



# CAVAL

## Annual Report 2004

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## Chair's overview of 2004

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It is pleasing to report on a very favourable year for CAVAL.

The company delivered a significant financial result for 2004 which is also a good improvement on 2003. This direct and strong improvement is a clear indication that librarians and information managers across the country are finding value in CAVAL's services.

Results like these do not happen without good planning, strong Board encouragement and hard work on the part of the management and staff of CAVAL. Our good result also reflects the emerging recognition of the place which CAVAL's current suite of services have in the library, information, records and academic marketplaces. This is pleasing indeed.

CAVAL's improvement in performance and financial delivery has come at the same time that we find educational institutions under increasing pressure at all levels. Institutions are seeking new and better ways to do things and are realising more and more that they can achieve results through creative partnerships.

This Annual Report details CAVAL's services which are enabling its members and other customers to more sharply focus their energies on key service delivery. The marginal service areas for each individual library are the key to the future business areas for a company like CAVAL.

The Board has moved strongly to broaden CAVAL's appeal for 2005 with invitations for full and associate memberships of the company. In the context of good governance, the Board has worked consistently on aspects of its own role and performance and has already invited two new external Directors to join the Board in 2005. They will provide more expert advice and input into the company's deliberations.

We are all looking forward to a wider and more embracing 2005.

## The CAVAL Board

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The Board dealt with a wide range of issues during 2004, always weaving a consistent thread of good governance through its deliberations.

The Board considered the Compliance report prepared by Neil Buck and Associates and the CAVAL Management commentary. This was discussed in the April meeting when it was resolved to invite new external directors to join the company. The task of surveying potential candidates was assigned to the members of the Nominating Committee, who interviewed a number of potential candidates and made recommendations to the Board later in the year.

The Board also resolved at the close of the year to establish a special committee to guide the intended expansion of the CARM Centre. This committee will be led by David Percival.

On behalf of the Board I would like to welcome Linda O'Brien and Helen Livingston to the Board as well as Dean Mason and Greg d'Arville, who have been invited to commence in 2005 as external Directors. I thank them all for accepting a role on the Board. At the same time, we are sorry to see the resignations of Sue McKnight and Angela Bridgeland and I thank them for the energy and thoughtfulness they contributed to CAVAL.

### **CAVAL Finance and Audit Committee**

This Committee (Derek Whitehead as Chair, David James and David Percival) continued to provide early analysis of the company's financial position for the Board together with the CAVAL Management. It met four times during the year to deal with issues such as the Auditor Management letter for the 2003 accounts, the financial aspects of Membership development, the development of the 2005 budget and the possibilities of the expansion of the CARM Centre.

### **CAVAL Remuneration Committee**

This committee (Derek Whitehead as Chair, David James and Cathrine Harboe-Ree) met once during the year and made recommendations to the Board concerning the performance and remuneration of the Chief Executive Officer. It also monitored the broad performance reward environment of the senior staff.

### **CAVAL Nominating Committee**

This committee (David James as Chair, Anne-Marie Schwirtlich, Linda O'Brien and Derek Whitehead) met twice during the year to consider its recommendations for the positions of external directors.



**Professor David James**  
**Chair, CAVAL Board**

## CAVAL achievements in 2004

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### **New Member arrangements launched**

CAVAL launched its new Member arrangements late in the year after extensive discussion and input by the Board. The arrangements included provision for Associate Members.

### **Future of Consortia workshop a success**

This workshop was an invited follow-through from the previous year's highly successful *Future of Consortia* conference. The output from this workshop with international participants was mounted on the CAVAl web site.

### **Training program reaches new heights**

The CAVAl Training program delivered more courses and reached more participants during 2004 than ever before. The scope and popularity of the program continues to flourish.

### **CAVAL Plagiarism Detection Consortium expands**

The consortium continued to grow, reaching 14 member universities at the end of the year. The second annual conference was planned to coincide with the *Information Online* conference in January 2005.

### **Plagiarism detection and Publisher files**

CAVAL produced a report on the impact of and remedies to the incidence of plagiarism in published literature, especially serials.

### **Informal international network of repositories established**

CAVAL was central to the establishment of an emerging network of print repositories exploring the effective delivery of information from stored low-use materials. The agenda developed through the International Conference on Repositories was held in Kuopio, Finland.

## CAVAL core services to Members

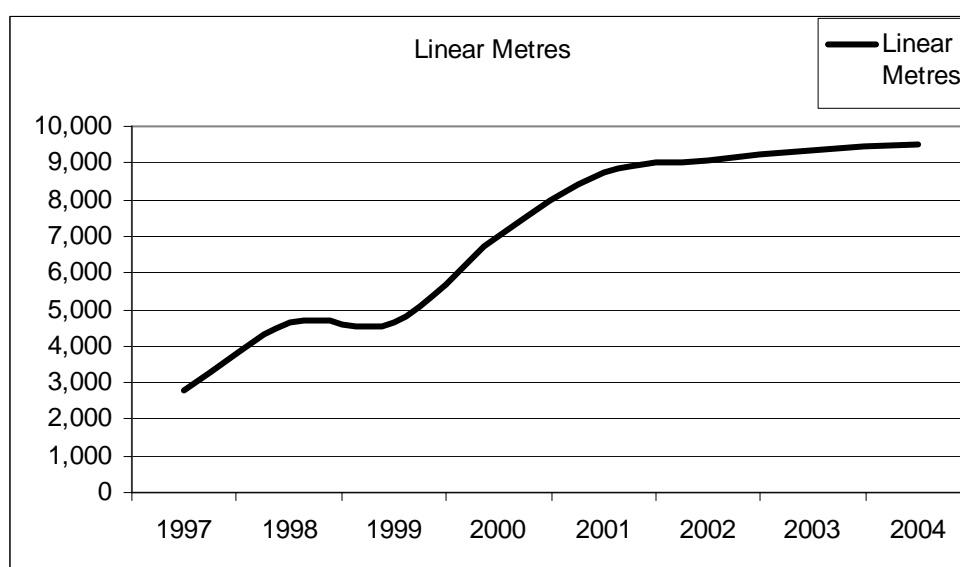
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### The CARM Centre Last Copy Repository

The CARM Centre high-density storage facility has capacity for approximately one million volumes on 15 kilometres of shelving. Its controlled temperature and humidity are ideal conditions for preserving material. The Centre is a last-copy repository, holding formed collections of low-use books and journals of value for researchers.

Throughout the year the Centre added over 15,000 volumes to its holdings through transfers from member university libraries.

This graph highlights the growth of the CARM collection in linear metres:



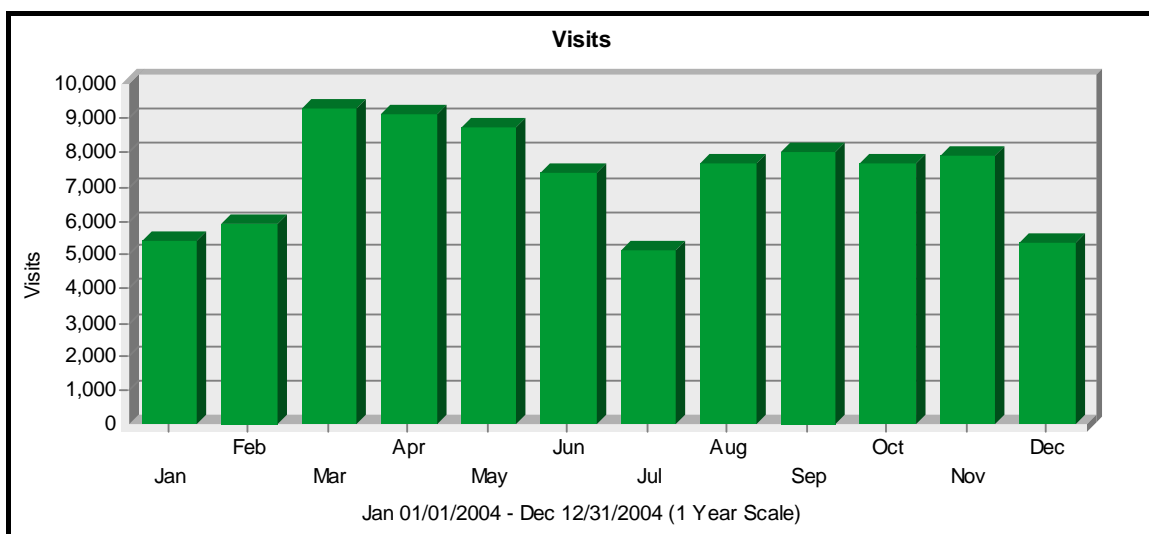
In addition to the Centre's primary mission of providing quality controlled environment storage and access to research-value low-use materials, cultural heritage institutions also continue to use the Centre. This year, the Ian Potter Museum of Art and the Percy Grainger Museum used nearly 1,500 metres of shelving to accommodate valuable artefacts in temporary storage while their permanent facilities were being renovated.

Chartered Accountants Haines Muir Hill examined the business case to expand the CARM Centre, including design issues which elicited some innovative approaches. The outcome was a clear case for constructing a centre of similar size or larger to accommodate university records, cultural heritage collections and additional library materials.

Discussions have begun with international repositories in Europe and the USA about the concept of an internationally linked network of repositories with shared catalogues and a cooperative approach to collection development.

## COOLCAT

The COOLCAT virtual union catalogue service ([www.coolcat.edu.au](http://www.coolcat.edu.au)) recorded over seven million hits during 2004—an average of 19,695 a day. There were 87,708 visits—an average of 239 a day. Of a total 27,814 visitors, 21,148 visited once and 6,666 more than once.



The busiest day was 29 May when there were 115,043 hits. The quietest day was 29 December when 691 hits were recorded.

The COOLCAT system uses Fretwell Downing Informatics (FDI) Zportal software and runs on an Applications Service Provider (ASP) Service provided by FDI. During 2004, members of the CAVAL Reference Interest Group (CRIG) continued to act as a liaison group with COOLCAT users and advised CAVAL staff on potential improvements.

## **Reciprocal Borrowing Program**

The Reciprocal Borrowing Program continued to be used widely across all CAVAL member libraries, Victorian TAFE libraries and several government department libraries.

CAVAL manages the program, working closely with the CAVAL Reciprocal Borrowing Executive to develop and maintain policies and procedures. Two Reciprocal Borrowing Forums for operational staff at member libraries were held during 2004.

CAVAL staff receive and answer a variety of general phone, mail and email queries about the Reciprocal Borrowing Program. The New Reciprocal Borrowing Access Management System (NRAMS) continued to be used by staff from all member libraries and is a key management tool for the Reciprocal Borrowing Program. Additional functionality, which incorporates a number of reports to enable database maintenance, was implemented in 2004.

## CAVAL Reciprocal Borrowing Program—2004 Statistics

	LOANS		ENROLMENTS	
	Home library	Host library	Home library	Host library
Australian Catholic University	14,350	1,577	756	187
Deakin University	23,035	27,746	1,505	1,424
La Trobe University	32,968	31,503	1,751	1,792
Monash University	35,894	47,449	2,080	3,285
RMIT	66,342	34,793	3,224	2,395
Swinburne University	19,639	16,500	1,020	999
University of Ballarat	6,542	2,369	734	157
University of Melbourne	50,465	72,419	2,583	4,238
Victoria University	27,512	51,726	1,464	1,107
TAFE	14,035	6,687	903	462
Special Libraries	956	106	25	44
Unspecified	1,136	0	45	0
<b>Total</b>	<b>292,875</b>	<b>292,875</b>	<b>16,090</b>	<b>16,090</b>

### Previous years

2003	308,964	18,641
2002	284,264	21,021
2001	275,219	22,896
2000	291,845	20,035
1999	323,218	23,224
1998	394,759	25,568
1997	352,278	29,612
1996	359,265	32,506
1995	346,990	29,629

## **Committee and Consortia activity**

### **CAVAL Committees**

Throughout its twenty-five year history, CAVAL has coordinated, supported, encouraged and provided secretariat services for a number of Committees. CAVAL staff were active again this year, providing support for the following groups:

- CARM Centre Advisory Committee
- CAVAL Reference Interest Group (CRIG)
- CAVAL Reciprocal Borrowing Executive and Forum
- CAVAL Risk Management Group
- CAVAL Digital Licences Group
- CAVAL Records and Archivist's Group
- CAVAL Committee of Chairs

CAVAL manages the scheduling and administration of meetings and events, the collection and distribution of minutes, and provides specialist advice or research to support each group. CAVAL also manages the web page for each group on the CAVAL website.

The groups are crucial in assisting the staff at CAVAL member institutions through the running of forums, seminars and workshops, to network with one another and learn from each other as well as supporting further professional development within the library community.

Specialist initiatives are direct outcomes from the activities of these groups. They include the CAVAL Disaster Master disaster response bin (a "wheelie bin" containing supplies for disaster recovery), a generic disaster response plan, and disaster response and recovery information packages for students. The annual CRIG Information Literacy Seminar has become a significant national event; its regular topic-specific forums attract local attendees from all library sectors.

The Reciprocal Borrowing Executive manages the performance of the reciprocal borrowing program. The program enables staff and students to borrow books from libraries other than their own institution's, and this year more than 18,000 users borrowed over 300,000 items.

### **Consortia and other groups**

CAVAL staff support a number of consortia and committees from around Australia including:

- CAVAL Plagiarism Detection Consortium
- CAVAL LIDDAS Consortium (CLIC)
- Victorian Kinetica Users Group

The Plagiarism Detection Consortium allows members to share knowledge and experiences as new techniques and tools are adopted across the academic sector in this fledgling service.

Through CAVAL's management of the groups, encouragement of their members, and secretarial services, the groups and consortia flourish and provide quality advice, networking and further professional development opportunities to members.

### **CAVAL Committee of Chairs**

The members of this group are the Chairs of the main CAVAL Committees—CRIG, the Reciprocal Borrowing Executive, the CARM Committee, the Risk Management Committee and the Digital Licensing Group.

The function of the annual meeting was to improve communication between the groups and the CAVAL management. It dealt with a variety of strategic CAVAL developments and the Committees' current and future role. The Committee met twice this year and resolved to meet once a year in future.

## Consultancies

Box Hill TAFE Library	Scenario Planning Workshop and process
Hong Kong Polytechnic University	Statistics Benchmarking
State Library of New South Wales	Development and implementation of customised reports from their VDX System
La Trobe University	Development of customised scripts for data conversion, testing and setup for VDX Patron Load
RMIT University	Management of LIBQUAL+ pilot
VDX Users Group in Australia and New Zealand (VUGANZ)	Development and management of website. Proposal accepted December 2004 and work to be delivered in 2005
UNESCO and the Japanese Fund in Trust (JFIT)	<p>CAVAL was contracted to assist in the evaluation of ICTLIP—a training package covering ICT for librarians and information professionals in Developing Countries.</p> <p>This involved participation in a series of expert group meetings held in Sri Lanka and India with group members from the United Kingdom, Estonia, Sri Lanka, India, Fiji and the United States of America. Evaluation of the training package involved contacting information professionals who have used it and, using questionnaires and interviews, identifying how the product could be improved to better suit their needs.</p> <p>The final report containing recommendations for revising the training package was submitted to UNESCO in December 2004.</p>

## Specialised business services

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### Information access and management

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#### Cataloguing Services

Cataloguing Services was successful in meeting its target in 2004. Throughout the year there was also increased collaboration between Cataloguing Services and CAVAL's members, which included:

- cataloguing of 342 theses for RMIT University as part of an ongoing project
- retrospective cataloguing of 1200 items for the Royal Society of Victoria
- retrospective cataloguing of German language cards for Melbourne University
- ongoing cataloguing services for theses for Victoria University of Technology
- cataloguing of audiovisual materials including videos, kits, charts, models, games and realia for the Education Curriculum, Latrobe University.

The Cataloguing Department also welcomed new customers to its existing list of 48 customers.

The provision of shelf-ready items to the new City Library expanded further to provide full technical services for items from seven different suppliers. Nearly 10,000 items including books, audiovisual, language kits and reference items were completed as part of this project during 2004.

CAVAL's collaboration with the Foreign Language Bookshop continued to provide cataloguing and/or processing for existing and new customers. During the year the Foreign Language Bookshop also became one of our customers to enable them to sell pre-catalogued items.

The percentage of items processed by Cataloguing Services was:

Public libraries	43%
Vendors	25%
Government libraries	15%
Academic libraries	12%
Special libraries	5%

Other highlights of 2004 in Cataloguing Services included:

- the retrospective conversion of 14,517 items
- renewal of the PLAIN Centre Services contract
- renewal of the contract with the State Library of Western Australia, Public Library Services
- indexing services for a high-profile Australian internet services company on an ongoing, off-site basis
- cataloguing of a large collection of CDs and DVDs for a Victorian public library
- the provision of shelf-ready LOTE (language other than English) items for a Victorian public library
- the extension of the ARLAC contract for another term; CAVAL now offers end-processed consignments with enhanced acquisitions records (order records) to ARLAC members.

Cataloguing Services performed traditional library cataloguing for research libraries, special libraries and for public library services in New South Wales, the Northern Territory, Queensland, Victoria and Western Australia.

Customers again appreciated CAVAL staff members' extensive language skills which they put to work on materials in over 50 languages. Chinese language experts catalogued in Chinese script to create high-quality records for the Australian National Chinese, Japanese, and Korean (ANCJK) Service database.

### Multi-lingual services

The CAVAL LOTE cataloguers transliterated and translated Khmer items for two customers in 2004.

Supply of the Arabic collection from overseas for the Foreign Language Bookshop continued throughout the year.

Traditional library cataloguing was performed for 48 customers in languages including:

Afrikaans	Gujarati	Russian
Albanian	Hebrew (Classical and Modern)	Serbian
Arabic	Hindi	Sinhala
Armenian	Hungarian	Slovak
Bengali	Indonesian	Slovenian
Bosnian	Italian	Somali
Bulgarian	Japanese	Spanish
Burmese	Jawa	Swahili
Chinese (Pinyin and Wade-Giles traditional and simplified script)	Khmer	Swedish
Croatian	Korean	Tagalog
Czech	Kriol	Tamil
Danish	Kurdish	Tetum
Dari	Latin	Thai
Dutch	Macedonian	Turkish
Esperanto	Malay	Ukrainian
Farsi	Maltese	Urdu
Finnish	Norwegian	Vietnamese
French	Polish	Yiddish
German	Portuguese	Yoruba
Greek (Classical and Modern)	Punjabi	Zulu
	Romanian	

## CAVAL Training

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CAVAL's training program continued to grow in 2004 with the inclusion of new courses and course leaders. Growth was shaped by the findings of the 2003 survey and by feedback received from course participants.

### **A snapshot of CAVAL Training in 2004**

- 24 trainers
- 38 courses
  - 135 full and half-day sessions
- Over 1200 participants in
  - all Australian state and territory capitals
  - regional centres in Queensland, New South Wales and Victoria
  - Auckland, Christchurch and Wellington, New Zealand
  - Bangkok, Thailand
  - Colombo, Sri Lanka
  - Nashville, Tennessee, USA.

Training participants came from all library sectors: 22 per cent from public libraries, 36 per cent from special libraries such as government, corporate and health, and 42 per cent from university and TAFE libraries. Although this breakdown varied from state to state and between Australia and New Zealand, it highlights the relevance of the training program to information professionals in all sectors.

CAVAL maintained its status as Registered Training Organisation (RTO). In 2004 CAVAL offered its first accredited courses in Workplace Assessment and Train Small Groups, which are units for Certificate IV in Workplace Assessment and Training.

The 2004 program was broadened to include new courses added in response to demand from the wider library and information sector. These courses included:

Compliance for Universities: What Do I Have To Do?	Greg D'Arville
Digital Rights Management	Andrew Stevens
Information Architecture	Andrew Stevens
Libraries Australia	Lamis Sukkar
Managing Knowledge Management Projects	Melissa McVeigh
Planning A New Business model for Future Libraries	Steve O'Connor
Web Dewey	Lamis Sukkar
Website Design and Development	Melissa McVeigh
XML Metadata	Andrew Stevens

### **Customised in-house training**

Many courses were delivered in-house in response to increased demand by organisations for customised in-house training.

### **Training survey**

CAVAL Training conducted its second annual survey in June 2004 to identify the training needs of information professionals across Australia and New Zealand. As the findings of the 2003 survey formed the foundation for the development of the 2004 training program, the findings of the 2004 survey will underpin the 2005 program.

## **Partnerships and alliances**

CAVAL maintained a number of partnerships with other organisations including the Australian Library and Information Association (ALIA), OneUmbrella and the Australian Law Librarians Group (ALLG). Such partnerships provide access to the wider information community and its skills and training needs, creating opportunities to expand and promote the program.

The partnerships that CAVAL formed with the Association of Research Libraries (ARL) and SOLINET in the United States in 2003 enabled us to offer a number of exchange programs in 2004.

These programs included:

All Together Now: The Hows and Whys of Library Consortia	Kate Nevins—SOLINET
Creating A Culture of Assessment	Julia Blixrud and Melanie Hawks—ARL
Customer Service and Communication	Cal Shepard—SOLINET
General Cataloguing Principles and Practices	Marlee Dorn—SOLINET
How to Develop a Staff Development Plan	Cal Shepard—SOLINET
Library Management Skills Institute (LMSI 1): The Manager	DeEtta Jones and Kathryn Deiss—ARL

## **Local, national and international course leaders**

CAVAL continued to engage industry experts to lead courses in their areas of expertise.

Australian and New Zealand experts who presented courses in 2004 included Alan Howell (digital preservation), Melissa McVeigh (website design), Tom Richardson (marketing library services), Andrew Stevens (XML and information architecture), Bruce McLeod (metadata), Jeavons Baillie (risk management and disaster response and recovery) and Max McMaster (indexing).

Course leaders from the United States included Rick Lugg and Ruth Fischer (technical services workflow), DeEtta Jones and Kathryn Deiss (leadership and management), Julia Blixrud and Melanie Hawks (creating a culture of assessment) and Kate Nevins (consortia development and management).

## **CAVAL course leaders**

CAVAL trainers continued to lead a number of core courses including a complete range of courses in Kinetica, general and specific cataloguing and classification, information auditing and planning.

**Consortia pricing**

Consortium pricing for training participants was introduced in 2004 with the development and growth of the Queensland Libraries Training Consortium.

Course fee discounts offered through the consortium enabled a broader range of courses to be offered in Queensland with increased participant numbers. Due to the success of the Queensland Libraries Training Consortium, proposals were offered to other existing consortia groups and it is planned to consolidate and develop these arrangements in 2005.

## Specialised support services

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### Support Services

Support Services manage and support a range of Information Systems for CAVAL customers and other areas of CAVAL operations. Customers include the CLIC VDX Consortium, the CAVAL Plagiarism Detection Consortium, the State Library of New South Wales, Council of Australian University Librarians (CAUL) and Victorian Association of TAFE Librarians (VATL).

Services delivered to these customers during 2004 encompassed system configuration, implementation and management; the provision of help desk services and operations training; and the collection and publication of library statistics. The internal services included the operation and development of CAVAL computer systems and network infrastructure including the Aleph Library System and the CAVAL website.

### CAVAL VDX Consortium

The CAVAL VDX Consortium (CLIC) uses VDX software to provide document delivery services.

The Consortium was established to provide configuration and support to member libraries, share expertise and assist libraries in managing a complex automation product. The CLIC VDX system is delivered via a shared hosted system managed and maintained by Fretwell-Downing Informatics (FDI). The system consists of a single database with individual institutional views and a separate web interface for each institution.

The members are:

- CARM Centre
- La Trobe University
- Macquarie University
- RMIT University
- University of Newcastle
- Victoria University.

During 2004 the CLIC system generated 58,482 interlibrary loan requests. Of those, 50,003 requests were supplied—an 86 per cent fill rate. Of the filled requests, 29 per cent were supplied from within the consortium.

The CLIC Consortium responded to and supplied 38,161 interlibrary loans. Of these, 19,990 requests, or 52 per cent, were supplied electronically by scanning the article and sending it directly to the requester.

CLIC held three formal business meetings during the year and regular consortium teleconferences which focused on operational issues. It was agreed to change the name from the CAVAL LIDDAS Consortium to the CAVAL VDX consortium.

Kathryn Pearson of Macquarie University took over as Chairperson in May. Thanks to Julie Wilson of RMIT for her leadership over the past three years.

A CAVAL VDX workshop, held at the State Library of New South Wales on 7 May, was an opportunity for each CLIC site and the State Library of New South Wales staff to demonstrate their use of the system and discuss workflows and operational issues.

A VDX CLIC Practitioner's Workshop held at CAVAL on 6 December was attended by 32 people from all CLIC sites and CAVAL. The workshop focused on practical issues relating to the use of VDX by inter-lending and document delivery staff. It was a great success, largely due to the willingness of all attendees to share their VDX work practices and other information.

### **VDX Services**

CAVAL's contract with Fretwell-Downing Informatics (FDI) to provide application support and training to Australian and New Zealand VDX customers was completed on 30 June 2004. CAVAL also farewelled Robyn Sanders who moved to a position at FDI.

CAVAL continued to manage the State Library of New South Wales VDX system. Following the development of functional specifications and system configuration in late 2003, live operations started in January 2004. Further functionality was configured and implemented throughout the year, including a set of site-specific reports.

### **Statistics**

The 2003 Australian and New Zealand academic library statistics were again collected, collated and published for the Council of Australian University Librarians (CAUL). As in previous years, the data was published in two forms—electronically on the CAUL web site at <http://www.caul.edu.au/stats/> and in print form as the September supplement of Australian Academic and Research Libraries (AARL).

The 2003 Victorian TAFE library statistics were again collected, collated and published for the Victorian Association of TAFE Libraries (VATL).

CAVAL's partnership with the Association of Research Libraries (ARL) enabled CAVAL to work with the ARL and the University of Virginia to develop a pilot CAUL Online Statistical site in the early part of the year.

This site was tested and reviewed by CAUL staff responsible for data collection and the CAUL Statistics Focus Group and their response was enthusiastic. Following this feedback, CAVAL developed a proposal for the upgrading of the pilot into an online statistics service for Australian and New Zealand academic library statistics. CAUL accepted this proposal in September, development began in October and the service will be implemented early in 2005. The online statistical service will enhance the existing print and Excel functionality and allow significant improvements to be made to the collection and publication processes for CAUL statistics.

**Library assessment**

Building on CAVAL's statistical expertise, a number of areas in the broader library assessment field were explored during 2004.

These included working with RMIT on the pilot use of ARL's LibQUAL+ library service quality tool, and coordinating a visit from Steve Hiller, an expert in library service quality and library assessment from the University of Washington. Mr Hiller's visit provided an opportunity for CAVAL to organise a number of meetings, presentations and workshops on library assessment.

## CAVAL Member Committees

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### CARM Centre Advisory Committee

#### Members

University of Melbourne	Sue Clarke (Chair)
Deakin University	Janine Epps
La Trobe University	Eva Fisch
Swinburne University	Gary Hardy
Monash University	Robert Stafford
Victoria University	Gehan Aboud
University of Ballarat	Carmel Grant
State Library of Victoria	Euan McGillivray
CAVAL Collaborative Solutions	Steve O'Connor
CAVAL Collaborative Solutions	Dave Noble
CAVAL Collaborative Solutions	Eva Varga (Secretary)

Letters of appreciation were sent to exiting members Jan Maslen of La Trobe University, Denise Doherty of Swinburne University and Cassandra Perry of Deakin University, thanking them for their service on this Committee.

#### Achievements

The Committee reviewed policy in relation to the Collections and Services Policy Manual. Outcomes are as follows:

#### ***Guidelines for unsolicited donations***

(v) Changes to wording as follows: "An overriding caveat should be that the space available in the Centre should meet the space needs of the members for at least two years. Any decision to accept unsolicited donations should be cognisant of the space requirements of the donation in respect of this caveat."

#### ***Overseas ILL Requests: charges and policy***

The Committee endorsed the lending of material overseas unless it is rare material. In 2005, a policy will be developed on scanning material that is not available for lending.

***Non-print materials policy***

Caveats were added to the CARM policy document to ensure that computer and audiovisual discs were not added into the store.

***Proposal to restrict access to the CARM web catalogue***

This proposal was discussed and input taken to the CAVAL Board.

***CAVAL Picking List***

The Committee discussed the idea of a pilot project that seeks to provide files in downloadable format for libraries to compare against their holdings to assess the degree of duplication between the CARM Centre and the particular library. The committee endorsed the concept.

***Space needs survey***

Members were again asked to complete a space needs survey of members' requirements for the year and the next five to ten years. The results will be available in 2005.

## CAVAL Reference Interest Group (CRIG)

The CAVAL Reference Interest Group (CRIG) coordinated activities for reference librarians. Chair of the group was Graeme Oke of Victoria University.

### Professional development

CRIG organised two forums and the annual Information Literacy Seminar. Most papers are available from the CAVAL website.

All events were well attended and feedback from participants was positive. The events were:

- *The changing nature of Information Services* in May. Speakers addressed single service desk model, consolidated support services for an online environment, and actively participating in an online environment. Attendance was greater than anticipated, requiring a last-minute change of venue.
- *Service delivery in new spaces* in August. After a tour of the refurbished State Library of Victoria and a welcome from the CEO and State Librarian, speakers addressed the impact of the new space on the service, service delivery in the new heritage area, and their off-site reference service *Ask a Librarian*.
- *The Good Oil: Online Information Literacy* in November. Keynote speakers were Ian Smissen and Dale Holt of Deakin University, whose topic was *Information Literacy in the online age: Responding to the Online Imperative*, and Debbie Orr of Central Queensland University, who discussed *Learning for Life: can it happen online?*.

After a vendor presentation during the lunch break, the afternoon consisted of six showcases:

Weblog	Andrew Harris, University of Melbourne
Virtual Tour	Nicole Phillips, Holmesglen Institute of TAFE
Microsoft Producer	Fiona Odonnell, Swinburne University of Technology
"InfoTrek"	Cathy Costa, RMIT
Camtasia	Sue Porter, La Trobe University
RSS	Mike Brooks, RMIT

## **COOLCAT**

CRIG members contributed to COOLCAT by passing on feedback from users and making recommendations for further improvements.

### **Members**

Julie Ager	Swinburne University of Technology
Daryl Bailey	Australian Catholic University
Colin Bates	Deakin University
Vivienne Bernath	Monash University
Patricia Convery	State Library of Victoria
Jenny Corbin	La Trobe University
Wendy Haszler	RMIT University
Peta Humphreys	University of Melbourne
Kerry Matheson	University of Ballarat
Graeme Oke	Victoria University of Technology (Chair)
Sue Henczel	CAVAL Collaborative Solutions
Working Party Convenor:	Peta Humphreys, University of Melbourne (Seminar Committee— Information Literacy).

## CAVAL Reciprocal Borrowing Executive

The Reciprocal Borrowing Executive met five times and held two Forums.

### Achievements

- Telephone Registration Trial
- Redesign of Reciprocal Borrowing Card
- Revision of Criteria for Membership of the Program; and Executive and Forum: Terms of Reference
- Completion of NRAMS additional reports specifications.

### Forums

Attendance at the two Forums increased by 32 per cent in 2004. Mid-year Forum attendees provided particularly positive feedback about the change in venue to Deakin University, the late-June timing and the focus on hands-on issues.

### Members

Ruth Baxter	University of Melbourne
Lea Beranek	La Trobe University
David Black (Chair)	Deakin University
Anne Callahan	TAFE Sector
Liz Carter	Swinburne University
Rachel Forrest	Australian Catholic University
Paul Kloppenborg	RMIT
Sophia Lagastes	University of Melbourne
Kerry Matheson	University of Ballarat
Ian McGregor	Monash University
Angela D'Souza	Victoria University
Sonia Chiacchia	CAVAL Collaborative Solutions (Administrative Support)
Cathie Jilovsky	CAVAL Collaborative Solutions (Executive Support)

### Statistics

	2001	2002	2003	2004
Loans	281,745	284,264	308,964	278,670
Enrolments	20,155	21,021	18,641	16,193

## CAVAL Risk Management Group

The CAVAL Risk Management Group fosters the exchange of information on disaster management. It promotes risk management and the development and updating of disaster plans within member institutions and the wider cultural community including libraries and museums. The Group convened four meetings in 2004 and sub-groups held additional meetings.

The following workshops were held:

- *Disaster preparedness: Be ready to manage disaster response*—March and November
- *Risk Management*—March

The Group's many activities included:

- further work on a generic disaster plan
- making the package for library students available from the CAVAL website
- development of a workshop for presentation with student groups
- updating the contents of the disaster recovery bins
- exposure at industry conferences with trade stand/posters
- ensuring that the CAVAL workshop area is OHS-compliant
- development of a sponsorship proposal
- site visit to a specialist disaster and restoration company
- exploring conservation/preservation courses with allied professional bodies.

## Members

Annette Butcher	Deakin University
Rosemary Cotter	La Trobe University
Ross Harrison	Monash University
Kate Holloway	State Library of Victoria
Judy Johnston	Swinburne University
Marianne Kuyper	Australian Catholic University
Julie Lasinger	University of Ballarat
Graeme Oke	Victoria University
Reg Venn	RMIT University
Wendy Walters	University of Melbourne
Sue Henczel	CAVAL Collaborative Solutions

## CAVAL Digital Resources Advisory Group

### Members

Judy Boyle	Monash University
Leonie Cash	RMIT University
Tony Davies	Swinburne University
Carmel Grant	University of Ballarat
Christine Maher (Chair)	La Trobe University
Leticia Medwell	Australian Catholic University
Donna Runner	Deakin University
Penny Scott	State Library of Victoria
Shirley Sullivan	University of Melbourne
Brian Tyrell	Victoria University
Cathie Jilovsky	CAVAL Collaborative Solutions

The Digital Resources Advisory Group changed its name during the year from its previous name of CAVAL Working Party on Digital Licences. The new name reflects a change of focus in the group's terms of reference and organisational changes in CAVAL itself.

The Group will now concern itself more broadly with advising CAVAL management on issues related to the acquisition and licensing of and access to digital resources. Members of the Group are librarians with responsibilities for digital resources and licence negotiations at their respective universities.

The Digital Resources Advisory Group continues to act as a source of expertise and professional development for its members and CAVAL management through specific activities as follows:

- The Group maintains and regularly updates a website (<http://www.caval.edu.au/wpr/wpdl/>) which provides access to the Model Licence developed by the predecessor working group and a wide range of links to international model licences and discussion groups. The website also gives access to a document developed by the group for library staff new to licence negotiation: "CAVAL Guidelines for Negotiating Licences".
- Two meetings during the year provided a forum for members to exchange information about business models, licensing and access to digital resources in the academic/research environment.
- In 2004, group meetings were initiated with vendors of digital resources, for example a meeting with an EBSCO international representative. Group meetings with vendors enable a wider range of issues to be discussed for the benefit of all group members—an advantage over one-on-one vendor meetings.

## **CAVAL Records Managers and Archivists Group**

This Group first met in February 2003 and started meeting again in August 2004. They met three times during the year—in August, October and December.

The purpose of the Group is to provide input to the planning process for the extension of the CARM Store, to facilitate networking and information sharing, and to potentially provide group-purchasing functions.

The Group discussed at length the extension of the CARM Store. It has received several reports from CAVAL about progress towards realising this facility, mainly designed for Records storage. The Group has also heard from various members about practices at their institution and discussed the merits of various Records Management systems.

The Chair of the Group rotates, based on the host institution, and a different group member presents a topic of expertise at each meeting.

Meetings in 2005 will develop Terms of Reference and explore potential savings for universities through group-purchasing arrangements. The Group will also provide input into plans for the proposed CARM extension.

### **Members**

Shane Arnold	Swinburne University of Technology
Haydn Blennerhassett	La Trobe University
Angela Cauchi	Monash University
Kathryn Dan	Monash University
Murray Dri	Victoria University of Technology
Sandy Gillam	RMIT University of Technology
Lyn Maloney	Monash University
Michael Piggot	Melbourne University
Dave Noble	CAVAL Collaborative Solutions

### **CAVAL Committee of Chairs**

The members of this group are the Chairs of the main CAVAL Committees—the CAVAL Reference Interest Group, the Reciprocal Borrowing Executive, the CARM Advisory Committee, the Risk Management Committee and the Digital Licensing Group.

The function of the annual meeting was to improve communication between the groups and CAVAL management. It dealt with a variety of strategic CAVAL developments and the role of the Committees now and in the future. This year the Committee met twice but resolved that it would in future meet once a year.

## **CAVAL staff**

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### **Chief Executive Officer**

Steve O'Connor BA; Dip Lib; M. Soc Sc (Hons); AALIA

### **Manager: Information Services**

Cathie Jilovsky B.Sc; Grad Dip (Data Proc.); Grad Dip Lib; MACS; AALIA

### **Manager: Training, Cataloguing and Consortia**

Sue Henczel Ass Dip Soc Sci (LIS); BB (Info Mgt); M Bus (Info Tech); AALIA; SLA

### **Accountant**

Syd Rodgers FCPA (until September 2004)

Trevor Prabhakaran CPA, CIMA, Registered Tax Agent (from September 2004)

### **Administration**

Manager: David Noble BTheol.

Administrative Assistant: Sonia Chiacchia

### **CARM Centre**

Centre Manager: Eve Varga BA (Lib)

Store Assistant: Annie Noble (until November 2004)

### **Cataloguing**

Services Manager: Lamis Sukkar BS (Computer Science); Grad Dip (Info Sci)

### **Services Staff**

Trevor Absalom BA; BEd (Lib), Dip (Hindi)

Bola Adeoba Dip Sec

Seyi Adeoba

Lubna Butt

Miyuki Chikamatsu BA; MA; MS (LandIS)

Joy Fu BA; Grad Dip (Archives)

Helen Gourkova BA (Lib and Bibliography); Grad Dip Arts (Asian Studies)

Robert Ho BSc (HK); DipLib (UNSW)

Lazarus Lazarakis BA; Grad Dip (Lib); AALIA

Theresa Leard Cert App Soc Sci (LIS)

Wai Ching Lung

Jaime McCowan B.Sc.

Viet Cam Ngo MA

Ivy Pang BB; MA (Lib); AALIA

Mara Papile B.A.; Grad. Dip. Lib.; Grad. Dip. Bus. (Municipal Management)

Navita Satchi B.A.; Grad. Dip. Lib.St.

Savarak Satroopras

Suad Sukkar

Jennie Tang Grad Dip (Lib); BB (Acct)

Pramila Tharmaratnam Cert (Lib)

Yewang Wang Grad Dip (Info Mgt), Grad Dip (Lib); EALRGA

### **Information Technology Support**

Matt Wood BIT

Ben Quinney BIT

### **LIDDAS Support**

Robyn Sanders B Soc Sci (Lib); AALIA (until June 2004)

George Panagiotidis BB (Info Mgt); AALIA

Annalisa Steele

### **Training**

Administration:

Eve Cornish Ass Dip Soc Sci (LIS)

Nicole Sinclair

## **Professional publications and activities**

**Steve O'Connor**

### ***Publications***

*Collaborative strategies for low-use research materials:* Library, Collections, Acquisitions and Technical Services. 28:51-57, 2004

*Consortia and the future of libraries:* ACCESS: Asia's newspaper on electronic information products and services. November, 2004

### ***Presentations***

*The future of Consortia:* Keynote paper presented to ALIC 2004, Bangkok.

*The economics of repository Libraries:* The International Conference on Repository Libraries in Kuopio, Finland, March 2004.

*Scientific publishing and Open Access:* CSIRO Planning retreat June 2004

*The future of Consortia:* Keynote address at ALIC: Bangkok September 2004

*Consortial buying opportunities:* ALIA Purchasing Forum, Brisbane, October 2004

*Consortia Futures:* National Roundtable on Site Licensing, Canberra, December, 2004

### ***Training programs***

*Plagiarism Detection models in universities*

*Developing and managing digital collections*

*Planning new business models for future libraries.*

**Sue Henczel**

***Publications***

*Creating information user profiles: Online Magazine*, June 2004.

*Supporting the KM Environment—The Roles, Responsibilities, and Rights of Information Professionals: Information Outlook*, January 2004

*CAVAL Training—From ‘small’ beginnings VicSpecials Newsletter*, May 2004.

***Conferences attended***

*VALA 2004*: Melbourne—February 2004

*SLA 2004*: Nashville, Tennessee, USA—June 2004

*World Library & Information Congress: 70<sup>th</sup> IFLA General Conference and Council*, Buenos Aires, Argentina—August 2004

*Online Information & Education Conference 2004*: Bangkok, Thailand—September 2004.

***Presentations***

*Effective and meaningful statistics*. Paper co-presented with Cathie Jilovsky at Online Information & Education Conference, Bangkok, Thailand—September 2004

*Global support for librarians in Asia through SLA*. Paper presented at Online Information & Education Conference, Bangkok, Thailand—September 2004.

*Collaboration and cooperation through consortia*. Paper presented at Victorian Association of TAFE (VATL) Librarians Conference, Melbourne—July 2004.

*Knowledge Management for Information professionals*. Paper presented at Sri Lanka Library Association meeting, Colombo, Sri Lanka—April 2004.

*Evaluating the ICTLIP Training Package for Developing Countries*. Presentation at UNESCO and JFIT expert meeting on information access in a digital environment, New Delhi, India, and Jakarta, Indonesia—July 2004.

*CAVAL Products and Services Update*. Presentation to ANZTLA Group, Melbourne—2004 and VALA, Melbourne—2004.

*CAVAL Products and Services 2004*. Presentation to SOLINET management and staff, Atlanta, Georgia—June 2004.

*Library Consortia in Asia*. Presentation at the CAVAL Consortia Workshop, Melbourne—August 2004.

**Professional affiliations**

Australian Library and Information Association (ALIA)—member  
Special Libraries Association (SLA)—member  
Convenor, International Information Exchange Caucus  
President, Australia and New Zealand Chapter  
Member, Global Strategies Task Force  
International Relations Co-Chair, Leadership and Management Division  
Candidate, SLA Board of Directors (2005-2007).

**Cathie Jilovsky****Presentations**

*Effective and Meaningful Statistics*. Paper and workshop co-presented with Sue Henczel at the Online Information and Education Conference 2004 “From Open Access to Open Learning”, Bangkok, Thailand—September 2004.

*Unicode: a tool for system interoperability and human communication*. Paper presented at the VALA 2004 Conference Melbourne—February 2004.

*CAVAL Working Party on Digital Licences*. Paper presented at ALIA Forum on Purchasing Agreements and Licensing, Melbourne—February 2004.

**Professional affiliations**

Secretary, VALA (Victorian Association for Library Automation)  
Member, CAUL Statistics Focus Group

**Dave Noble****Conference attended**

SLA 2004, Nashville, Tennessee—June 2004.

**Professional affiliations**

SLA—member  
SLA—Australian New Zealand Chapter Program Manager