advertisements commence October 1, print advertisements commence October 8, tram and bus signs will roll out in October for a month. The librariesvictoria website is to be redesigned.

Heather Phillips, convenor,Statewide Marketing Project Steering Committee
Judy Peppard, Library Network Unit Manager

Disability

Gail White from Eastern Regional Libraries is the convenor for the Statewide Disability project steering committee for 2000/2001.

Libraries Online are currently doing the roll out of the adaptive technology to libraries who are currently part of phase 2 & 3 of the Mainstreaming project. Documentation on the technology equipment will be supplied by Libraries Online at the time the equipment is installed with all warrantees for the equipment. Training will be organised by Libraries Online on the adaptive technology installation.

The first of a series of Disability forums was held on16 August 2000. Dr Kirsty Williamson, Information and Telecommunications Needs Research (ITNR), School of Information Management and Systems (SIMS), Monash University, together with Professor Don Schauder, and other members of the ITNR team, discussed a range of projects that ITNR are currently involved in. Over 70 people attended the forum including representatives from public, academic and government agency libraries as well as people from disability organisations and users.

Updated modules for the *Disability Awareness Kit*: a training manual for public library customer service staff have been sent to all library managers to update the 1st edition sent to all libraries in 1998. The new modules include Psychiatric Disability and additional changes to the Intellectual Disability module, as well as comments in the introductory section.

Gail White, convenor, Statewide Disability Project Steering Committee
Michael Byrne, Statewide Project Officer, Library Network Unit

Children's Project & *Writers on the Road*

The 2000/20001 children's committee met for the first time on 30 August, with Suzanne Gately from Monash being elected as the children's committee convenor.

After internal discussions, it has been decided that it will be significantly more economical to manage both the children's literary touring program (with the working title *Spotlight on Writers*) and the adults touring program as one program with two streams, under the banner *Writers on the Road*. By sharing costs of banners, publicity, vehicle lease etc, this will maximise the remaining budget to fund author touring for both streams.

An application for supplementary funding of approximately $30,000 has been submitted to the Touring Victoria program within Arts Victoria. The outcome of this application will not be known until November.

A Service Level Agreement is close to being signed between PPPD and LNU for day to day co-ordination of *Writers on the Road*, along similar lines of *From Page to Stage* management. A position description will soon be advertised for a twelve-month Event Officer position to work in the Public Programs Division of the State Library to co-ordinate the day to day activities of *Writers on the Road* .

Library managers will receive an *Expression of Interest* document within the next few weeks, to indicate their interest in hosting children's and/or adults programs. It is expected that the launch of this program will occur in February 2001 and programming will continue through to late October/early November 2001.

A first meeting to discuss the Baby Book Bag feasibility study has occurred. It is planned that the feasibility study will be complete for the February meeting of library managers, to facilitate planning for the 2001/2002 Statewide Projects.

Suzanne Gately, convenor, Statewide Children's Project Steering Committee
Tonya Lewis, Project Officer, Library Network Unit

Training
Peta Humphreys from Hume Moonee Valley Library Corporation is the convenor, Statewide Training Project for 2000/2001.

Managing Human Resources: A Guide for Public Libraries was launched by the Hon Bob Cameron, MLA, Minister for Local Government on Wednesday 23 August 2000 at the State Library.

The training courses offered are extremely popular with demand exceeding the number of places available for most courses. The number of participants in the statewide training project has increased by 15% over this time last year.

Courses in leadership and HR Management and Communications in Writing have been deferred until the second part of 2000/01. New programs introduced include Library Displays, Customer Service Skills: Ensuring Delivery of Quality Services, Customer Service Skills, Monitoring, Adjusting and Reporting on Quality Service. Repeat courses will be held in Handling Difficult People, Managing difficulties, Strategic Planning and Best Value, Train the Trainer, Train the Internet Trainer, Reference Skills on line searching.

Guidelines have been developed for the pilot staff exchange, visits and secondments program.

Peta Humphreys, convenor, Statewide Training Project
Judy Peppard, Library Network Unit Manager

LOTE

Linda Serafini from Yarra Plenty Regional Library Service is the convenor for the Statewide LOTE Project Steering Committee for 2000/2001.

Funding was given for the continuation of the subsidised cataloguing for LOTE collections subject to clearer guidelines being developed. A sub committee was formed to develop these guidelines. This committee comprised Barbara Horn (representing the Statewide Projects Steering Committee), Rosemary Dearman (CAVAL), Linda Serafini (Yarra Plenty Regional Library), Genimaree Panozzo (Moreland City Libraries) and Michael Byrne (Statewide Project Officer) These guidelines have now been sent to all Library Managers.

Andrew Cunningham has recently been appointed to the position of Multilingual Technical Project Officer in VICNET at the State Library of Victoria. As a result of this appointment Andrew has resigned from Maribyrnong Library Service and will complete his secondment with the Library Network Unit.

From August 2000 Libraries Online will manage and further develop the Open Road site from funds received via Multi Media Victoria (MMV) The Library Network Unit will still be responsible for the marketing and promotion of Open Road.

Andrew will be responsible for the technical side of Open Road and Libraries Online staff will now be responsible for all staff training.

The Open Road Conference: *Multiculturalism and the Internet* will be held at Monash University, Caulfield Campus, Monday 30 – 31 October and at Vicnet Wednesday 1 November 2000. Invitations to the launch by the Hon. John Pandazopoulos, Minister assisting the Premier on Multicultural Affairs, have been to sent to all library managers and other staff in public libraries. Acceptances for the launch should be directed to the Library Network Unit by 25 October. Conference registrations to Westgate Migrant Resource Centre -a.s.a.p. Phone 9391 3355 or fax 9399 1796. All other enquires to Michael Byrne on Ph 9669 9013

Linda Serafini, convenor, Statewide LOTE Project Steering Committee
Michael Byrne, Statewide Project Officer, Library Network Unit

Local History Digitisation

A meeting of key stakeholders will be held in October to finalise the brief for the project.

Vision
Alison Katona from Mornington Penninsula Libraries is the convenor for the Statewide Vision project steering committee for 2000/2001.

Jenny Stocks has resigned from Vision to take up a position as the Customer Relationship Manager for RVIB. The coordinator's position will not be filled in the short term while staffing requirements are assessed. Leneve Jamieson is the manager responsible for the service and for ensuring the performance targets in the Service Level Agreement are met throughout the integration process. A copy of the Service Level Agreement for 2000/2001 is attached. Vision and State Library Services staff are involved in the Libraries Online pilot reference email project.

Alison Katona, convenor, Statewide Vision project steering committee
Judy Peppard, Library Network Unit Manager

VISioN Service Agreement 2000/2001

Introduction:

The standards specified in this document are to form the basis for the Vision service and public library operations in 2000/2001 and will guide the direction of the service over the next 2 years. The present standards of the Vision service are to be met or exceeded with reviews being performed every six months. Any unresolved problems relating to unmet performance targets will be reported by the committee to VICLINK for resolution with the State Librarian and CEO. The only change between the 2000/2001 and the 1999/2000 Agreements is that the Library Network Unit will take responsibility for the formal reference training which has been provided by Vision in the past. This change is indicated in italics in the text.

Vision service definition statement:

Using the resources of the State Library of Victoria, the Vision service aims to assist public libraries to deliver a rapid response service to their patrons, including students at all levels, where the public library is unable to supply information.

Information on all topics will be provided with the exception of genealogy. Where a photocopy of a specific item is required, public library patrons should be directed to make use of the normal State Library Document Delivery options.

Service Component	Performance Standards	2000/2001 Targets
Reference Service	Number of enquiries	2500 (This is subject to the demands on the service).
	Turnaround time	85% completed within 2 working days (if deadline is unspecified) with appropriate feedback to public libraries on uncompleted requests.
	Time taken per query	Limit of up to one hour to be spent answering a question. Under some circumstances up to 1.5 hours can be spent answering a question
	Satisfaction with content of VISioN service as rated by the receiving library. **(By annual survey)**	90% answer rate indicating the information provided was 'relevant to their needs'.

	Responsibility of VISioN clientele	The client is to use a five-point checklist prior to contacting the VISioN service. There will be 90% compliance that will be monitored by VISioN staff. • Carry out a thorough reference interview • If you are at a branch check your branch & regional headquarter collections. • Inform VISioN team of the resources that you have checked & the • Time frame in which the patron is working. • Give an indication of the patron's requirements regarding the level and amount of material required. VISioN to liaise with public libraries re training where poor compliance response indicates need.
	Phone procedures including script developed for VISioN staff guidance. **The script is to include procedures about phone manner and use of personal name.**	90% of VISioN customers rate service 'welcoming' or better.
Adoption of new Technologies.	**VISioN will investigate and introduce new technologies as appropriate to enhance service delivery .**	Computer and related communication equipment will be updated on a regular rolling basis so that information is provided in a timely, accurate & useful manner.

Training Services	**Number of courses for public libraries developed in conjunction with SLS**	SLS staff will have course development objectives written into their work plans as required. *(This applied to the training provided by the Legal team in 1999/2000 and may have application in 2000/2001 in association with the Statewide Training Project).*
		(6 half days of training held per year. This will be subject to the demand for training). *This section will be replaced by "It is anticipated that training for reference librarians from public libraries will be provided through the Statewide Training Project."*
	Satisfaction with training sessions (by survey).	85% of attendees rating courses 'very good' or higher.
Liaison/Promotion	**Number of visits by VISioN staff to libraries**.	Visits as required in consultation with public libraries.
	Number of visits by public library staff to SLV.	Staff from 15 different libraries to visit SLV.
	Number of newsletters produced and distributed	4 per year.
Web Page updated.	**Development and maintenance of a Web page that provides information about the VISioN service.**	Web page to be updated 4 times per year.
VISioN steering committee	**Regular meetings**.	At least 4 per year.

VISioN committee review of service agreement.	**Establishment and review of service agreement**	The service agreement reviewed, redrafted and ratified no later than May each year; half yearly review to be conducted no later than February each year.
VISioN steering committee advocacy and reporting role.	**The committee would take on an advocacy role for the VISioN service whereby they would encourage other public librarians to become involved in joint projects with the VISioN service.** **The committee must include at least 2 reference librarians, a public librarian from the country and a manager of a public library service.**	A member of the committee is to report regularly to the VICLINK and Victorian country public libraries group about the progress of the VISioN service**.** The steering committee to have a strong advocacy role and to strive to represent VISioN in relevant collaborative projects and to report from relevant widespread public library committees.

Updated: 12 September, 2000

Other news from the State Library

Library Policy Development

The Ministers for Local Government and the Arts have been briefed on the need to develop a new policy for public libraries. An update will be provided at the VICLINK meeting.

Margery C Ramsay and Barrett Reid Scholarships

In May 2000 Victorian public library staff were invited to apply for the two scholarships. The assessment panel, comprising Victorian Library Network Committee members Sue McKnight, Earle Gow and Alasdair Wardle. The Library Board of Victoria has approved the recommendations for the 2000/2001 Margery C Ramsay and Barrett Reid Scholarships. Presentation of the awards will be made at the Viclink Meeting 10 October 2000 at 3.30 p.m. by Sam Lipski President of the Library Board of Victoria.

The Victorian Premier's Literary Awards 2000

Awards will be presented at the State Library of Victoria on Friday 6th October 2000 from 7-9pm.

Disability Forum

Was held on Wednesday 16th August 2000 State Library of Victoria
Keynote speakers Dr Kirsty Williamson, ITNR, Monash University and Prof, Don Schauder, Monash University. The speakers will be discussing a range of projects that ITNR are involved in including literacy online services for people with physical and intellectual disabilities and the deaf and the potentialities of online technology for blind and sight-impaired people.

Victorian Library Network Committee

The VLNC met in Geelong on 5 September at Deakin University Waterfront Campus, and later met with the members of the Geelong Regional Library Corporation Board at the Belmont Branch Library. Members were shown key feature of the branch, including Libraries Online satellite dish and associated technology.

Judy Peppard
Library Network Unit Manager
21 September, 2000

Libraries Online/Rural Libraries Online

Progress Report August 2000

1. Victorian Rural Libraries Online Project

- **Stage 2 Satellite Dish Rollout**

Of the 18 sites, 14 have had the dish installed and are ready for VICNET to complete installation;

Echuca, Ballarat, Kerang, Hamilton, Shepparton, Wangaratta, Traralgon, Mildura, Kilmore, Swan Hill, Wodonga, Warragul, Leongatha and Horsham,

and VICNET has actually completed Kilmore, Ballarat and Shepparton, with Wangaratta, Wodonga, Warragul and Traralgon scheduled for the first week of September and Echuca, Kerang, Swan Hill and Mildura scheduled for the second week.

Four dish installations are still to be done;

Bairnsdale, Alexandra, Bendigo, and Sale.

The three completed installations represent three different types of back channel; direct to VICNET (wholly within the VICNET ASN), via Netconnect (wholly within the Netconnect ASN) and via a third party (Ozemail at Shepparton). The experience has been that the direct to VICNET version works very well (at Kilmore), but the others still have some issues to resolve.

- **Stage Three**

The contractor has now provided a firm quote for the Geelong Stage 3 pilot and the costs are a little more than first expected, however they are within Geelong's notional Stage 3 allocation of funds.

A draft project plan is being prepared for approval by Geelong for these works.

2. Libraries Online Project

- **Gulliver**

Remote Patron Authentication to Ebsco's World Magazine Bank has been implemented for most public library services by means of a lookup table at Ebsco. Discussion with Gale Group regarding a similar arrangement for Health Reference Centre and Custom will occur soon.
These arrangements are simple but limited. Alternatives will be pursued for later implementation.

The Gulliver Reference Group is currently surveying public library opinion on future directions for Gulliver.

- **Melbourne Infrastructure**

Dishes have been installed at Brimbank, Darebin, Eastern, Hume-Moonee Valley, Maribyrnong, Monash, Moreland, Mornington Peninsula, Whitehorse Manningham, and Yarra Plenty (but the last is still awaiting a satellite modem).

Tim Casey of VICNET completed the Whitehorse Manningham installation in the last week of August.

- **Victorian Virtual Library**

Web site statistics for the VVL site are attached and show a steady growth to over 26,000 hits per week, from the dip after the peak usage of 32,324 hits in the week following the launch.

The monthly figure for July was 85,762 hits. Comparatively, this is 37% of the NLA http://www.nla.gov.au/libraries/ site and nearly 50% more than the Skills.Net site in the same period. The Casey Cardinia and Yarra Plenty web sites are 30% and 60% of this figure in the same period.

The Virtual Library site also entered the top ten of VICNET virtual web sites at number eight in August. The figures were

237342 www.royalshow.com.au
225486 www.vcat.vic.gov.au
198466 www.skeptics.com.au
181824 www.birdsaustralia.com.au
122808 www.global.lao.net
122086 www.pbsfm.org.au
117448 www.nmaa.asn.au
100968 www.libraries.vic.gov.au
95816 librariesvictoria.vicnet.net.au
93616 www.supremecourt.vic.gov.au

which is a further indication that the use continues to rise.

- **Z39.50 cluster searching**

Training on the GEAC GeoWeb product is scheduled for the 20th and 21st of September and the software will be installed soon.

- **Workstations**

It has now been determined that it will be possible to supply each library with two workstations and further quotes have been obtained and purchase orders raised. The result of these quotes determines the level of funding provided to the eight libraries who have opted to buy their own and a letter of offer will go out to them soon.

One of the two PC's supplied or purchased will have a touchscreen monitor forming part of the adaptive technology rollout, the other will have a normal monitor.

- **Disabled Access**

Most of the adaptive technology has been purchased. Sarsfield Solutions is just completing a new release of the EIA browser compatible with Internet Explorer 5. When this is available, probably at the end of the second week of September, the adaptive technology rollout and training will commence.

- Open Road and LOTE access

The disk images developed for the workstations rollout include a very full set of fonts, sufficient to enable the display of most languages. These images have or will go out with the workstation rollout.

The Open Road website continues to develop with more translators being appointed. The site currently supports over 1000 links to sites in Languages other than English.

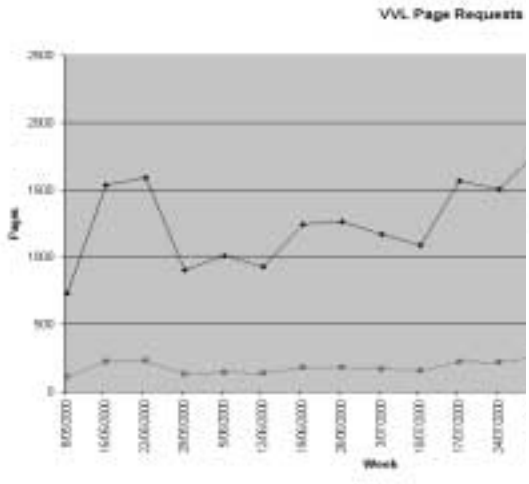
The intention is to launch the public part of the site at the Open Road Conference at the end of October and professional resources part (MCL-Net) at a later date. This gives the different funding bodies launch opportunities.

- **Evaluation**

Libraries Online evaluation is underway. A draft of the ITNR Monash evaluation tool arising out of the Guliver evaluation has been provided for comment and I&J Management Services have commenced consultations in relation to the eight LOL projects.

Stuart Hall
Manager, Online Projects
17 December, 2002

Victoria's Virtual Library: Web Site Statistics



Victoria's Virtual Library: Web Site Statistics																		
Week Beginning	9-May	15-May	22-May	29-May	5-Jun	12-Jun	19-Jun	26-Jun	3-Jul	10-Jul	17-Jul	24-Jul	31-Jul	7-Aug	14-Aug	21-Aug	28-Aug	TOTALS
Successful Requests	8,885	27,165	32,324	15,689	15,054	12,821	16,833	19,682	17,954	16,983	21,934	21,103	24,381	25,731	24,233	25,157	26,530	352,379 Total Successful Requests
Average Requests Per day	1,353	4,002	4,671	2,257	2,155	1,860	2,422	2,826	2,596	2,447	3,137	3,090	3,524	3,689	3,521	3,660	3,835	3,003 Overall Average Requests Per Day
Successful Page Requests	732	1,533	1,591	903	1,009	931	1,243	1,265	1,167	1,092	1,567	1,501	1,787	2,008	1,863	1,861	1,760	23,813 Total Successful Page Requests
Average Page Requests	111	225	229	130	144	134	178	181	168	157	224	219	258	287	270	270	254	202 Overall Average Page Requests Per Day
Failed Requests	388	424	370	159	212	254	180	247	254	228	347	256	314	2,402	711	821	875	8,378 Total Failed Requests
Redirected Requests	85	232	192	84	92	83	102	145	88	68	152	152	212	188	158	134	91	2,248 Total Redirected Requests
Unique Files Requested	207	163	204	176	191	223	178	185	175	168	489	349	364	324	257	357	350	255 Average Weekly Unique Files Requested
Unique Hosts Served	78	534	791	442	362	313	323	640	406	388	386	423	540	573	542	566	512	459 Average Weekly Unique Hosts Served
Kilobytes Transferred	12,338	46,405	52,604	27,840	82,931	46,833	31,221	31,804	28,146	37,273	127,373	94,414	87,447	54,300	54,253	62,029	60,827	908,048 Total Kilobytes Transferred
Average Kilobytes Transferred Per Day	1,579	6,836	7,603	4,025	11,873	6,794	4,493	4,568	4,071	5,371	18,223	13,829	12,640	7,767	7,885	9,026	8,793	7,982 Overall Average Kilobytes Transferred Per

Victoria's Virtual Library: Comparative Statistics

Website	Total Hits July	Ind. Computers July
www.libraries.vic.gov.au	85,762	1,603
www.nla.gov.au/libraries/	227,096	7,949
www.cclc.vic.gov.au/	25,432	1,097
www.yprl.vic.gov.au/	52,257	2,628
www.skills.net.au/	57,677	1,838