

Trove Collaborative Services webinar

Trove Partners Resource Sharing network review

21 April 2026

Transcript

0:00

Yuma, and thank you.

0:01

It's lovely to see so many of you joining us for today's Trove Partners Resource Sharing network review information session.

0:09

My name is Candice Cappe and I work in Trove Partnerships for Trove Collaborative services.

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Before we could begin today, a note that today's session is being recorded and will be made available in the Partner Learning Hub following the session.

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Today's session will run slightly differently to our regular webinars.

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The session will be information only, so there will be no live Q&A at the end.

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However, we will be holding a dedicated Q&A session next week where there will be an opportunity to have your questions answered.

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As we begin, I'd like to acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation.

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We acknowledge the Traditional custodians of the land and pay our respects to ancestors and Elders past and present.

1:00

For us where we are situated in Canberra, that is the Ngunnawal and the Ngambri people.

1:06

We are committed to honouring Australian Aboriginal and Torres Strait Islander people's unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

1:21

I would also like to extend my respects to any Australian Aboriginal or Torres Strait Islanders people who are joining us today.

1:32

Today we will be introducing you to a proposed model to refine the Trove Partners Resource Sharing Networks, or TPRS, to support your resource sharing transactions going forward.

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In today's session, I will discuss the resource sharing network review and your feedback, the review process that we took, the proposed model, and the timeline for implementation, including the next step.

2:01

As I mentioned at the start, today's session is an information only webinar.

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To assist us in collating your responses, we ask you to please submit your network review questions via a dedicated form.

2:15

You can access the form by scanning the QR code on this screen right now, or you can follow the link in the chat window.

2:24

We will also send this link through to you in a follow up email tomorrow.

2:28

The form will be available from today until close of business on Friday the 24th of April.

2:36

Following today's session, we invite you to discuss the model with your teams, consider how it will work for your library, and submit any questions you have via this dedicated form.

2:49

If you have other TPRS questions, please continue to contact us via our usual Trove Partner Support Form or the Trove Partners Resource Sharing Enquiry and Update forms.

3:03

We invite you to come along to our dedicated webinar at the same time next Tuesday to have your pre submitted questions answered.

3:11

More information will be provided at the end of the webinar along with a repeat of these links if you miss them.

3:20

For those of you who may be joining us on this topic today for the first time, I'd like to talk now about the TPRS service.

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Both Partners Resource Sharing or TPRS, is a national service that supports accessible and equitable borrowing and lending between organisations.

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It is just one of many services available to libraries to support their resource sharing needs.

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The TPRS service aligns with the principles outlined in the Interlibrary Resource Sharing or IRS Code, together with the best practise guidelines.

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It is designed to facilitate a multi faceted approach to resource sharing based on reciprocity, cooperation and fairness between libraries.

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The service also upholds the moral and intellectual rights of creators and publishers, as well as complying with the legal and contractual obligations of resource sharing.

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TPRS was implemented in May 2025 and was fully operational in August 2025.

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The release of TPRS for Trove Partners introduced A reciprocal service with dedicated networks, which we'll explore further in our next segment.

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And it also offered automatic load balancing features to distribute requests equitably between partners.

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The networks feature what simply is a philtre.

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It automatically sends ill requests to an organisation networks one at a time in the organisation pre preferred order.

5:06

In addition, TPRS utilises load balancing to ensure equitable distribution of requests across the borrowing and lending community.

5:19

This diagram shows how a request travels through the networks 1 by 1 until an organisation accepts to fill the request.

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The current model has 42 networks which preference allocation of requests in the reciprocal and pay for peer pools depending on a library's registration for the service.

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The reciprocal rotor works through your preference networks 1 by 1 until a library accepts the supply or the request reaches the end of rotor.

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A pay for peer rotor moves through your preference networks 1 by 1 and then opens to all additional participating libraries not included in your networks once network preferences have been exhausted.

6:11

When the TPRS service was implemented, in addition to standard system performance monitoring, we made sure to monitor system usage during and after implementation.

6:25

We analysed activity and monitored how the system was performing.

6:30

We also kept a close eye on our communication channels to hear your experience using the service between November 2025 and February 2026.

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Following our request for feedback on the new service, 41 TPRS registered partners, or 12% of organisations participating in TPRS, reached out to us with their feedback.

6:59

I would now like to talk about the network review process and its findings in more detail.

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The review process included three parts.

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One, analysis of system data to analyse how partners are using the service, 2 Consolidation of partner feedback from various communication channels and three, stakeholder consultation with representatives from 13 partner institutions from across different sectors and locations.

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Consultation also included meeting with representatives from consortia members including Queensland Public Libraries ACT, Government Libraries and Public Libraries Vic.

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Through our data analysis, feedback received and consultation with partners, we found some of the

network related issues to be that there was an overabundance of networks for partners to choose from, adding to the administration and decision making overheads and through our analysis we found this overabundance appeared to be affecting the timeliness of request fulfilment.

8:17

We also found that network names did not match who was participating.

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For example, several networks dedicated to a state had many members participating who were located outside of that state.

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This caused confusion around why requests were being received by partners in other states.

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Feedback also told us that there were increased costs of supply due to requests being filled by Trove partners outside the state when the item was potentially available locally.

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We also received several ideas on how to make the system work better for you, such as functionality to renew loans or did self suspend when your resource sharing service is not available.

9:04

I'd like to thank again all the people who reached out independently or who responded to our request for feedback about networks.

9:14

We appreciated your thoughtful responses, which contributed to the development of the Refined Network model.

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APRS is an evolving service, and we are committed to continually improving the service over time.

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We are working with our vendor to develop an enhancement schedule, and we are aiming to share more information about this work in the months ahead.

9:42

Based on our review findings, the following proposed changes were recommended for the networks.

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Reduce the number of networks from 4215 with a focus on geographical location and library specialty.

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This would mean less networks for the rotor to move through, beating up the process across the board for everyone.

10:08

Introduce partition participation criteria for each network.

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This means that partners would be allocated to networks based on the criteria of geographic location and their specialist category, IE public libraries, more or health or others, alongside a national network for broadest resource access.

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Continue to allow partners to choose network priority order.

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This means that you can choose the order in which the rota searches the geographical and specialty networks with the national network as the final network option.

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And lastly, operate the pay for peer network as a single national network with all request allocations prioritised based on load balancing.

11:04

Together, these changes are targeted to streamline the system, the port, faster supply and reduce postage costs for reciprocal transactions.

11:16

Changes are designed to strengthen parameters for partners participating in reciprocal networks to support no cost borrowing and lending activities within determined networks, while continuing to support pay for peer transactions that are distributed through the system's automatic load balancing function.

11:39

In this table, you can see the new proposed networks.

11:44

In the new model for the reciprocal pool, there are three available categories of networks dependent on geographic location, library, specialty or sector and national.

11:58

Following the model, KPRS participating organisations will be automatically allocated to networks based on their geographic location and their specialty.

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To explain the criteria for the networks, I will now talk about each one of the categories and who is included in a little more detail.

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The geographic reciprocal network for, say, Victoria includes all TPRS registered partners who are located in Victoria.

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This includes public libraries, universities, health libraries, etcetera.

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Any participating library who is located in Victoria and has elected for reciprocal participation is allocated to this network.

12:52

Moving to the recip, the specialty network category.

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This operates on a similar principle, except the parameters for this network are based on specialty or factor rather than geographic location.

13:08

For example, the National Public Library specialty Network will include all public libraries who have elected to participate in reciprocal borrowing, no matter where in Australia they are located.

13:23

The refined network model for reciprocal requests is designed to gradually expand, starting local broadening to sector or specialty and then branching out to a whole of Australia through the national networks.

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The refined network model for reciprocal requests is.

13:43

This is.

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In the new model, partners will be allocated to the geographic and specialty networks based on the type of library and their location.

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If the organisation is participating in the reciprocal pool, they will also be allocated to the national reciprocal network.

14:04

From the allocated networks you can then select how your networks are prioritised.

14:10

Just if you do now you may want your specialty network to be checked 1st and geographic second.

14:16

As an example, if an organisation elects to participate in the pay for peer pool as well as the reciprocal pool, then they will be added to the pay for peer national network.

14:31

If an organisation is only operating in the pay for peer pool then they will only have one network preference, the pay for peer national network.

14:43

I note here that the pay for peer national network is one network which includes all organisations who have opted to participate in the pay for peer pool.

14:58

Explain how the model will work in practise.

15:01

I've put together 3 scenarios to demonstrate.

15:06

The first example is a Victorian university library.

15:11

This library would be automatically allocated to the Victoria Geographic Network and the National Academic and Research Library Network.

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They would then choose their preferences to be either Geographic First, Specialty Second, or specialty first, geographic 2nd, and their third preference would be national.

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In this example, the library has also elected to be in the Pay for Peer network, but they would participate in both the reciprocal national and the Pay for Peer national networks.

15:49

The highlights show the networks that the library is participating in.

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If this library selects its preferences to be speciality first, followed by geographical and national, the writer would first look at National Academic and Research, followed by Victoria and finally Reciprocal National before moving on to the Pay for Peer National network, noting that requests can also be commenced in the National Pay for Peer network if needed.

16:24

The next example, those are networks for a NSW Public Library.

16:31

You can see that this library has been allocated to NSW for the geographic network and National Public for the specialty.

16:41

This library has elected to be in the pay for peer.

16:45

Sorry, this library has not elected to be in the pay for peer service.

16:49

However, they can access national collections through the Reciprocal National Service.

16:57

But this library's preferences, they have selected geographic first, followed by specialty and then the rotor will move to the national network.

17:07

Third, in this instance the rotor would first look at NSW geographical.

17:14

So that's all libraries who have elected to be, who are located in New South Wales and have elected to be in the reciprocal hall.

17:25

And then the voter will move to the national public, all national public libraries who are based across Australia who have elected to be in the reciprocal poll as their speciality before moving on to the national network.

17:42

Our final example is the Queensland Health Library.

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Here you can see the library has been allocated to Queensland for their geographic location and National Health for the specialty.

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In this example the library is participating in the National Pay for Peer Pool.

18:02

Also, if this library selects their preferences to be specialty first with geographic as their second preference, the rotor would first look at National Health, then QLD before moving on to the National.

18:18

Reciprocal requests can also be started in pay for peer or progress to pay for peer once reciprocal options have been exhausted.

18:33

I would now like to talk to you about how the changes will be implemented in the months ahead and note key dates.

18:43

Tomorrow you will receive an email with information outlining the proposed changes to the networks.

18:51

We encourage you to discuss the proposed changes with your teams and consider how you would interoperate with the model.

19:00

We ask you to send us your questions by the dedicated TPRS Network Review form.

19:07

The form will be available until COB close the business Friday the 24th of April.

19:14

After this time, you can continue to use Trove Partner Support for ongoing contact.

19:22

As mentioned earlier, we will be holding a dedicated CPRS Networks Review Q&A webinar on Tuesday the 28th of April at 12:00 PM the same time next week.

19:36

We encourage you to please register for this session or you can watch the recording in the Partner Learn Hub.

19:43

At the end of April we will be reaching out to your organisational TPRS contact and primary contacts to ask you to select your network preferences.

19:56

Next week we will.

19:59

There is some flexibility to networks based on unique legislative requirements that exist for some partners.

20:07

If you have questions or concerns.

20:09

Please reply to the email once received and we can discuss your unique situation and available options.

20:18

We ask you to please submit your preference order for Geographical and specialty networks by 15th of May this year to ensure that we have your preferences set up in the system for when we go live with the new model.

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We are working to have the new networks established and implemented from the 1st of July to align with the new financial year.

20:45

This brings us to the end of today's information session.

20:51

Thank you for joining us today.

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As mentioned, tomorrow you will receive an email outlining the proposed model and providing details of the timeline.

21:03

We will also include a link to the recording of today's webinar which will be able which will be available in the Partner Learning Hub.

21:13

Please continue to send your TPRS questions on the network review and proposed model using the dedicated form.

21:21

If you have other TPRS questions, we ask that you please contact us via our usual Trove Partner support channels.

21:31

Please also register for next week's TPRS Network Review Q&A session, when we will provide answers to submitted questions and there will be an opportunity for live Q&A.

21:44

The session will be recorded, so if you're not able to join us on the day, you can watch it later in the Partner Learning Hub.

21:54

Thank you again for your time today and we hope to see you at the same time next week.

22:01

Enjoy the rest of your day, goodbye.