



## Our Vision

We are a trusted partner inspiring and driving innovation in the library community.

## About us

CAVAL was created in 1978 to promote cooperation between Victorian academic libraries to benefit its membership. Since then, we have evolved into a relevant and key driver in the global library environment, ever-expanding and diversifying. While members remain the core focus, our quality solutions and services benefit libraries and educational institutions throughout Australia and Aotearoa New Zealand.

## Core Business

We are a member organisation that connects and provides services and collaboration opportunities to our members, the Victorian Universities. We have a large customer base beyond our membership, helping to create long-term sustainability of these services and contributing value to the broader community. Our core services are consolidated into Collaboration, Capability Building and Collection Management. To know more about our strategy 2023+ and the key priorities within the categories, visit **Strategy 2023+** ([caval.edu.au](http://caval.edu.au)).

## Services and Solutions

Our services foster collaboration and engagement among member and non-member institutions, industry partners, and thought leaders. We provide programs that create professional networks and initiatives that promote growth and innovation.



# SHARED INFRASTRUCTURE

## ReShare

ReShare is a cooperative, consortially owned resource-sharing service currently available to our members and the wider academic library community.

### Value Proposition:

- 1. For Institutions:** Access system-agnostic consortial resource sharing scheme, which can operate for the collective benefit of libraries that wish to opt-in to the consortium on a subscription basis. They are offered at a low cost.
- 2. For the Community:** Owned by the community, ReShare establishes the benchmark for connecting library users to the necessary resources and information.

## Storage and Archives

CAVAL operates the CARM (CAVAL Archival and Research Materials) Centre, a specially designed storage facility to provide the most cost-effective, flexible option for collections' duration, management, shelving, and curatorial access.

### Value Proposition:

- 1. For Institutions:** A range of short and long-term lease solutions at a reasonable cost, high quality and low-risk solutions, and storage solutions combined with collection management services enable improved workflow efficiencies, cost benefits and complete project management.
- 2. For the Community:** Preserving the last membership copy of materials with research value.

# COLLECTION MANAGEMENT

## Language Resources

Language Resources' highly skilled, multilingual team sources and catalogues community languages worldwide. The carefully curated collections are customised to local specifications and delivered shelf-ready to libraries across Australia and Aotearoa New Zealand.

### Value Proposition:

- 1. For Institutions:** Globally sourced LOTE material to help you support your community.
  - Access to over 40+ LOTE languages
  - Profiled selection and supply
  - High-quality catalogue records with fully customised shelf-ready service
  - Personalised customer support
  - Competitive fixed pricing
  - Value-adding consultancy services
  - Major supplier to Australian and Aotearoa New Zealand public libraries
  - Working closely with libraries to promote library events and campaigns, promoting literacy, and emphasising the library's role in the community. Refer to the case study: **Love Your Library campaign**
- 2. For the Community:** Keeping users connected to their language by supplying language resources relevant to their interests.



# COLLECTION MANAGEMENT

## Resource Description

Our language and resource description specialists appreciate cultural nuances and catalogue materials in several languages with the utmost sensitivity, professionalism, and expertise. Various materials are catalogued with impeccable attention to detail to meet your organisation's and users' requirements.

### Value Proposition:

- 1. For Institutions:** CAVAL's resource description team uses current standards and their expert knowledge to make the content of your catalogue visible to your users. Users can find the items they want in your catalogue with correct and on-point descriptions.
- 2. For Staff:** By entrusting CAVAL with creating your bibliographic records, your staff will have more time to spend on other aspects of your library service, be it facilitating library programs or serving your users through your local channels.
- 3. For the Community:** Your users can unearth their desired materials and determine if the discovered items suit them through the information included in the catalogue records CAVAL provides.



## CASE STUDY

### Reparative and Retrospective Cataloguing

CAVAL assessed and upgraded over 6,000 records to meet the **University of Melbourne's** standards and timelines. This process has been integrated into the university's cataloguing specifications for CAVAL, resulting in a more inclusive library catalogue and improved discoverability of First Nations materials for our research community. The project has provided CAVAL staff a valuable opportunity to build their practice around culturally appropriate resource descriptions in an area where much work is required.

Refer to the case study: **University of Melbourne**





# CAPABILITY BUILDING

## Multi-stream Expertise and Consultation

Our experienced team offers effective solutions across various disciplines.

### Business Analyst Consultation

CAVAL offers Business Analyst consultation to assist libraries in achieving their goals in cataloguing guidelines and data review.

#### CASE STUDY

We played a pivotal role in the Federation University Research Data Management Project by offering facilitation, guidance, and fostering connections, resulting in successful outcomes that aligned with the requirements of the ARDC Institutional Underpinnings project. CAVAL effectively executed all agreed tasks and objectives, demonstrating a commitment to the project's success. Refer to the case study: **Federation University**

#### Value Proposition:

- 1. For Institutions:** The business and functional analyst gap is filled at an affordable cost, saving time and resources spent on recruitment.  
Achieve staff development, professional documentation for future use along with out of the box thinking.
- 2. For Staff:** Learning opportunity, skill gap addressed with time saved, fosters cooperation and collaboration, get a fresh perspective and a more structured approach to solution implementation.



## CAPABILITY BUILDING

### Professional Development and Networking

Tailor-made programs, conferences, webinars, communities of practice, and other capability-building activities curated and presented by our interest groups.

#### Value Proposition:

- 1. For Institutions:** Identify staff development skills and gaps. Develop strategies and/or initiatives to meet the gaps—innovative development and support to 'fit the future' of libraries.
- 2. For Staff:** Learning and networking opportunities throughout the year in various modes. A forum for discussing and sharing ideas, fostering cooperation and collaboration.
- 3. For Communities:** Enables you to improve your services for your communities' benefit continuously.

#### Who Should Attend?

If you are a GLAMR (Galleries, Libraries, Archives, Museums, Records) or Higher Education professional looking to enhance knowledge and skills, foster collaboration and partnerships, and contribute to your professional growth, these events are for you.

#### Highlights from Attendees:

*"It was useful to hear from presenters from a range of roles, and the conference provides a good opportunity for people at all levels of an organisation to present."*

*"The whole event was incredibly well organised, and the library staff were incredibly generous with their time, sharing many great examples and stories to ensure the event was a fantastic learning experience for fellow librarians."*



## CAPABILITY BUILDING

### CAVAL Cross-Institutional Library Mentoring Program

A tailor-made, fully facilitated mentoring program connecting mentors and mentees from various institutions to benefit individuals and their organisations.

#### Value Proposition:

- 1. For Staff:** Unique opportunity to form a professional relationship with an individual at another institution for mutual benefit. The exchange benefits both the mentor and mentee in furthering their careers and extending their leadership abilities while growing professional networks.
- 2. For Institutions:** Valuable opportunity to develop aspirational professional library staff to meet your organisation's needs. The curated networking events allow for exchanging ideas and knowledge and inspire and motivate your team.

#### Who Should Participate (Eligibility) and Brief Structure:

The program is open to organisations across Australia's library and information sector, with previous programs matching staff from academic and public libraries. Participating institutions are expected to participate with an equal number of mentors and mentees. Participation also allows your institution to be part of the group coordinating the program.



## Who Should Participate (Eligibility) and Brief Structure:

The CAVAL Cross-Institutional Library Mentoring Program is a 7-month, medium-intensity capability-building opportunity for your staff at all stages of their careers. The structure is as follows:

- Application through an expression of interest (EOI)
- EOI review and mentor-mentee matching
- Participant induction
- Networking events
- Mentor-mentee meetings

### Highlights:

*"The CAVAL mentoring program is a valuable and individual opportunity for growth. The mentor I was matched with was perfect for my needs. I could learn from their work experiences, and they could provide me with ideas to try in my role to allow me to reach my potential as a Manager. The program is a gift by our organisation to give us that time for specific professional development and a gift by the mentor who provides their time and expertise during our meetings."* – **2021 Mentee**

*"Very rewarding in sharing knowledge and thinking about how to transfer my knowledge in a new context."* – **2021 Mentor**

*"Valuable as one of the few PD and networking opportunities on offer in these funding-limited days. Structured PD that is organised and well run is so worthwhile, and this program is those things."* – **2022 Mentor**





## Subscription Model

We put our members and communities first in everything we do. To ensure our sustainability and ability to serve our communities, we also provide a variety of service packages for you to choose from and enjoy the benefits of joining the CAVAL community.

Rather than a one-time fee, you can subscribe to a service and pay a recurring fee for access. The frequency of payment, whether monthly or yearly, depends on the specific service workflow. Your CAVAL contact will assist you throughout the process and make it easy.

For example, by selecting our capability-building package, or any specific components within it, you can access and benefit from our professional development (PD) offerings through a convenient subscription.

## Grants and Fundings

As a charity, we are confident in providing sustainable and valuable support. We welcome external funding, grants, and programs that can contribute to our services and benefit the broader library community.

Through membership fees, our funding comes from member organisations, the Victorian Universities. We also have a customer base outside our members who use and benefit from our services and collaboration opportunities.

# CAVAL MANAGEMENT AND LEADERSHIP

Feel free to contact our team if you have any questions:

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## #LoveYourLibrary

*Love Your Library in Your Language* was an initiative of PLV's Multicultural Services and Programs Special Interest Group and CAVAL. The campaign aimed to encourage library patrons from culturally and linguistically diverse (CALD) backgrounds to participate by writing a message of love to their library in their preferred language during the **Cultural Diversity Week 11-21 March and Harmony Week 20-26 March 2023**.

Celebrating *cultural diversity*

and *harmony* within our communities



CAVAL created vibrant postcards that provided a space for a handwritten message. About 300 Victorians wrote on postcards in over 26 languages to show their love for their local public library and the postcards were showcased digitally and physically, wherever possible. The campaign **#loveyourlibrary** created a lot of buzz on social media as libraries shared photos of completed postcards.


Messages were written in languages including Afrikaans, Arabic, Chinese, Cook Islands Maori, Dinka, Dutch, French, German, Greek, Gujarati, Hindi, Indonesian, Italian, Japanese, Korean, Polish, Punjabi, Russian, Somali, Spanish, Swahili, Swedish, Tamil, Thai, Urdu and Vietnamese. CAVAL's language experts translated the postcards into English to bring out the importance of libraries for Victoria's multicultural communities as part of advocacy to the government.

CAVAL, a strong advocate for our libraries and as a LOTE [Languages Other Than English] and a shelf-ready services supplier for most public libraries in Victoria, collaborated with PLV for this statewide campaign, reinforcing the value of libraries in everyone's life.


# #LoveYourLibrary

Show the **love** to your library (in your own language):

Ons is baie lief vir lees  
en is so dankbaar vir  
hierdie pragtige  
biblioteek.




Public Libraries  
Victoria




Cultural  
Diversity  
Week 2023

Show the **love** to your library (in your own language):

ଆଜିକି ଆମେ ଯାହା  
ଆମେ ପଢ଼ିବା ତାହା  
ଆମେ ପଢ଼ିବା ତାହା  
ଆମେ ପଢ଼ିବା ତାହା  
ଆମେ ପଢ଼ିବା ତାହା




Public Libraries  
Victoria




Cultural  
Diversity  
Week 2023

Show the **love** to your library (in your own language):

अपना लेज बनाने रखने के लिए  
जिस तरह तलवार को पकड़  
चाहिए उसी प्रकार किताब  
को किताने / पुरस्के  
चाहिए।  
कल्पना (Kalpana)




Public Libraries  
Victoria




Cultural  
Diversity  
Week 2023

Show the **love** to your library (in your own language):

Ben Craigibnon kulpamay  
Çok Sesiz Çok Sesiz  
Ve Sakin Keşke Ben  
Her Gün Buraya Gelsem  
Çok Mutlu Olurum  
Teşekkür ederim  
Burayı yakınız için  
OSMAN




Public Libraries  
Victoria




Cultural  
Diversity  
Week 2023

Show the **love** to your library (in your own language):

ଝିଲି ଝିଲି ଝିଲି  
ଝିଲି ଝିଲି ଝିଲି  
ଝିଲି ଝିଲି ଝିଲି  
ଝିଲି ଝିଲି ଝିଲି




Public Libraries  
Victoria




Cultural  
Diversity  
Week 2023

Show the **love** to your library (in your own language):

पुस्तकालय ने हमारी  
जीवन में नई पहचान एवं  
नई आशाओं को आरंभ  
किया है।  
कल्पना (Kalpana)



Public Libraries  
Victoria



Cultural  
Diversity  
Week 2023

## The University of Melbourne's Culturally Aware Metadata Project

*The University of Melbourne regards CAVAL as a trusted cataloguing provider; therefore, engaging them in our Culturally Aware Metadata project for First Nations materials was an obvious step. This involved the retrospective review of catalogue records, ensuring metadata was culturally sensitive and inclusive, and applying AIATSIS AUSTLANG and Pathways terms. We provided training and support to CAVAL cataloguers, leading to shared learning between our cataloguing teams. We are incredibly pleased with the outcome, with 6,000+ records individually assessed and upgraded by CAVAL to our standards and to set timelines. This process is now incorporated into all our CAVAL cataloguing specifications. As a result, our library catalogue is more inclusive, and First Nations materials are more discoverable to our research community.*

**Michelle Rusiniak**

Manager, Metadata & Resource Sharing Collection Access & Development Student & Scholarly Services

### Challenge

The University of Melbourne Library required a retrospective audit and clean-up of bibliographic records in their catalogue to ensure they met present day expectations for culturally aware library metadata.



## Objective

The library team at the University had identified a subset of records for the project, as well as undertaking local consultation with their First Nations stakeholders, and identified several remediation actions that would primarily address the following objectives:

- The identification and remediation of any outdated and/or potentially harmful language that might be present in the records.
- The need to improve the overall visibility, findability and aggregation of materials relating to aspects of First Nations Peoples.
- The requirement that additional context was desirable to improve users' ability to evaluate materials' usefulness and suitability to their needs, mainly where materials contained First Nations linguistic content or were created by or in collaboration with First Nations individuals or organisations.

Records identified as being of particular concern were those which contained subject matter that was:

- related to Australian Indigenous Peoples and cultures
- in or about Australian Indigenous languages
- based on Australian Indigenous knowledge
- created by Australian Indigenous Peoples, or
- published by Australian Indigenous publishers

## Process

CAVAL cataloguers reviewed over 6000 records in the UniMelb catalogue, remediating records as required according to the following criteria:

1. Records were checked for unacceptable terminology and appropriate capitalisation of proper nouns
2. Name headings for First Nations contributors; as well as AIATSIS AUSTLANG and Pathways headings for subjects, names, peoples, and languages, were added to records as applicable to support aggregation of related materials
3. Confirmed the presence of a Scope and Contents note, adding and/or upgrading as required
4. Checked for public notes relating to First Nations language content and/or creators as applicable and added as required
5. Reviewed for the presence of codified fields relating to linguistic content and added as required to support machine aggregation
6. Project codes added to all amended records to support subsequent project evaluation
7. As cataloguers needed to have the item in hand to review, in some cases, external sources were required to confirm details. These included, but were not limited to:
  - Libraries Australia (via Sierra Remote search on *UNIMELB Libraries Australia*)
  - AIATSIS MURA catalogue
  - Publisher websites, author/artist websites, Google Books, or other reliable online resources

## Outcome

CAVAL assessed and upgraded over 6,000 records to meet the University of Melbourne's standards and timelines. This process has been integrated into the university's cataloguing specifications for CAVAL, resulting in a more inclusive library catalogue and improved discoverability of First Nations materials for our research community. The project has provided CAVAL staff a valuable opportunity to build their practice around culturally appropriate resource descriptions in an area where much work is required.



## **Federation University Research Data Management Project**

*In 2022, Federation University Library contracted CAVAL to review the University's RDM (Research Data Management) practices focusing on sustainability and cultural change. CAVAL organised a review and consultation process with Emily Pyers, Business Analyst (Metadata and Repositories) expert, who led the project under the guidance of an advisory team of CAVAL and University stakeholders. The review delivered valuable insights, a plan for development and input to the ARDC Institutional Underpinnings research into RDM practices supporting our enhancement of RDM practices.*

**Janette Wright**

Director, University Library, Federation University Australia

### **Objective**

To identify and evaluate current University practices, resources and infrastructure related to research data management and deliver a plan to implement, achieve and monitor sustainable best practice RDM (Research Data Management) at Federation University Library, specifically focusing on responding to the Culture Change Element of the ARDC (Australian Research Data Commons) Institutional Underpinnings Framework.

### **Process**

Federation University contracted with CAVAL in May 2022 to support the delivery of the ARDC Institutional Underpinnings project. Project objectives and timelines were established in early meetings with key Library stakeholders, and a project proposal was put forward by CAVAL and agreed to by the Federation University Library.

## Agreed-upon Project Deliverables Included:

- A formal literature review of relevant research-based literature and documented external practice published post-2000 to identify specific trends and accepted best practices about Research Data Management locally and internationally.
- A University-wide, cross-disciplinary scan and evaluation of the current state of Research Data Management practices, policies, resources, and infrastructure at Federation University
- Design and delivery of a research plan and methodological components to support a qualitative research piece evaluating researcher attitudes to Research Data Management at Federation University
- Identification of a desired 'Target State' for Research Data Management at Federation University, based on the outcomes of the preceding deliverables, with recommendations regarding how to implement the necessary practical and cultural change required to deliver sustainable best practice Research Data Management

On-site consultations with key University and Library stakeholders and other project activities were delivered by CAVAL's business analyst, Emily Pyers, under the oversight of the CAVAL executive team and with high-level support from Federation University Librarian Janette Wright, and Kay Steel, Manager of Research and Strategic Projects (Library). A Steering Committee was established to maintain open communication throughout the project and provide a natural escalation point where obstacles and hurdles could be addressed collaboratively.

## Outcome

A summary of the current state, international best practices and recommended actions were provided to the Federation University Library alongside the literature review outcomes, research plan and methodological components.

The recommendations provided were subsequently presented to University Leadership, and the library has commenced actioning them.

CAVAL was uniquely placed to provide facilitation, guidance, connection, and outcomes to meet the ARDC Institutional Underpinnings project requirements.