

CAVAL

Annual Report 2005



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Chair's review of 2005

Governance and greater member focus: highlights in a year of positive change

This Report describes CAVAL's activities and their benefits to libraries. It also reports on the result of deliberation by the Board to resolve the company's future direction and governance.

CAVAL expanded its membership in what was a significant year.

The company welcomed the University of New South Wales as its first full member from outside Victoria. We also created the category of Associate Member which now includes some 21 libraries.

In the past year we made important changes to the structure of the Board to improve governance. We now have a smaller Board with new directors and more access to external advice.

The governance changes have allowed the Board to look to the future and work with management to serve our communities even more effectively and meaningfully. CAVAL is well situated, both nationally and internationally, to offer simple, effective services and extend its products to many other organisations. Establishing the new connections and directions is a priority for the new Board in 2006.

It has been a pleasure working with the retiring Board over recent years, especially as they worked toward hard decisions regarding membership and governance. The retiring Board met formally for the last time on 1 September 2005 before the Special General Meeting of the Members on 13 October agreed to the proposed governance changes. The retiring Board continued to be available out-of-session until the elected directors of the new Board were declared on 14 December. These directors will establish the new Board into 2006.

Although it was regrettable that the State Library of Victoria resigned from the company as at 31 December 2005, we are pleased that the State Library expects to continue to be involved in co-operative activities on different projects.

I would like to thank all the Directors for supporting me and the activities of the Board and the company during the year. CAVAL is a fine example of how supportive business strategies can benefit universities and their libraries.



Professor David James
Chair



Professor David James
CAVAL Chair

The CAVAL Board

A revitalised Board looks forward with confidence

The Board continued to be chaired by Professor David James. Two new directors from member organisations took up their positions during the year—Darren Holland from the University of Ballarat and Jenny Addie of Deakin University. At the same meeting in March, Dean Mason and Greg d'Arville were appointed directors at the invitation of the Board.

The directors who held office during 2005 were:

David James, Chair	
Derek Whitehead	Swinburne University
Darren Holland	University of Ballarat
Earle Gow	La Trobe University
Greg d'Arville	Neill Buck & Associates Pty Limited
Jennie Addie	Deakin University
Doreen Parker	Victoria University of Technology
David Percival	University of Melbourne
Anne-Marie Schwirtlich	State Library of Victoria
Linda O'Brien	University of Melbourne
Dean Mason	Enakt Pty Ltd
Cathrine Harboe-Ree	Monash University

Ex officio

Steve O'Connor	Chief Executive Officer and co-Secretary
David Noble	Co-Secretary (until July 2005)
Trevor Prabhakaran	Co-Secretary (from September 2005)

The Board met three times during the year including a retreat led by Eric Wainwright and Wayne Strong to explore future issues. Issues the Board discussed during the year included:

- . the company's response to emerging industrial relations legislation;
- . preparation of a case to expand the CARM Centre;
- . a review of the long-term and highly successful COOLCAT bibliographic data sharing initiative;
- . a strategic exploration of different roles and cultural issues that affect members and their use of the company's services.

The Board also considered the impact that new members and the resignation of the State Library of Victoria would have on the company.

Most significantly, the Board debated changes to the CAVAL Constitution which were put to a meeting of the Members at a Special General Meeting on 13 October. Debate focused on a reduction of the Board from 15 members to nine and the addition of Associate Member as a new membership category.

In July, David Noble, Administration Manager and co-Company Secretary, resigned to take up a position in New South Wales. Trevor Prabhakaran added the role of Company Secretary to his duties as Company Accountant.

Committee activities

CAVAL Finance and Audit Committee

This Committee continued to provide early analysis of the company's financial position for the Board and CAVAL management.

The committee advised the Board on issues such as the withdrawal of the State Library of Victoria from company membership, the financial health of the company, guidelines for the capital budget and the valuation of the CARM collection. The committee met three times during the year and resolved the 2006 budget out-of-session due to the governance changes.

Members in 2005

Derek Whitehead, Chair	Swinburne University
David James	Chair, CAVAL Board of Directors
David Percival	University of Melbourne
Steve O'Connor	CAVAL Collaborative Solutions

CAVAL Remuneration Committee

This committee met during the year and made recommendations to the Board concerning the performance and remuneration of the Chief Executive Officer. It also monitors the broad performance reward environment of the senior staff.

Members in 2005

Derek Whitehead, Chair	Swinburne University
David James	Chair, CAVAL Board of Directors
Cathrine Harboe-Ree	Monash University

CAVAL Nominating Committee

This committee did not meet during the year.

CAVAL Committee of Chairs

This committee did not meet during the year.



Derek Whitehead
CAVAL Director and Chair of the
Finance and Audit Committee



Cathrine Harboe-Ree
CAVAL Director and Chair of the
Products and Services Committee

Committee activities (continued)

CAVAL Products and Services Committee

The members of the Committee assist the Board of Directors and Management of CAVAL in monitoring and evaluating existing and new markets for the company's products and services. The committee met once during the year in order to receive and review reports concerning strategies for product or service development or the addition of new products or services to the existing range.

The committee also oversees the ongoing review of the company's existing products and services to a timetable developed by the Board, provide advice on business and market planning for existing and proposed products and services, and assist management to monitor significant developments that may affect CAVAL's competitive environment, including technological, systems and storage developments.

Members in 2005

Cathrine Harboe-Ree, Chair	Monash University
Craig Anderson	RMIT
Chris Sheargold	Australian Catholic University
Steve O'Connor	CAVAL Collaborative Solutions
Ex officio:	
Cathie Jilovsky	CAVAL Collaborative Solutions
Sue Henczel	CAVAL Collaborative Solutions

CAVAL achievements in 2005

First interstate member welcomed

CAVAL was very pleased to have the University of New South Wales join the company as a full member—our first from outside Victoria. It was also pleasing that **15** libraries became associate members after we introduced this new category of membership.

Members Day informs and builds relationships

Around 50 people, representing most of the company's library members, attended the first CAVAL Members Day in May 2005.

Presenters included Paul Reekie, General Manager of CSIRO Publishing, who talked about publishing in the digital age. New Board member Dean Mason discussed the impact of e-book publishing. Each of the CAVAL expert committees made presentations on their work and challenges. Debate was extensive and stimulating.

Demand for cataloguing still rising

The cataloguing program attracted more custom during the year for both multi-lingual and English language cataloguing.

The program continues to gain ground internationally with contracts for cataloguing in the United States and Asia. We expect this international market to grow even more in 2006. The unique nature of the business and the strength of its performance are evidence of changing needs in the library community and emerging international demand.

Launch of CAUL interactive library management statistics program

CAVAL worked closely with CAUL and ARL to develop interactive software that enables library managers to benchmark with each other using CAUL library statistics.

This software development was an important extension to the work CAVAL has done over a long period in managing the statistics on behalf of the academic libraries of Australasia. CAVAL is now also managing the library statistics for the Victorian TAFE libraries.

Training on track

Training programs continued to reach the Australasian library community as the CAVAL Training program delivered many courses across Australasia in 2005.

The scope and popularity of CAVAL Training programs continues to be widely appreciated.

Richard Sayers joined the program as Training Manager in April 2005.



Steve O' Connor
CAVAL Chief Executive Officer

What our members say

Andrew Wells, Librarian

University of New South Wales, Sydney—Member

'With the changes the Board has made to the governance model, we see opportunities to be involved and have a say in the direction of CAVAL.'

Distance was no deterrent when the University of New South Wales became CAVAL's first full member outside Victoria during the year.

University Librarian Andrew Wells says: 'One of the things that was important to us was to move books to storage and get quick access. If we'd wanted to build a store in Sydney it would've had to be on the other side of the Blue Mountains to be economically feasible.'

'Because CAVAL is close to Melbourne Airport we get our deliveries from the CARM store overnight.'

Andrew says CAVAL helps UNSW manage its historical collections in a collaborative and co-ordinated way with other research libraries in Australia.

He says: 'We strongly believe in library collaboration and we welcomed the opportunity to join an established venture. Although we have used CAVAL training and contract cataloguing for a long time, membership gives us discounted rates and attractive side benefits.'

'And now, with the changes the Board has made to the governance model, we see opportunities to be involved and have a say in the direction of CAVAL.'

Leonie Pope, Manager Library and Bookshop

Box Hill Institute, Melbourne—Associate Member

'CRIG sessions...are particularly valuable because they are cross-sector and not just related to universities.'

When Leonie Pope attended the CAVAL Members Day, she was pleasantly surprised to discover services and committees she hadn't been aware of.

She reported back, and after she and her staff had looked up the details on the web site, they saw the value in becoming an Associate Member and making even better use of what CAVAL had to offer.

The Reciprocal Borrowing Program has many benefits for students at Box Hill beyond giving them access to more materials.

Leonie says: 'We send someone to the meetings at CAVAL because it's useful to know what other TAFEs are doing and how they use the program.'

The Institute uses COOLCAT and, like VATL, uses CAVAL to compile its statistics—'a fabulous tool and I use it constantly', Leonie says. Staff also attend CRIG sessions, which Leonie says are particularly valuable because they are cross-sector and not just related to universities.

Leonie and members of the library staff have made good use of CAVAL's training programs. She says: 'The training is of great benefit because it's directly related to libraries. For the past two years it has also been very helpful to have Steve O'Connor helping us formulate our strategic plan and future directions.'

**Craig Anderson, Director, Library
RMIT University, Melbourne—Member**

'The great thing about CAVAL is that we can share facilities, resources and knowledge.'

Cataloguing is one of the many CAVAL services RMIT University uses, particularly because of fast turnaround on critical material.

Craig Anderson says the university sends large numbers of theses published at RMIT to the library all at once and at short notice.

He says: 'Often a student will demand them immediately. Sending them to CAVAL means getting them onto the shelves quickly, without disrupting workflow. We also use CAVAL for cataloguing overflows and urgent cataloguing from time to time. We're always pleased with the quality of cataloguing and their willingness to work in with our requirements.'

The university sends a cross-section of people—librarians, library technicians and library officers—to CAVAL training in a number of situations because it's 'relevant, well targeted and delivered at convenient and accessible locations'.

Craig says: 'It's always professionally delivered and good value for money. The range of training is useful for us and it's held at appropriate times, when we need it.'

Quick access and greater choice

Craig adds: 'The Reciprocal Borrowing Program extends our collection many times over. It gives our users quick access to many more books and journals than would otherwise be the case. Interlibrary loans processes are expensive for all parties, and it can take two or three weeks to get a book. The CAVAL card allows the students to borrow anything they want off the shelves immediately.'

CAVAL interest groups such as CRIG 'extend our professional knowledge and enable us to enrich our professional networks in ways that would not otherwise be possible', according to Craig. As a result, he says, 'we have improved services and more knowledge of what's going on in other academic libraries around the state.'

'The great thing about CAVAL is that we can share facilities, resources and knowledge.'



Core services to members

The CARM Centre: growing in size and popularity

The CARM Centre had a successful year of significantly increased activity.

The CARM Collection has grown to approximately 620,000 volumes comprising 178,782 monograph titles and 11,515 serial titles. The collection grew by approximately 59,250 volumes during 2005. Monograph volumes currently make up 30 per cent of the collection and were used more widely; 765 monographs were inter-lent and 393 serial requests provided. As many requests as possible are delivered to the user electronically via ARIEL—34 per cent in 2005.

The CARM collection has a wide range of publication dates, five per cent of the material having been published before 1900 and 17 per cent before 1950. The collection has a strong bias toward science and technology subjects and, to a lesser extent, social sciences and history.

Increased use over recent years reflects the expanding collection and its growing value to the research community. Overall turnover remains low and steady at 0.004 per cent of the volumes used compared to the total volumes in the collection.

The State Library of Victoria ended its membership of CAVAL at the end of 2005. The Board regretted this decision but wished the State Library well as they integrated their off-site collections in their store on the University of Ballarat campus. When the Board sought Expressions of Interest from members to use the space vacated by the State Library, members requested space for both CARM storage and general library storage.

Partnerships add value

CARM has established active partnerships with similar repositories throughout the world, exploring ways to add value to members of CAVAL and of the partner repositories alike. These partnerships will be developed in 2006 with the intention that a number of overlap studies of the respective collections will reveal collecting trends and highlight service opportunities.

The CARM Centre continues to offer a broader spread of services to members. Two universities now store their corporate records in the CARM Centre, demonstrating CAVAL's ability to offer wider value and more services to universities beyond their libraries. The CARM Centre also houses art and cultural collections for short terms.

The CAVAL Board established the CARM2 Expansion Committee in 2005 to develop a case for the expansion of the CARM Centre with the construction of the new CARM2 building. At this stage a further 28 kilometres of shelving capacity is proposed in addition to the existing 15 kilometres. We envisage that the new CARM2 building will have a wider set of functions for members than the CARM1.

COOLCAT upgrade improves searching

CAVAL has provided the CAVAL Operated Online Catalogue (COOLCAT) for its members for many years.

The current service, which uses FDI's ZPortal product, is a virtual union catalogue which uses the Z39.50 protocol to connect to and search individual library catalogues. The system was upgraded to ZPortal 2.7.3 in June 2005 along with the implementation of some additional configuration which considerably improved the search results and addressed many of the issues previously raised by CRIG members and users.

The COOLCAT virtual union catalogue service (www.coolcat.edu.au) recorded over six million hits during 2005—an average of 16,584 a day. This is more usefully described as 106,187 visits, or an average of 290 a day. There were 32,749 visitors, of whom 25,710 visited only once and 7039 visited more than once.

The busiest day was 27 March when there were 138,110 hits.

In March 2005, the CAVAL Board established a committee to review COOLCAT. The terms of reference of the committee were

- . to review the usage and performance of COOLCAT;
- . to make recommendations for the future of COOLCAT, incorporating its role in future resource-sharing directions for CAVAL members.

The committee surveyed and sought comment from library staff and users on their use of COOLCAT. It also undertook an analysis of usage and performance data.

Early in the review process it was recommended that the current COOLCAT remain in operation for 2006 and that CAVAL continue to manage and monitor the use of the service during 2006. The surveys were completed by October and the Review Committee is expected to report to the CAVAL Board in early 2006, making recommendations for 2007 and beyond.



The CARM collection has grown to around 620,000 volumes

Core services to members (continued)

Reciprocal borrowing proves its worth

The Reciprocal Borrowing Program continues to be a key service for CAVAL member libraries and their users.

The Victorian TAFE libraries and various special libraries that participate in the program became Associate Members of CAVAL and entitled to receive other membership benefits.

The program is managed by CAVAL, working closely with the CAVAL Reciprocal Borrowing Executive. Policies and procedures for the management and operation of the program continue to be developed and refined.

Following a trial in 2004, a new telephone authorisation procedure was implemented in 2005. The New Reciprocal Borrowing Access Management System (NRAMS) database was updated to reflect current institutional practices such as centralised administration of lending services for large multi-campus libraries.

Two reciprocal borrowing forums for operational staff at member libraries were held during 2005.

CAVAL Reciprocal Borrowing Program—2005 Statistics

	LOANS		ENROLMENTS	
	Home library	Host library	Home library	Host library
Australian Catholic University	13,586	973	695	179
Deakin University	26,079	25,640	1,639	1,233
La Trobe University	34,949	25,501	1,805	1,619
Monash University	34,400	49,484	2,043	3,049
RMIT	63,871	31,738	2,844	2,451
Swinburne University	15,477	16,086	899	1,008
University of Ballarat	6,797	1,961	296	185
University of Melbourne	50,976	64,279	2,706	4,110
Victoria University	24,967	63,462	1,556	1,107
TAFE	12,658	5,093	853	422
Special libraries	499	47	25	147
Unspecified	6	0	149	0
Total	284,264	284,264	15,510	15,510

Previous years

Year	Loans	Enrolments
2004	292,875	16,090
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



Telephone authorisation is a new addition to the Reciprocal Borrowing Program

Core services to members (continued)

Cataloguing on target

The Cataloguing department continued to make steady progress, successfully meeting its service and financial targets again in 2005.

The staff completed many and varied projects including cataloguing, end processing, retrospective cataloguing and indexing. In addition to all the existing services provided to the library and information industry across Australasia, we offered a new service of workflows and Health Check-up services to customers. The department is finalising the Health Check pilot project with a CAVAL member.

We 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 70 languages. This year the staff worked in African languages such as Amharic. Work was contracted from the Centre for Research Libraries (CRL) in Chicago. This is a notable development in the expansion of the company's operations internationally.

Cataloguing highlights

- . A total of 552 AV items were catalogued for RMIT University by the end of 2005. Cataloguing of RMIT theses also continued from last year.
- . The German cataloguer for Melbourne University continued the retrospective cataloguing for German language cards in 2005.
- . Cataloguing services continue for CARM items sent to CAVAL by members, this year having been dedicated mostly to Monash University CARM volumes. The last batch was completed in December 2005.
- . The catalogue of AV materials (videos, kits, charts, models, games, realia) was finalised in the Education Curriculum Laboratory at Bundoora Campus of La Trobe University. CAVAL received a batch of Japanese items at the end of 2005 and this project will be completed and finalised by early 2006.
- . A large backlog collection of juvenile fiction and non-fiction was catalogued for a Victorian Public Library.
- . Shelf-Ready LOTE (Languages other than English) items were provided for a Victorian Public Library with the use of CAVAL's library management system (ILMS) Aleph 500.

During the year, CAVAL's collaboration with vendors continued to provide cataloguing and/or processing for existing customers. The Cataloguing department also welcomed new customers and new departments from its 52 existing customers. Cataloguing income increased by 11.37 per cent on 2004, the most significant growth coming from offsite services.

The department went through the implementation of the new Libraries Australia interface for both searching and cataloguing modules. The transition went smoothly and the department is currently using the Libraries Australia Cataloguing Client instead of Kinetica Cataloguing Client.

Multi-lingual services

In 2005, the CAVAL LOTE (Languages other than English) cataloguers transliterated and translated Amharic items for a Public Library customer.

Traditional library cataloguing was performed for customers in languages including:

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



Lamis Sukkar,
Cataloguing Manager

CAVAL Training

More courses, new partnerships

CAVAL's training program continued to expand its range of courses, deliveries and partnerships in 2005 despite a challenging year for the Australian training industry. CAVAL offered 54 courses during the year compared with 38 in 2004.

Customised in-house deliveries were a significant area of growth in 2005 and we expect this trend to continue in 2006.

As in past years, course development in 2005 was shaped by the findings of the previous year's training survey, course evaluation forms, feedback from clients and extensive networking across all library and information sectors.

A snapshot of CAVAL Training in 2005

- . 33 trainers
- . 54 courses
- . 133 full and half-day deliveries
- . 24 customised in-house deliveries
- . one online delivery
- . 1111 participants across
 - . all Australian state and territory capitals
 - . regional centres in Queensland, New South Wales and Victoria
 - . Auckland, Christchurch, Dunedin and Wellington, New Zealand

Training participants in 2005 came from all library sectors: 22 per cent from public libraries, 41 per cent from special libraries, 32 per cent from university and TAFE libraries and five per cent from beyond the traditional library sector. Although this breakdown varied from state to state and between Australia and New Zealand, it highlights the relevance of the CAVAL training program to information professionals in all sectors.

Although CAVAL maintained its status as Registered Training Organisation (RTO), its scope will need to be expanded after 23 November 2005 to include additional units comprising the new Certificate IV in Training and Assessment (TAA). As a result of transition arrangements, scheduled 2005 courses in Workplace Assessment and Train Small Groups were deferred to 2006.

Public courses expanded

CAVAL Training added new courses in response to demand from the wider library and information sector. These courses included:

Career development: Planning your future	Dr Gillian Hallam
Creating an evidence-based performance management culture	Dr Eric Davies
Government information on the web	Richard Sayers
Internal consulting skills	Ian Benjamin
Managing your exceptional customer service team	Adam Le Good
Mentoring for strategic staff development	David Noble
Open access and scholarly communication futures	Colin Steele
Mind mapping revisited: Developing creativity and information literacy	Sheila Webber and Bill Johnson

Customised in-house training grows

Customised in-house training grew strongly, deliveries increasing from five in 2004 to 24 in 2005. Client satisfaction levels, monitored using course evaluation forms and follow-up contacts with clients, were very high.

KDD goes online

CAVAL Training offered its first online Kinetica Document Delivery (KDD) course in 2005. Online delivery of KDD will continue in 2006 and we will consider offering further courses online, partially or completely.



Richard Sayers
Training Manager

CAVAL Training (continued)

Training survey yields valuable response

CAVAL Training conducted its third annual training needs survey in July 2005.

We were again delighted by the broad commitment to professional development across the Australasian library and information sectors. The 2005 survey looked particularly at the training needs of regional colleagues in Australia and New Zealand and opportunities in Asia.

A total of 727 responses were received over two weeks. Respondents were geographically dispersed and all Australian states and territories represented (78 per cent). There was good representation from New Zealand (20 per cent) and useful responses from across seven Asian nations (two per cent) including China, India, Pakistan, Philippines, Singapore and Thailand.

Regional representation from within Australia and New Zealand was particularly strong, as was the response from the special libraries sector with over a third of responses (36 per cent)—up from 29 per cent in 2004 and 32 per cent in 2003.

Each year it is interesting to see the proportion of respondents from the wider community of information professionals, including knowledge and records managers. In 2005, 11 per cent of respondents identified themselves as not working in libraries. Follow-up questions suggested a high proportion of responses from the records management industry, specifically members of the Records Management Association of Australia (RMAA).

The findings of the 2005 survey will underpin the 2006 program, just as the findings of the 2004 survey formed the foundation for the development of the 2005 training program.

Partnerships and alliances

CAVAL signed a partnership agreement with the Australian Library and Information Association (ALIA) in April 2005 to promote and deliver training to members.

Similar partnership proposals were put to the Australian Institute of Management (AIM) (Victoria and Tasmania), Australian School Libraries Association (ASLA), the Records Management Association of Australia (RMAA) and Library and Information Association of New Zealand (LIANZA). These partnerships provide access to the wider information community and its skills and training needs, creating opportunities to expand and promote the training program.

As a result of CAVAL's ongoing partnership with SOLINET in the United States, Heather Dray, Supervisor of SOLINET's Educational Services Department, delivered two new one-day training workshops in 2005. They were:

- . Collection management
- . Quality reference service in the virtual environment.

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 2005 included Adam Le Good (Change management), Andrew Stevens (XML and information architecture), Bruce McLeod (Metadata), Colin Steele (Open access and scholarly communication), Dr Gillian Hallam (Career development), Joanne Rutherford (Team management), Melissa McVeigh (Website design), Sarah Slade (Conservation and preservation), Jeavons Baillie (Disaster response and recovery) and Tom Richardson (Marketing).

International course leaders from the United States and the United Kingdom included Judith Siess (Managing one-person libraries, Time management, Marketing and advocacy), Heather Dray (Collection management, Virtual reference services), Dr Eric Davies (Evidence-based performance management), and Sheila Webber and Bill Johnston (Information literacy).

CAVAL course leaders

CAVAL trainers continued to facilitate and lead a number of core courses including a comprehensive range of Kinetica and Libraries Australia workshops, general and specific cataloguing, information auditing, mentoring, internet searching and information services leadership, marketing and planning.

Consortia pricing

Consortium pricing for training participants continued and the Queensland Libraries Training Consortium renewed its agreement with CAVAL in January 2005.

Following the success of the Queensland Libraries Training Consortium, proposals were offered to other existing consortia groups. In November, an informal consortium of one-person and not-for-profit libraries was formed around a new closed e-list (OPL-TRAIN) maintained by CAVAL.



Training staff members
Nicole Sinclair and Eve Cornish

Support services

Support Services manages and supports a range of Information Systems for CAVAL customers and for 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 2005 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 Management System and the CAVAL web site.

VDX Managed Services

CAVAL manages VDX services for CLIC (originally the CAVAL LIDDAS Consortium, but now known as the CAVAL VDX Consortium) and the State Library of New South Wales. The members of CLIC—five university libraries and the CARM Centre—share a single VDX system whereas the State Library of New South Wales VDX system runs on a stand-alone server. The VDX managed services encompass software configuration, operational support and system management. Other services such as the development of specialised reports, documentation, web customisation and training are provided ad hoc.

The members of CLIC are:

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

During 2005 the CLIC system was used to generate 74,320 interlibrary loan requests. Of those, 60,965 requests were supplied, representing an 82 per cent fill rate. Of the filled requests, 30 per cent were supplied from within the consortium.

The CLIC Consortium responded to and supplied 45,772 interlibrary loans. Of these, 14,790 requests—32 per cent—were supplied electronically by scanning the article and sending it directly to the requester. The number of transactions processed by the CLIC system during 2005 increased by 20 per cent compared with 2004.

The VDX Support help desk received 502 calls during the year. Customers received regular reports showing the status, priority and progress of their calls. A tool to extract data from VDX to populate the CAUL Best Practice Database for Document Delivery benchmarking was developed for a number of CAUL libraries. System documentation, mainly in the form of flowcharts and configuration schemas was completed. CAVAL provides each CLIC site with a set of statistical reports each month showing interlibrary loan and document delivery activity.

Regular consortium teleconferences during the year focused on operational issues. Kathryn Pearson of Macquarie University chaired two formal business consortium meetings. The second CLIC Practitioner's workshop, held on 5 December at Macquarie University, built on the success of the previous one. Inter-lending and document delivery staff from all CLIC sites, the State Library of New South Wales and CAVAL were able to share their VDX work practices and experience.

CAVAL staff participated in the two VUGANZ (VDX User Group of Australia and New Zealand) meetings held during the year. The VUGANZ web site was developed by CAVAL staff and CAVAL has been contracted to continue hosting and maintaining it.

Plagiarism detection

The CAVAL Plagiarism Detection Consortium has 14 members. CAVAL provides first-level help desk services on the use of the Turnitin software to those members who have subscribed to the CAVAL Plagiarism Detection Consortium Support Service. CAVAL also provided training for several institutions during 2005.

Collection and publication of statistics

CAVAL collects and publishes the annual library statistical collection for a number of groups of libraries, enabling them to create historical collections of data that can assist in management decisions, benchmarking and making submissions for grant monies. Both the Council of Australian University Librarians (CAUL) and Victorian Association of TAFE Librarians (VATL) are current customers of this service. Consultancy services such as data collection, data verification, data publication and specialised statistical analysis for libraries are also offered.

CAVAL staff have expertise in SPSS and Excel.

Online statistics

CAVAL completed the development and implementation of an online statistics service for CAUL early in the year.

The site is based on the Association of Research Libraries (ARL) statistical web site with additional functionality including a data input module. This has essentially moved the data collection process from an Excel-based system into an online interactive service. Eleven years worth of data, ten converted from Excel spreadsheets, plus the 2004 data collected through the data input module, are now available for online benchmarking. The site address is <http://statistics.caul.edu.au>.

CAVAL is now able to offer an online statistics service to collect and benchmark any statistical dataset for groups of libraries. The service will encompass development, implementation, hosting and provision of help desk services. A flyer outlining the service was developed and sent to potential customers.



Collection of statistics is now an interactive online service

Support services (continued)

LibQUAL+™

LibQUAL+ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. The Association of Research Libraries (ARL) offers these services to the library community. The program's centrepiece is a rigorously tested web-based survey that helps libraries assess and improve library services, change organisational culture, and market the library.

CAVAL provided project management and support for RMIT's pilot use of LibQUAL+ in 2004, and was engaged to work with them again for a second survey in 2005. CAVAL has actively promoted LibQUAL+ at a number of events and meetings. In 2005 this included a presentation at a seminar in Brisbane organised by QULOC comparing the Rodski and LibQUAL+ tools.

Internal IT support

CAVAL operates an in-house IT help desk to assist CAVAL staff with their use of PCs, servers, network, the internet and telephony. An additional IT staff member was employed for part of 2005 to enable two development projects to be completed—the CAUL online statistics service and a database-driven web system for CAVAL Training. The systems supported include Aleph, the ILMS used for the CARM database and CAVAL Cataloguing Services, with a particular emphasis on multi-lingual cataloguing using Unicode.

Specifications were refined for the CARM Overlap Report (CORE), previously described as the CARM Picking List, following earlier discussions with members and potential members. Two successful pilot reports were run against data from the University of Ballarat and Deakin University in 2005. These pilots will be expanded into a CAVAL service in 2006.

CAVAL staff have presented papers on the use of Unicode in library systems. As a direct result, a public library in New South Wales has contracted CAVAL to provide consultancy and training services.

CAVAL member committees

CARM Centre Advisory Committee

The committee reviewed policy in relation to the Collections and Services Policy Manual as it has in previous years. In particular, the committee continued to work on the CARM Overseas Lending Policy. It established a framework and principles for the handling of overseas interlibrary loan requests and guidelines for service levels for interlibrary loans.

Terms of Reference

The Committee reviewed the CARM Centre Advisory Committee Terms of Reference and made alterations to the document to match current practice.

Collection Development Policy

The CARM committee began considering a possible Collection Development Policy for CARM and will further consider the feasibility and possible shape of a policy in 2006.

In addition to the policy matters, the Committee discussed and made progress on a number of practical issues. These included:

- **CAVAL overlap report**

The idea of a pilot project, approved in concept by the committee in 2004, was successfully trialled with Deakin University and the University of Ballarat. The aim is to enable libraries to compare their holdings with those in CARM to assess the degree of duplication. From this successful trial and subsequent discussion, the various weeding practices at different CARM members and other CAVAL members emerged as an issue which will be further explored in 2006.

- **Space needs survey**

In light of the possible expansion of the CARM storage facility, members were asked to complete a space needs survey of their requirements for the next five to ten years.

- **CARM store loans for undergraduates**

Reports from members indicated a variety of practices and understanding regarding access to the CARM collection by undergraduates via ILL. CAVAL will develop a leaflet about access to CARM materials for distribution through the reference desks of member institutions.

- **Digitisation/collection issues**

The committee considered and decided not to pursue suggestions that CARM might develop a hard-copy collection of journals becoming available in digitised collections such as JSTOR.

- **Closing the CARM catalogue**

The Committee considered and recommended against a proposal to make the CARM catalogue available only to authorised members.



The CARM Centre

CAVAL member committees (continued)

CARM Centre Advisory Committee members in 2005

Gary Hardy (Chair)	Swinburne University
Nicki McLaurin Smith	University of Melbourne
Joan Moncrieff	Deakin University
Janine Epps	Deakin University
Eva Fisch	La Trobe University
Robert Stafford	Monash University
Gehan Aboud/Brian Tyrell	Victoria University
David Groenewegen	University of Ballarat
David Noble/Cathie Jilovsky	CAVAL Collaborative Solutions
Eva Varga (Secretary)	CAVAL Collaborative Solutions

CAVAL Reference Interest Group (CRIG)

The CAVAL Reference Interest Group (CRIG) coordinated activities for library staff who work with students, teachers and academics.

Professional development

CRIG organised two forums and the annual Information Literacy Seminar. Most papers are available on the CAVAL website. All events were well attended and feedback from participants was positive. Events included:

- *Navigating the IP legal maze: copyright and licence issues for e-resources*—a joint presentation by CRIG and the Digital Resources Advisory Group in May. Speakers addressed the relationship between licensing and copyright law, and copyright and licensing issues relating to e-resources.
- *Information/Learning Commons: a model of integrated service*. Speakers from Victoria University and Holmesglen Institute of TAFE discussed their information/learning commons at this event in August. Eight representatives from other CAVAL libraries spoke briefly about their individual library's view and developments towards an information/learning commons.
- *Lifting the Lid: Information Literacy and Academics—Challenging the Assumptions of Librarian*. Keynote speakers at this November event were Sheila Webber and Bill Johnston from the UK.

With financial assistance from CAVAL, international keynote speakers helped make this seminar a very well attended and well presented day, which included a number of interstate attendees. A new format and venue were also successful. In the afternoon, representatives from four CAVAL libraries made presentations. The SCIL working group should be congratulated for their initiative and innovation in putting this seminar together.

COOLCAT

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

Members in 2005

Graeme Oke (Chair)	Victoria University
Daryl Bailey	Australian Catholic University
Sue Henczel	CAVAL Collaborative Solutions
Colin Bates	Deakin University
Jenny Corbin	La Trobe University
Vivienne Bernath	Monash University
Wendy Haszler	RMIT University
Patricia Convery	State Library of Victoria (to February)
Julie Ager	Swinburne University of Technology
Kerry Matheson	University of Ballarat (to August)
Sue McPhan	University of Ballarat (from August)
Peta Humphreys	University of Melbourne

Seminar Committee—Information Literacy Working Party

Peta Humphreys	University of Melbourne (Convener)
Clare Carlson	Deakin University
Lisa Donnelly	La Trobe University
Lucy Cartmel	Monash University (to April)
Valma Datson	RMIT University
Annette Steere	Swinburne University of Technology
John Prentice	Victoria University (to April)



CAVAL member committees (continued)

CAVAL Reciprocal Borrowing Executive

This group co-ordinates the Reciprocal Borrowing Program with all member libraries, exchanging information and ideas about the program's operations. The group continues to promote the program which allows staff and students of participating libraries to freely borrow material from each other. Its activities include:

- . admittance to the program. During 2005, we were approached by a number of libraries, for example at private colleges, wanting to join the scheme;
- . monitoring existing procedures such as standardised enrolment and registration practices;
- . examining proposals from the wider forum for any variations in procedures, for example discussing database access for walk-up members;
- . offering advice and counsel to member libraries on the requirements of the program, for example telephone authorisation registration procedures or updating the contact list;
- . assisting in the resolution of disputes or operational difficulties within the program, which may include listserv discussion or topics raised at the Forum;
- . collecting statistics on program usage;
- . discussion on trends in borrowing and other wider initiatives in practice at member libraries;
- . setting and annually reviewing the minimum debt for invoicing.

The CAVAL Reciprocal Borrowing Executive met three times in 2005 and organised the CAVAL Forum, which is held twice a year. As part of the wider forum, there is discussion on issues such as:

- . NRAMS delinquency database and modifications
- . telephone authorisation trial
- . stationery requirements
- . operators manual
- . new CAVAL card (introduced last year).

Members in 2005

Karen Twelftree	Australian Catholic University
David Black	Deakin University
Lea Beranek	La Trobe University
Ian McGregor	Monash University
Paul Kloppenborg	RMIT
Liz Carter	Swinburne University of Technology
Kerry Matheson	University of Ballarat
Ruth Baxter	University of Melbourne
Angela D'Souza	Victoria University of Technology
Anne Callahan	TAFE libraries
No representative	Special libraries
Cathie Jilovsky	CAVAL Collaborative Solutions
Sonia Chiacchia	CAVAL Collaborative Solutions

CAVAL Risk Management Group

The committee

The CAVAL Risk Management Group raises awareness of disaster response and preservation and the need for co-operation between institutions. The Group promotes CAVAL as a centre of training excellence for preservation, risk minimisation and disaster response management.

The Committee met four times during 2005. Three meetings were held at the CAVAL CARM centre and one at Melbourne University.

The representatives from the member libraries generally attended the meetings or sent a deputy. Although not all institutions were represented at all meetings, all received the Minutes.

Our CAVAL manager is Sue Henczel, ably helped by David Noble while he was with the company, and Eve Cornish. CAVAL does the minutes, agenda, bookings and communications and our CAVAL manager reports to the CEO of CAVAL and, when necessary, the CAVAL Board.

Training

The yearly program included disaster response and basic conservation courses for libraries. During 2005, sessions were broadened to include issues relevant to museums and galleries as well as libraries and archives.

The committee promotes CAVAL as an institution of training excellence and several hundred people have been trained over the past ten years. During 2005, several training sessions were cancelled as a result of trainers not being available, inappropriate timing and reduced enrolments. Late in 2005, members of the committee volunteered to do the training in 2006.

During 2005 our committee members developed a disaster response refresher program suitable for TAFE and university settings and ran a session at Victoria University.

Committee projects

The committee produced a Student Information Package and sent details to all TAFEs and universities in Victoria that have a library course. Our aim is to increase the profile of disaster response in courses these institutions offer. The package is also available on the CAVAL web site.

We produced a generic disaster response plan which will also be available on the CAVAL web site.

Disaster response bins

The committee recommends goods for inclusion in disaster response bins and supports the sale of these bins through CAVAL.



The Risk Management Group's Disaster Response Plan appears on the CAVAL website

CAVAL member committees (continued)

CAVAL web sites

During 2005 we advised CAVAl on its web site so it is kept up to date and relevant.

Support

During 2005, the committee shared information about incidences of disaster, floods, fires, theft and insect infestation. This sharing of information increases our awareness of problems that may arise in our own institutions. We support each other and are a sounding board for problems.

One problem discussed was the incidence of theft in libraries, and the group came up with some good suggestions. We swap and disseminate information and ideas about journal articles, web sites, new products, new initiatives and conferences that may be interesting and useful to our institutions. Information of interest is passed on to committees at the institutions.

Thanks

The committee thanks CAVAl, especially Sue Henczel and Eve Cornish, for their continuing assistance, and Jeavons Baillie, our contracted trainer from New Zealand, who ran many of our training courses. Our thanks also to the committee for their continual work and support.

Representatives of CAVAl member libraries 2005

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

CAVAL Digital Resources Advisory Group

The CAVAL Digital Resources Advisory Group acts as a source of expertise for its members and CAVAL management in the acquisition and licensing of and access to digital resources. The Group is made up of librarians with responsibilities for digital resources and licence negotiation at their respective universities.

In 2005 there were a number of changes to the membership of the Group including the resignation of Christine Maher, formerly of La Trobe University, as Chair and the election of Leticia Medwell of the Australian Catholic University as the new Chair.

The group's activities included:

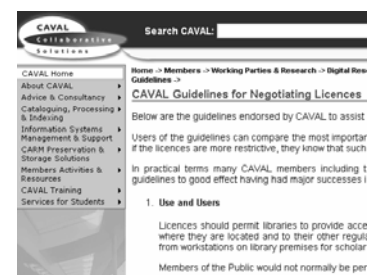
- maintaining a web site which provides access to a range of resources relevant to the Group;
- holding meetings twice a year to give members an opportunity to discuss current issues and innovations and request feedback and advice from colleagues;
- running a joint seminar with CRIG on 13 May entitled *Navigating the IP legal maze: copyright and licence issues for e-resources*. Completed feedback forms showed that this was a very successful seminar;
- liaising with the CAUL Electronic Information Resources Committee (CEIRC) to initiate plans for a vendor forum at the February 2006 meeting of CEIRC datasets co-ordinators;
- investigating the possibility of arranging training in aspects of digital licence negotiation and management for members in 2006.

Members in 2005

Leticia Medwell, Chair	Australian Catholic University
Judy Boyle	Monash University
Tony Davies	Swinburne University
Carmel Grant	University of Ballarat
Dominic Ianello	RMIT University
Christine Maher	La Trobe University
Helen King	La Trobe University
Jen McMeekin	University of Melbourne
Donna Runner	Deakin University
Penny Scott	State Library of Victoria
Brian Tyrell	Victoria University
Cathie Jilovsky	CAVAL Collaborative Solutions

CAVAL Records Managers and Archivists Group

Although this Group continues to provide input to the planning process for the CARM store extension, it operates independently and is not a CAVAL committee.



The Digital Resources Group on the CAVAL website

CAVAL staff

Chief Executive Officer

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

Information Services

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

Training, Cataloguing and Consortia

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

Accountant

Trevor Prabhakaran CPA, CIMA, Registered Tax Agent

Administration

Manager: David Noble B Theol (to July 2005)

Manager: Jaime McCowan BSc(from July 2005)

CARM Centre

Manager: Eva Varga BA (Lib)

Cataloguing

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

Training

Manager: Richard Sayers BA (Hons); Grad Dip (LibSc), MAppSc (Lib & Info Mgt), Cert IV AWT, AFALIA, AIMM, AITD

Administration

Administrative Assistant: Sonia Chiacchia

Information Technology Support

Ben Quinney BIT

Matt Wood BIT (to October 2005)

Services staff

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

Bola Adeoba Dip Sec

Seyi Adeoba

Lubna Butt

Kevin Caddaye

Julie Capetola

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)

Karen Lochhead BA; Grad Dip (Lib)

Wai Ching Lung

Jaime McCowan B.Sc. (to July 2005)

Viet Cam Ngo MA

Ivy Pang BB; MA (Lib); AALIA

Mara Papile BA; Grad Dip Lib; Grad Dip Bus (Municipal Management)

Navita Satchi BA; Grad Dip LibSt

Savarak Satroopras

Suad Sukkar

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

Pramila Tharmaratnam Cert (Lib)

Abigail Tinginis BA

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

Support Services

George Panagiotidis BB (Info Mgt); AALIA

Annalisa Steele

Training

Administration:

Eve Cornish Ass Dip Soc Sci (LIS)

Nicole Sinclair



Sue Henczel
Training, Cataloguing and
Consortia Manager

Professional responsibilities, publications and presentations 2005

Steve O'Connor, Chief Executive Officer

Professional activities

Library Management: international refereed journal
Editor 2003-

Library Hi-Tech
Editorial Board 2000-

Serials: Journal of the UKSG
Editorial Board 2004-

Australian Academic and Research Libraries
Editorial Board 2004-

Professional publications and presentations

Economics of Repository Libraries (2005) 26:1/2 Library Management, 44-49.

Plagiarism in publisher files: Paper delivered at Online Information Conference, Sydney, February, 2005.

Future of consortial involvement: AGLIN Annual Conference, Canberra, July 2005.

New business models for the academic library: Asian Digital Library Conferences, Taipei, Bangkok and Xiamen. November 2005.

Developing and managing Digital Collections: a CAVAL Workshop

Developing new business models for libraries into the future: a CAVAL Workshop.

Consultancies

Evaluation of ICT products for developing and the assessment of e-readiness environments, UNESCO, Vietnam, April, 2005.

Consultancy to review the library operations of the Department of Industry, Tourism and Resources (Commonwealth), May-July 2005.

Facilitating strategic planning processes and outcomes for Box Hill TAFE, December 2005

Sue Henczel, Manager, Training and Consortia Development

Professional activities

Convenor, SLA International Information Exchange Caucus
Past President, SLA Australia and New Zealand Chapter
International Relations Co-Chair, SLA Leadership and Management Division
IFLA Section Standing Committee on Statistics and Evaluation—member

Professional publications and presentations

Information Audit. *Encyclopedia of Library and Information Science* (Online). Marcel Dekker.

Knowledge Management for Information Professionals. Marketing Treasures, Vol.14 (8), August, 2005.

SLA-ANZ Awards, Activities and Accolades. Vic Specials. Vol 22 (3) September 2005.

The Holistic Information Audit: Operational and Strategic Impacts, Online Information Satellite workshop, Sydney, February 2005.

SLA As a Professional Association for Australasian Information Professionals. Information session paper presented at Information Online, Sydney, February 2005.

Marketing Information Services, workshop delivered at the Australasian Libraries in the Emergency Sector (ALIES) Conference, Mt Macedon, March 2005.

Identifying Client Needs Part 1: The Process. SLA Virtual Seminar Series, March 2005.

Identifying Client Needs Part 2: Using The Findings To Shape Information provision. SLA Virtual Seminar Series, March 2005.

Competencies For Information Professionals of the 21st Century. Paper presented at the ALIA Education Reference Group Forum, State Library of New South Wales, Sydney, April 2005.

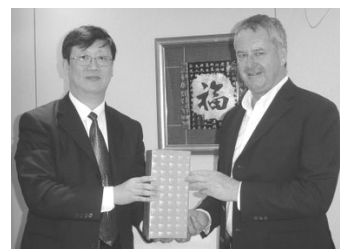
CAVAL's Collaborative Solutions. Paper presented at the SOLINET Annual Members' Meeting, Atlanta, Georgia, USA, May 2005.

The How and Whys of Library Consortia. Workshop conducted for members of the Malaysian Library Association. SLIB 2005 satellite event, Kuala Lumpur, Malaysia, May 2005.

Global Support and Networking for Information Professionals Through SLA. Paper presented at the Australian Government Libraries Information Network (AGLIN) Conference, National Library of Australia, Canberra, July 2005.

Measuring and Evaluating the Library's Contribution to Organisational Success: Developing a Strategic Measurement Model. Keynote address. 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, UK, August 2005. IFLA Satellite Conference. August 2005.

Global Support and Networking for Information Professionals Through SLA. Paper presented at the LIANZA 2005 Conference, Christchurch, New Zealand, September 2005.



Dr Wu Jianzhong, Director of the Shanghai Library, with CAVAL CEO Steve O'Connor, who was a keynote speaker at the Third Shanghai International Library Forum in August.

Professional responsibilities, publications and presentations 2005 (continued)

Cathie Jilovsky, Information Services Manager

Professional activities

Secretary, Victorian Association for Library Automation (VALA)

Member, VALA 2006 Conference Committee

Member, CAUL Statistics Focus Group

Professional publications and presentations

Measuring Value: A comparison of performance quality measures and outcomes identified by Australian and North American libraries. Paper jointly presented with Steve Hiller of the University of Washington, USA, at the 3rd International Evidence Based Librarianship Conference, Brisbane. October 2005.

Library statistics: reflecting yesterday, today and tomorrow. Paper presented at the 6th Northumbria Conference on Performance Measures for Libraries and Information Services, Durham, United Kingdom. August 2005.

Multilingual cataloguing: Practical and technical issues. Paper presented at the IFLA Satellite Conference 'The Multicultural Library: Staff Competence for Success', Stockholm, Sweden. Jointly authored with Andrew Cunningham, State Library of Victoria. August 2005.

Collecting meaningful statistics. Paper presented at ALIES Conference, Mt Macedon, Victoria. March 2005.

Data quality: What is it and does it matter? Paper presented at the Information Online 2005 Conference, Sydney. February 2005.

Consultancies

The Melbourne College of Divinity (MCD) and Librarians of Institutions Associated with the Melbourne College of Divinity (LIAM) engaged CAVAL to undertake a feasibility study and to write a report on the development and establishment of a Union Catalogue.

Richard Sayers, Training Manager

Professional activities

Associate Fellow, Australian Library and Information Association (ALIA)

ALIA Silver Pin

Convenor, Purchasing and Consortia Reference Group

Representative, National Site License Working Group

Member, Australian Institute of Management, Queensland Division

Member, Australian Institute of Training and Development

Professional publications and presentations

Book reviews—Library Management

CAVAL survey targets training needs for 2006, VicSpecials Newsletter, August 2005

Consortium purchasing: maximising digital content procurement by sharing with other libraries: Building Corporate Digital Libraries, Ark Group Asia, Singapore, 23-24 November.

Strategic knowledge transfer in the digital library: Building Corporate Digital Libraries, Ark Group Asia, Singapore, 23-24 November.

Promoting the vision and avoiding the nightmare: lessons in marketing new technology from small and not so small business: 3rd ALIA Top End Symposium, Darwin, 7-8 October.

All for one and one for all: the art and science of building successful special library consortia: LIANZA Conference, Christchurch, 11-14 September.

Developing leadership skills: a CAVAL Workshop

Government information on the web: a CAVAL Workshop

Marketing information services: planning and strategy: a CAVAL Workshop

Searching the Internet: tools and techniques for effective searching: a CAVAL Workshop



Cathie Jilovsky
Information Services Manager

Professional responsibilities, publications and presentations 2005 (continued)

Lamis Sukkar—Services Manager, Cataloguing

Professional publications and presentations

Keynote speaker: Victorian ALIA Library Technician Group—Hot off the Press 2005

The new Libraries Australia Search Interface: a CAVAL Workshop

Libraries Australia Cataloguing Client: a CAVAL Workshop

General Cataloguing Principles and Practices: a CAVAL Workshop

Cataloguing e-Resources: a CAVAL Workshop

Web Resources for Cataloguers: a CAVAL Workshop

WebDewey: a CAVAL Workshop

Cataloguing Serials: Print and Electronic: a CAVAL Workshop

Helen Gourkova—Senior Cataloguer

Libraries Australia Search Interface: a CAVAL Workshop

Libraries Australia Cataloguing Client: a CAVAL Workshop

Cataloguing Serials: Print and Electronic: a CAVAL Workshop

Marc 21: a CAVAL Workshop

OCLC WebDewey: a CAVAL Workshop

George Panagiotidis—Information Systems Specialist

Professional publications and presentations

Presentations at CLIC Practitioners workshop: Macquarie University, Sydney. December 2005.

Libraries Australia Document Delivery basic and advanced Training course: a CAVAL Workshop

Annalisa Steele—Projects and Support

Professional publications and presentations

Turnitin—CAVAL Plagiarism Detection Consortium training: University of New South Wales