



CAVAL NEWSLETTER

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THANKS

TO THOSE WHO CONTRIBUTED TO
THE CAVAL WEBSITE REDEVELOP-
MENT PROJECT!

CAVAL COLLABORATIVE SOLUTIONS STRENGTHENS ITS STRATEGIC FOCUS WHILE GROWING ITS MEMBERSHIP

2006 has seen CAVAL restructure its Board of Directors, accept new Members from outside Victoria while broadening its range of Associate members, and develop a new strategic plan for 2007-2009 that includes strategic initiatives which will provide direct support to its members, clients and the Australian library sector.

CAVAL's restructured Board now has 9 members, comprising 5 elected directors from the members and 4 external directors selected for their particular expertise. This will enable CAVAL to remain connected to its members through the member representatives while providing the expertise necessary for member-focused product and service development.

CAVAL now has 2 University Library members in NSW and 9 University Library Members in Victoria. It also has 21 Associate members across two states. CAVAL's formal partnerships with SOLINET in Atlanta and the Association of Research Libraries ARL in Washington continue to be consolidated through shared projects, products and people.

The CAVAL Board has adopted a new Strategic Plan which will direct the company in providing new and valued services to Members, Associate Members and the libraries of Australasia and Asia. The emphasis of this Plan is to *provide professional services that add value to member and client organisations' operating capabilities, efficiencies and productivity.*

As well as continuing current core services, key initiatives for 2007-2009 are:

1. CARM2 (a further 27 kilometres of high density research shelving)
2. Leadership institute for senior managers (future high quality library managers)
3. Development of e-learning capability (education where you need it)
4. Continued development of the online statistics service (Benchmarking and quality assurance)
5. Vernacular script cataloguing (delivering access to multi-lingual materials in native languages)

In 2006, CAVAL's revenue is expected to exceed \$3.0m. Members' fees account for less than 10% of revenue. Members will save an estimated \$2.9m in products and services as a return for their investment in 2006. The storage services return significant capital and maintenance savings to members, with savings also resulting from cataloguing and training discounts and consortia benefits. Strong cash reserves will enable CAVAL to further initiate projects and partnerships for the benefit of member libraries.

As well as providing products and services to members, CAVAL offers many of these to external clients on a commercial basis. The number of clients outside Victoria is increasing, with 39% of revenue earned from business conducted with clients located in NSW, Queensland and other regions including international business (5%). Business is also increasing with organisations beyond the academic sector, with almost 65% of the revenue earned from business conducted with clients in public, special, state and national library sectors.



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“The emphasis of this Plan is to provide professional services that add value to member and client organizations’ operating capabilities, efficiencies and productivity”

**We’re on the web
www.caval.edu.au**

CAVAL’s 2007-2009 STRATEGIC INITIATIVES

These are the top 5 of the 9 strategic initiatives endorsed by CAVAL’s Board of Directors. Details of the remaining initiatives will be released as planning progresses.

1. CARM2

As CARM1 rapidly reaches its capacity it is necessary to explore the extension of the facility. The Board has agreed to fund the cost of preparing a detailed business case for CARM2.

2. Leadership institute for senior managers

CAVAL has identified a need in Australia, New Zealand and potentially parts of Asia for a targeted leadership program that prepares senior library and information managers for executive level appointments in large libraries and other organisations. CAVAL will facilitate an annual executive leadership program in Australasia that is modelled on existing programs in the United States and Canada.

Immediate benefits to CAVAL members include (1) access to the program for staff with identified executive leadership potential and (2) discounted program fees. CAVAL’s clients in Australasia will also benefit from access to a high calibre executive leadership program that will enable them to compete on an equal footing with colleagues in other professions.

3. Development of e-learning capability

CAVAL has identified the need to develop capacity in e-learning with a view to diversifying and expanding the training business over the next three years. In the 2005 Training Needs Survey, 71% of respondents expressed interest in Web-based training. The primary objectives in developing an e-learning capability is to (1) provide access to the training program by those unable to participate in face-to-face training due to such things as time constraints and geography; (2) enable the involvement of a more diverse range of local and international course leaders; and (3) provide access to e-learning content provided by partner organisations (e.g., SOLINET).

4. Continued development of the online statistics service

CAVAL’s online statistics solution provides a customised interactive website through which groups of libraries such as networks and consortia can collect, present, compare and report library data. This solution is currently used by CAUL (available at <http://statistics.caul.edu.au>) and a similar service is being developed for leading Asian Academic Libraries.

5. Vernacular script cataloguing

In response to customer demand, a service will be developed that offers catalogue records in vernacular script. This work, which will leverage CAVAL’s Unicode expertise and capability, will continue from the collaborative work undertaken with the National Library of Australia and State Library of Victoria.

For further information please contact Steve O’Connor at steveo@caval.edu.au (03 9450 5501) or Sue Henczel at sueh@caval.edu.au (03 9450 5505).



CAVAL Training and SirsiDynix are proud to present
Stephen Abram - Vice President of Innovation, SirsiDynix
 and author of the influential library technology blog
Stephen's Lighthouse.



WEB 2.0 AND LIBRARY 2.0: COMPETING IN A GOOGLE WORLD

We've reached a new tipping point. After years of working on technology and buildings in libraries, we're returning to strategies where the programs and services focused on the user dominate. But the user has changed - a lot! Oh dear, the kids have changed too. *MySpace*, *Facebook*, *YouTube* and other stuff is huge and we hadn't heard of them maybe less than a year ago. Lions and Tigers and Bears, Oh My!

As the co-author of the May 1, 2004 *Library Journal* cover story "Born with a Chip", Stephen Abram has been following the Millennial generation and their unique behaviours and information seeking skills for many

years. Combine this trend with the current global Web 2.0 conversation about the next generation of the Web and we see a great challenge. This refocuses our attention on the users who use us virtually and visit the library in so many non-traditional ways. It's the McLuhanesque hot web where true human interaction takes precedence over merely 'cool' Information delivery and e-mail. It's about putting information into the real context of our users' lives, work and play.

What are the actual technological changes that are driving these developments? What are the skills and competencies that Librarian 2.0 will

need? Libraries may not thrive if we don't adapt our strategies and programs to the Google generation and create the future services to empower them to excel. Stephen will share the key trends as well as his ideas and strategies for connecting with our communities. Come and hear what Library 2.0 could mean to you.

Dates and locations

SYDNEY (Cliftons) -
 THURSDAY 12 OCTOBER,
 1.30 - 4.30 pm

MELBOURNE (CAVAL, Bundoora) -
 FRIDAY 13 OCTOBER,
 9.30 am - 12.30 pm

STEPHEN ABRAM



Stephen Abram, MLS, is the Vice President Innovation for SirsiDynix. He is the president-elect of SLA and past-President of the Canadian Library Association. He has been

VP of Corporate Development for Micromedia ProQuest and Publisher Electronic Information for Thomson. He ran libraries for Suncor, Coopers

& Lybrand, Smith Lyons Torrance Stevenson and Mayer and Hay Group. Stephen has been listed by *Library Journal* as one of their first "Mover and Shakers", the key people influencing the future of libraries and librarianship. He has been awarded SLA's John Cotton Dana Award as well as being a Fellow of the SLA. He was Canadian Special Librarian of the Year and Alumni of the Year for the Faculty of Information Studies at the University of Toronto. He is an adjunct professor at

the University of Toronto, Faculty of Information Studies. He was President 2002 of the Ontario Library Association. Stephen gives 100 international keynote talks annually to library and information industry conferences and writes articles and columns for *Information Outlook*, *Felicitator*, *Access*, *Multimedia & Internet @ Schools*, and *Library Journal*. He is the author of the popular *Stephen's Lighthouse* blog -

<http://stephenslighthouse.sirsi.com/>

CAVAL AT NATIONAL LIBRARY BOARD OF SINGAPORE

Lamis Sukkar, the Manager of CAVAL's Cataloguing and Metadata Department, has just returned from a training assignment to the National Library Board of Singapore. During her ten day stay she conducted six days of training for the following packages:

1. **Cataloguing of Monograph**
(Basic and Intermediate)
2. **Dewey Decimal Classification ed. 22**
(Basic and Intermediate)
3. **Library of Congress Subject Headings**
(Basic and Intermediate)

The sixty participants consisted mainly of librarians and paraprofessionals. The first day was for participants with basic knowledge, the next for those with intermediate knowledge. Participants were mostly interested in the cataloguing skills and tools presented to them during their training. Hands on exercises were popular and provided the participants with opportunities to test their knowledge.

The courses were adapted to meet the National Library Board of Singapore specifications and the overall

feedback for the training has been excellent with evaluations ranking the average experience as 4 and above out of a possible 5. Lamis has maintained contact with many of the participants who have sent frequent emails since her departure. She has been asked back for another five days in February to run three more courses.

In October, indexing trainer Jean Dartnell will travel to Singapore to present five workshops on indexing and abstracting.