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# UNILINC LIMITED

ACN 001 643 367 ABN 41 766 556 766

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[www.unilinc.edu.au](http://www.unilinc.edu.au)

Office hours: 9am - 5pm Monday – Friday

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## MEMBERS OF UNILINC as at 31 December 2013

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Australian College of Applied Psychology	National Portrait Gallery
Australian Catholic University	NSW College of Law
Avondale College of Higher Education	NSW Police Academy
Board of Studies NSW	Raffles College of Design and Commerce
Campion College	SAE Institute
Catholic Institute of Sydney	Southern Cross University
Charles Sturt University	Study Group Australia
Christian Heritage College	Sydney Institute of Traditional Chinese Medicine
JMC Academy	THINK: Education Group
National Art School	Whitehouse Institute of Design
National Gallery of Australia	

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## BOARD OF DIRECTORS 2013

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Prof. I Goulter AM – Chairman	Independent
Mr. J Cameron	Australian Catholic University
Prof. P Drake AM	Independent
Ms K Johnson	Charles Sturt University
Ms F Lawton	Australian Catholic University
Mr. D Leith	Independent
Mr. A Morris	Southern Cross University
Ms J Volker – Deputy Chair	National Gallery of Australia
Ms R Wade	UNILINC Office

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## EXECUTIVE AND PLANNING COMMITTEE 2013

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Prof. I Goulter, Ms. J Volker and Ms R Wade

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## **TECHNICAL COMMITTEE 2013**

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Mr. T Cargnelutti - Convenor (from June)	UNILINC Office
Ms A Schryver - Convenor (to June)	UNILINC Office
Ms R Bahl (from August)	Australian Catholic University
Ms S Donnelly (from May)	Southern Cross University
Ms J Frawley (to October)	Australian Catholic University
Ms H Hyland (from May)	National Gallery of Australia
Ms A Loria (from August)	Charles Sturt University
Ms L Miller (to June)	New South Wales Police
Mr. S Whelan (to June)	Australian Catholic University

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## **UNILINC OFFICE as at 31 December 2013**

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Executive Director & CEO	Rona Wade
Associate Director	Tony Cargnelutti (p/t)
Information Technology Services Manager	Mohammed Moh'd
Library Systems & Implementation Manager	Bronwyn King
Accounts Clerk	Yuli Chan
Web Developer	Clare Decena
Library Support Coordinator	Helen Loosli (p/t)
Library Support Coordinator	Jenny Clarke (p/t)
Library Support	Tanya Holm (p/t)
Network and System Administrator	Ismail Sumrain(p/t)
Authorities Librarian	Teesha Forgas
Consultants (p/t)	Fred Piper, Glenda Henderson
Shelf Ready Services (p/t)	Sue Baglin, Adele Ganschow, Richard Goodwin, Wendy Hazell, Jana Huntley, Magdalene Lai, Wai Fong Leung, Nicole Morgan, Jennifer Watkins

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**Thirty six years of serving Libraries.**

**To provide quality products and services at a lower  
cost than Members can achieve independently.**

**To stimulate and promote cooperative activities  
between Member libraries.**

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## CHAIRMAN'S STATEMENT

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2013 marked an important milestone for UNILINC with the migration of the very successful Primo discovery service to the cloud. Primo was purchased on behalf of Members at the 30<sup>th</sup> anniversary of UNILINC. It is the flagship service for UNILINC providing single search access to many millions of electronic, digital and print scholarly information resources.

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## FINANCES AND AUDIT

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Income in 2013 was \$2,590,425 (\$2,653,429 in 2012) with a surplus of \$30,022 (\$23,359 in 2012). Provision for depreciation was \$62,308. Cash reserves as at 31 December 2013 increased to \$2,238,332 (\$2,055,957 in 2012).

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## BOARD OF DIRECTORS

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The Company held its Thirty Fifth General Meeting on 9 May 2013. At that time Mr John Cameron retired in accordance with Section 28 of the Articles of Association and, and having made himself available, was duly re elected. In accordance with Section 29, Ms Karen Johnson and Mr Allan Morris having been appointed to fill casual vacancies were elected as Directors.

At the following Board meeting, Professor Ian Goulter and Ms Joye Volker were elected Chair and Deputy Chair respectively. The Board met five times during 2013.

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## THE SHARED SYSTEM

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The Shared System, comprising the library management system (Aleph) and the discovery service (Primo) delivers the full range of functionality required for effective library management and information service delivery whilst also facilitating resource sharing between Member libraries.

Primo is an outstanding success with more than 9.7 million searches conducted in 2013, a 22% increase over 2012. In December after 6 months of planning and preparation by the Associate Director Tony Cargnelutti and his team, the Primo service was migrated from UNILINC hardware to the cloud, hosted by Ex Libris. Management, configuration and customisation of Primo remains with UNILINC and the Ex Libris data centre provides a fully secure systems environment with greater systems redundancy than could be achieved locally and 24/7 monitoring.

Aleph continued to support the traditional management and use of print resources but, as is common in all libraries with the increased use of electronic resources, the number of loans conducted on the system decreased by 7% to 572,296 in the year.

Projects completed for Member libraries include integrating formerly disparate libraries of three Member organisations in both Aleph and Primo, developing innovative versions of New Titles lists and virtual bookshelves, creating Primo views for digital repositories, integrating Blackboard with Primo and enhancing how EndNote works with Primo, developing order processes between a major book supplier and Aleph and integrating different RFID systems with Aleph.

UNILINC continued its active participation in the international involvement in the next generation library system, Alma, being developed by Ex Libris. Helen Loosli continued in her role as Deputy Chair of the international Ex Libris user group Alma Product Working Group as did Bronwyn King as deputy chair of the Primo Product Working Party. Jenny Clarke continued her participation in the Alma Data Consultative Committee. In November, UNILINC hosted an information planning day for Members during which the Executive Director (Rona Wade) and senior staff shared their knowledge and insights of Alma and outlined planning for its use within UNILINC to replace Aleph, Verde, SFX and eventually DigiTool.

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## HOSTED SYSTEM PROJECTS

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**SFX linking system:** UNILINC supports twelve Member libraries in their use of ExLibris SFX which provides links to online journal articles and e-books. SFX is an integral part of Primo as it is through SFX that licensed material is made available to authorised students and staff.

**DigiTool Institutional Repository:** Charles Sturt University and the Australian Catholic University use DigiTool through UNILINC as a fully supported integrated research management system and repository which is fully compliant with the requirements of Excellence in Research for Australia (ERA) and Higher Education Research Data Collection (HERDC).

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## OTHER ACTIVITIES AND PROJECTS

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**Consultancy:** UNILINC was contracted to review the technical services operations of the library of the Australian National University. Rona Wade and Glenda Henderson undertook this in May.

**Contract cataloguing:** Clients in 2013 included three State Libraries, major book suppliers and individual public, government and university libraries. UNILINC specialises in cataloguing research and technical publications as well as material in languages other than English (LOTE).

**Training:** In addition to training Members in the use of the UNILINC systems, UNILINC staff also trained library staff from across NSW in the National Library of Australia Document Delivery system. In the first half of the year UNILINC also developed and offered courses in the new cataloguing rules known as Resource Description and Access (RDA) for the library community generally as well as Member Libraries. These courses were very successful and warmly endorsed.

**Discounts:** Members benefited from a range of discounts on books and electronic resources.

**Reciprocal borrowing:** The Reciprocal Borrowing Scheme and Interlibrary Lending Scheme continued to bring benefits to those participating Members.

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## THE OFFICE

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In March the office email system and calendar were migrated to the cloud enabling staff to check their email from anywhere anytime and to better coordinate events and meetings. This was achieved without any disruption and thanks go to Tony Cargnelutti for initiating the move and overseeing its smooth implementation.

Bronwyn King attended the meeting of the Primo Product Working Group held in Oxford in April and Helen Loosli attended the Alma Product Working Group meeting in Athens Georgia USA. Jenny Clarke attended the International Ex Libris User Group meeting in Berlin in September.

Tanya Holmes joined the Library Support team in March, having spent time with UNILINC on work experience during her Masters course in 2011.

In July Annette Schryver left UNILINC to take up a role managing the implementation of Alma at a New South Wales university. Annette had been with UNILINC, and before that CLANN, in various senior capacities since 1984. In 2013 Annette was jointly responsible for developing and designing the very successful RDA courses most of which she also delivered. This was just the most recent significant contribution Annette has made to the organization over 30 years.

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## CONCLUSION

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Moving Primo to the cloud has helped ensure this key service will continue to deliver access to scholarly information resources to researchers and students alike whenever they wish and wherever they are located. Through Primo, scholarly books and journal articles can be consulted using phones and tablets in libraries, learning commons, laboratories, on the bus, at work, anywhere with network access.

Last year I said that the challenge for libraries, and hence UNILINC, is how to ensure quality scholarly material is acquired and made accessible as soon as it is available and that the new cloud based library management systems was conceived with this in mind. At the time it was expected that by the end of 2012, UNILINC would be in a position to make the decision to move to this new system. However, key software components for a consortium such as UNILINC were not available by that time and it was decided review the situation later in 2013. At its meeting in August the Board resolved to proceed with the implementation pending notification from Members regarding patron data in the cloud and the availability of the consortium software.

Last year marked 35 years of successful operation by UNILINC, making it one of the oldest cooperative endeavours in higher education in Australia. This achievement has been without government funding or Member subsidies and has only been possible due to a supportive membership, responsible Directors and committed and skilled staff - all underpinned by prudent financial management and a focus on service, value and innovation.

I thank all Members for their continued support.