

Trove Collaborative Services webinar

Trove Partners Resource Sharing network review Q&A

28 April 2026

Transcript

0:00

Yuma, and thank you.

0:02

It's lovely to see so many of you tuning in again this week for today's Trove Partners Resource Sharing Networks review Q&A session.

0:10

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

0:16

A note that today's session is being recorded and will be made available in the Trove Partner Learning Hub following the session.

0:24

The Q&A chat window is open today, so if a question occurs to you during the session, please use the Q&A window and we can respond to your questions at the end.

0:36

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

0:44

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

0:52

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

0:58

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

1:11

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

1:19

Welcome.

1:22

Let's get started.

1:23

So thank you to all organisations who reached out to us with their questions, feedback and suggest suggested system enhancements.

1:32

In the past week we have really appreciated your questions and suggestions and I think we heard from about 60 different organisations since we had our webinar with you last Tuesday.

1:45

In today's session I am planning to address some of the questions that have been received in relation to the new network model and how this will operate more generally.

1:55

We received some questions related to specific business models of some organisations and we'll be reaching out to some partners directly to address these on to one on one meeting.

2:07

So if you do not have your question answered directly here today, then we may be reaching out to you in the next couple of weeks.

2:15

Of course, you can always reach out to us as well by our Trove Partner support channel.

2:21

We also received responses with suggestions for future enhancements.

2:26

Note that we will not be addressing these directly today as the focus for this session is for the network review model.

2:33

However, as mentioned last week, we are committed to the continuous improvement of the service and we're currently working on the enhancement pipeline to build core functionality and enhance the service design.

2:46

This is a priority for us and we are working with our vendor in this space and we look forward to telling you more about this in the months ahead.

2:56

PPRS is an evolving service.

2:58

We are committed to ongoing review of the service and implementation of service enhancements to improve the experience for our partners.

3:07

This process will be iterative and your ongoing feedback is an important part of the ongoing improvement of the service.

3:15

But keep talking to us and reaching out to us IN202526.

3:21

Our focus for the TPRS servers is embedding and refining the new servers.

3:27

This includes 4 key focus areas, the network review, attention to immediate system errors and issues, partner training for the new service and development of the enhancement pipeline.

3:42

The network review, which I'm speaking about today was specifically focused on just that, the network review, review of the networks.

3:53

As I mentioned at last week's webinar, during the call for feedback between November 2025 and March 2026, we also received a number of suggestions for system improvements that partners would like to see.

4:08

These suggestions have been recorded and are assessed for future enhancements.

4:13

We're working with our vendor on the enhancement pipeline and we're planning to share more information about this in the months ahead.

4:22

We know this is an area of interest to you and we appreciate your patience while we work with the vendor to confirm the timeline and feasibility of our system priorities.

4:34

Thank you to the people who responded positively to the introduced changes in the new networks model.

4:41

We hope this change goes some way to addressing the issues raised in relation to networks and their operation, particularly in relation to tightening criteria for who is participating in each network, the postage costs and the delivery time frames.

4:58

We are aware that some organisations have unique business needs or may have branches across multiple states.

5:06

We will be reaching out to these libraries in the coming weeks to discuss available options for you.

5:15

Before I move on to the specific network operation questions, I'm going to speak generally about the networks and the criteria for participation as we received a number of questions on the network allocation and general operation.

5:32

A new model has streamlined the networks and reduces the number of networks from 42 to 15.

5:41

You can see them on the screen here.

5:43

The networks are grouped by geographical location or the state in which the organisation is situated, and this is together with the speciality or sector of that library.

5:57

In addition, there are two national networks, one for reciprocal participants and one for those who are operating in the pay for peer pool.

6:08

The geographic or state based networks include all participating libraries in that state, no matter what their speciality or sector.

6:19

This means in the Victoria Geographical Network, all libraries situated in Victoria operating in the reciprocal pool will be included.

6:30

Public libraries, universities, government and law libraries, the list goes on.

6:37

In the speciality pool, the network will include all of the participating libraries who are categorised in the network in that network from across Australia, no matter which state they are located in.

6:52

We will provide access to a partner directory and network summary to show which libraries are participating in which networks, including which libraries are suspended, just as we do now.

7:05

So you will be able to refer to this list as you undertake your work in the reciprocal pool.

7:12

In addition to the geographical and speciality networks, you will also be allocated to the national reciprocal network to provide you with the broadest reach for resource sharing items.

7:25

The pay for peer pool has been simplified to only include one national network in the new model.

7:34

For the reciprocal pool, you will be allocated to a network based on your geographical location and library speciality, and you'll also be allocated to the reciprocal national pool.

7:47

Let's have a look at a scenario.

7:49

This means for a reciprocal participant based in Queensland and operating in the Public Library sector, the library will be allocated to the Queensland network for Geographical, National Public for their speciality and then National Reciprocal as the libraries operating in the reciprocal pool.

8:11

If the library is also operating in the Pay for Peer pool then it will be allocated to the Pay for Peer National network.

8:20

You will be able to choose which order the rotor moves through the geographical and speciality networks and the national reciprocal will be your third network.

8:31

You can then send the rotor on through the pay for peer national network if you're participating in this pool, just as you do now.

8:40

When you make a request, the rotor looks at your network preferences and applies automated load balancing to send your request to participating organisations.

8:53

Selection of where the request goes is based on system load balancing.

8:58

Selection of individual organisations to override the rotor and directly send your request is not supported in the TPRS system.

9:08

It's all dependent on the load balancing.

9:15

So after that review of the current the new model, I'd now like to go to the questions that we have received over the last week.

9:26

I'll first go through the questions we've received and time permitting, we can take your questions at the end.

9:33

I have also have a team behind the scenes with us today who may answer your specific questions as they relate to your organisation.

9:42

If you have a question, please use the Q&A window so we can respond to these.

9:48

The questions have been grouped according to nominating your preferences, borrowing and and lending through Networks, Pay for peer and the TPRS service.

10:02

For specific questions regarding your organisation, we encourage you to please reach out to us by a Trove Partner support and we can discuss your individual circumstances with you.

10:15

But let's start looking at the questions though nominating your preferences.

10:22

Can we participate in more than one network in the speciality stream?

10:26

And we had a few people asking this question.

10:29

In the new model, you are automatically allocated to one network in each of the streams according to your geographic location and your library speciality.

10:41

If you have multiple specialities in your holdings, please reach out to Trove Partner Support and we can discuss options with you.

10:49

Keep in mind that by being in the national reciprocal network, you are able to lend and borrow with

all specialty libraries and that's a great benefit of this new model because you will eventually have access to all of the libraries through the national stream.

11:10

Are all institutions in the reciprocal tier required to participate in the national network?

11:16

In short, yes.

11:18

The new network model is designed to start local, expand to the speciality and extend to national for broadest access to resources.

11:28

The best access the resources.

11:31

All organisations participating in the reciprocal pool will be allocated to the Reciprocal National network.

11:39

Requests will be prioritised by your state and specialty networks 1st and will only move to national if they are not possible to fill in these networks.

11:51

If you have concerns about your participation in the national network, we request that you reach out via Trove Partner Support to discuss available options.

12:03

Is the geographical network automatically assigned based on our NUC?

12:10

The geographical network is automatically based on your organisation.

12:14

So in short, yes.

12:19

Let's move to our next lot of questions.

12:22

Once we make a selection for a network, is there an option to change our network if it isn't working?

12:28

Your networks will be based on your organisation, geographic location and speciality, but you may wish to prioritise which network is checked first as your change needs.

12:41

Remember that if resources are not available via state or speciality, the rotor will move directly to the national network for the broadest reach.

12:52

Can we prioritise the national network first?

12:55

The new model prioritises geographical and speciality preferences ahead of moving to the national network.

13:03

This is in keeping with the rationale for partners to gain resources from their closest participating library in the first instance to reduce postage costs.

13:13

If there are no organisations in the geographical or specialty network who have the resource, then the rotor will quickly move to the national network for broadest access.

13:26

Will we be able to see the networks that another library is in?

13:30

As I mentioned before, yes, we will publish the same TPRS partner directory so you can see who is in which network, just as you do now.

13:42

This network directory will also assist in providing visibility of organisations who are currently or temporarily suspended.

13:52

If we choose our preference order as Geographic Queensland and then the Speciality network National Public, does that mean our request goes first to all libraries in Queensland regardless of our specialty in the first instance and then to all public libraries in Australia in the second instance?

14:11

The answer is yes.

14:17

If we only want to be reciprocal with other libraries in our specialty, then we select only the specialty National specialty.

14:26

We suggest selecting your specialty network as your first preference.

14:30

This way the lending and borrowing you are accustomed to will take priority.

14:35

You will also be automatically added to the appropriate geographical and national networks.

14:42

And of course, the order of your preferences will very much be dependent on what works for your business and where you are getting most of your requests from.

14:53

If you select National Reciprocal, does that mean free to any type of library in Australia?

14:59

The principle of the National Reciprocal Network is to provide access to \$0.00 borrowing and lending between dissipating reciprocal libraries.

15:09

The Reciprocal National Network includes all libraries who have elected to participate in the Reciprocal pool.

15:17

Each library is responsible for their own postage costs.

15:21

In this model, once something reaches libraries in the national network it is because local and specialised resources have first been exhausted.

15:32

This increases options for requests being picked up locally in the first instance.

15:39

Will organisations outside regions be able to join other state based networks?

15:46

Organisations will not be able to join additional geographical networks if the resource is not available through your Geo your the geographical network that you've been allocated to.

15:58

It will move to your specialist network and then to the national network where it will find participants from other geographical networks.

16:07

The system is designed to reduce the cost of participation within the reciprocal network while ensuring access to the maximum number of resources.

16:22

Why can't I nominate the National Network as a first or second preference?

16:27

The model is designed to prioritise local and specialist borrowing and lending before expanding to the national network.

16:34

If you are a pay for peer only participant, then the national network will provide the furthest reach in the first instance as all requests will be entered into the single pay for peer national network and libraries that are not part of a specialty preference.

16:53

Specialty preference a different specialty in their network preferences.

16:58

Each library will be allocated to a specialty network based depending on the specific library specialty or sector.

17:07

It is not possible to participate in more than one specialty network.

17:12

However, you will have access to all participants in the reciprocal network through the reciprocal national network.

17:22

What is the process if libraries believe that they have not been allocated to the appropriate network?

17:28

We will be contacting you tomorrow, the 29th of April, and advising you of your network allocations.

17:36

You can reply to this email if you believe that your network allocations are incorrect.

17:43

Please also include a brief explanation with your email.

17:49

If we choose Queensland Reference 1, does that include all university libraries?

17:56

Yes, the QLD Geographical Network would include universities who have opted to participate in the reciprocal pool and are based in QLD.

18:10

We're a Public Library and want to continue reciprocal loans with the state library in our state.

18:16

What do we select to ensure this?

18:19

Every library who is elected to participate in the reciprocal pool in your state will be allocated to the state geographical network.

18:28

If the state library in your state has elected to be in the reciprocal pool, then you will have access to them through the state geographical network.

18:41

Let's look at some borrowing and lending questions.

18:45

Allocation by geographic location and type of organisation can be tricky for us as we mostly borrow from outside of our state.

18:54

How do we best manage this?

18:56

In the new model, you have options to access both reciprocal national and pay for peer national, depending on the pools you've chosen to operate in.

19:05

If the resource is not available in your reciprocal, geographic or speciality networks, it will immediately progress to the national network.

19:15

This allows you national access to all TPRS participants in both reciprocal and pay for peer pools and the ability for access to continue outside your state.

19:29

Some of our patrons request specialist items that are only in health or academic libraries.

19:35

As a Public Library, we would be able to request items from specialist libraries if they are not in the network.

19:42

Would it be better to request via email or another channel?

19:46

Yes, you will be able to request from specialist libraries.

19:51

If there are no holdings in the state and specialist networks you participate in, the system will move quickly on to the National Reciprocal Network, which includes all reciprocal members, including specialist libraries.

20:04

You could also make the request directly with a specific library.

20:08

You would need to do that outside of the TPRS system.

20:15

Is it possible to have different network preferences for different types of materials?

20:20

For example, as we may prefer our hard copy book loans to geographically come from our state to reduce the delivery time, however, we would preference article requests through our national specialty network to broaden the pool and obtain a quicker response.

20:39

TPRS is format agnostic and does not differentiate between physical and digital material.

20:46

Setting your preferences to geographical first is recommended to gain access to physical copies available within your state.

20:55

Requests for digital material will be managed through the rotor according to your network preferences and system load balancing.

21:07

Can I send direct requests outside the rotor in TPRS i.e.

21:12

or a library that I have an an existing reciprocal arrangement with?

21:17

TPRS does not support direct approach borrowing and lending with specific organisation.

21:24

TPRS is a national resource sharing service.

21:28

Networks and automated load balancing are a feature of the service to support reciprocal and equitable sharing of resources between participating partners.

21:38

The TPRS service supports participation in established networks to support the system facilitated rotor and load balancing to determine where the requests will go.

21:52

Will there be an exception that network members fulfil requests across institution types?

21:59

The TPRS system is set up to support equitable lending between all libraries who participate in the service.

22:07

The service supports borrowing and lending between all participants in the network.

22:13

We understand that libraries do at times apply their internal ILL policies to lending within the service.

22:21

It is not our policy to recognise each participating organisation unique preferences within the service.

22:31

Do you anticipate the public libraries will see an increase in requests from Interstate locations under the new specialty network?

22:41

If requests are not picked up in the geographical network, then of course, they will move into the specialty network.

22:49

Our hope is that the geographical network will provide access to local resources before expanding to the specialty and national networks.

23:00

Following implementation of this model, we will continue to monitor and assess how the networks are operating. To undergo improvement of the system will be iterative as we continue to assess how participants are using the service and adjustments that we can apply to improve the user experience.

23:24

Does the new model mean that the new networks will still contain the same number of participating partners as before, just divided differently?

23:34

And do you anticipate a change in the time frames to supply a request?

23:40

Yes, the number of participating partners remains the same.

23:44

The new networks will provide a redistribution of organisations, but the number of networks that the rotor needs to move through will significantly be reduced, thus streamlining the process for the rotor.

23:58

Clarity of who is in which network and the narrowing of parameters is anticipated to see more requests supplied locally and unique holdings sourced beyond an organisation geographic location.

24:14

Sometimes we cannot borrow a unique holding as the supplier only participates in the reciprocal network and we are only in pay for peer.

24:24

If you are seeking specific resources from an organisation who is not participating in your network then you may need to contact them outside of the TPRS service to gain access to that resource.

24:38

We hope that with access to the national network this will have the broadest access to participating resource sharing partners going forward.

24:48

Let's look at some of the pay for peer questions for a library in only the Pay for Peer network, and we also get to preference geography library type first before it goes national.

25:02

A network available for Pay for Peer participants is a national network and includes all TPRS participants who have opted to participate in the pay for Peer pool.

25:14

All requests in the Pay for Peer national network will be managed through automated load balancing.

25:22

Are we required to pay the TPRS annual fee if we want to remain in both reciprocal and pay for Peer?

25:30

Yes, the nominal Pay for Pay annual fee is required to cover the cost of administration of invoicing and payments managed by the National Library of Australia.

25:40

This pricing is tiered based on your Trove partner package allocation.

25:46

If you decide to participate in Reciprocal, there is no additional charge.

25:51

Dissipation in this service is included in your annual package fee besides three preference reciprocal networks.

26:00

Can public libraries order items in the National Pay for Peer Networks as needed?

26:06

Yes, Libraries participating in the Pay for Peer pool will automatically be allocated to the National Pay for Peer Network and can use this as needed.

26:18

We are part of the Pay for Peer network.

26:20

We only loan items and need to cover postage costs.

26:24

We have had very few requests to supply items.

26:28

If we change the reciprocal, would we get more requests and would we need to cover postage costs ourselves?

26:35

Automated load balancing determines how requests are distributed in the rota.

26:41

A high number of requests to borrow will likely be matched by a higher number of requests alone.

26:48

This of course is also dependent on the unique holdings available in your library.

26:55

If you switch to reciprocal, you would need to cover the postage costs.

27:00

In reciprocal, each library is responsible for their own postage costs.

27:08

If we are in pay for peer only, do we still need to nominate network preferences?

27:15

No, there is only one national network for Pay for Peer, so there is no need to select preferences in this poll.

27:24

If we take the option to participate in all networks including Pay for Peer, do we still have an option to not use this network unless we take it?

27:33

Or will it automatically go through the pay for peer network after completing the reciprocal?

27:40

The rota will work in exactly the same way as it currently does.

27:45

You will be able to choose if you wish to send a request to Pay for peer if you find the reciprocal pool has been exhausted.

27:55

If our library chooses not to participate in the Pay for Peer network this year, will there be an option to join again at a later date?

28:04

Yes, of course you can join the Pay for Peer network at any time.

28:09

Your annual fee will be pro rated in whole months depending on the date you join.

28:16

If our library chooses not to participate in the Pay for Peer network, does this means we can only request items that are available through the reciprocal networks?

28:27

Yes.

28:28

Your requests will not have the option to extend to the Pay for Peer pool unless you're registered for this pool.

28:36

If you would like to change your network options at any time, you can reach out to us through the Trust Partner Support TPRS channels and we can make those.

28:46

We can work with you to change your network options.

28:52

If our library chooses not to participate in the Pay for Peer network, and if one of our customers requests an item that we can see is only available from a library who is elected to participate in the Pay for Peer only, does that mean we are not able to access them?

29:09

In this case, you would need to either register for a pay for peer service to access through TPRS or you would need to contact the library directly outside the TPRS system.

29:24

If we are in multiple networks, will there be an option to bypass the reciprocal networks and request pay for peer first?

29:33

If you are participating in both pools, you will be able to opt in to commence a request in Pay for Peer.

29:40

There is no requirement to commence a reciprocal A request in reciprocal, just as is the case now.

29:49

What are the Pay for Peer fees for 2627 in 202627?

29:55

Prices will be confirmed in May when you receive your annual invoicing information.

30:01

For 20/25/26, The prices for the pay for people were \$100 for traditional, 150 for Traditional Plus and \$200 for the premium tier.

30:14

We anticipate a small increase to these fees fees in 2627 financial year in line with the CPI or 2%, whichever is lower.

30:27

We would like to change our network to pay for peer.

30:30

Who should we contact?

30:32

If you're making a change to your service, please reach out to us using the dedicated TPRS Account Information form and one of our team can help you with these changes.

30:46

And our final questions are TPRS service.

30:50

Can a library set up a temporary leave.

30:53

In the system to ensure requests continue to run smoothly while staff are away.

30:59

You can suspend your participation in TPRS by using the Suspend your Trove Partner Resource Sharing Account form through the Trove Partner Support.

31:11

Is there time in the TPRS review schedule for us to request quotes for each option to aid in decision making?

31:18

As mentioned, we will contact partner primary contacts in May to advise of the estimated package allocation based on your estimated use of services in the 202526 financial year.

31:33

At this time we will advise the 2627 packages as well as additional fees including for pay for beer and additional harvest.

31:42

If this is included in your in your fees at this time, you can decide if you would like to opt in or opt out of the pay for people.

31:54

We will contact partners again in July to confirm their package allocation once service usage figures for the complete 2526 financial year are available.

32:06

If you are considering your options in line with the pricing, we recommend you have this conversation with your primary contact before you reach out to us.

32:19

I just have a quick look now at the timeline that is coming up in terms of the reciprocal pool in terms of rolling out the model and we will and then we will go to your questions.

32:37

So tomorrow you will receive an email from us which details your network allocations.

32:44

We ask you to please review the network allocation and reach out to us if you believe them to be incorrect or you need to make any changes.

32:54

The network preferences will default the geographical 1st and speciality second.

33:00

If you would like to adjust this order, please reply to us by the dedicated form which we will provide to you in the email.

33:09

Tomorrow there will be a dedicated Microsoft form that we're asking you to complete the change of preferences.

33:17

And if you can complete this form, that will be the best way to reach us to confirm your network preferences.

33:26

If you are happy with the preferences in the default mode, that's geographical first followed by the specialty and there is no further action for you, that will just roll out on the 1st of July when the new model is released.

33:44

We ask that you please provide your network preferences to us by the 15th of May so that we can set up the new networks in the system and be ready for implementation on the 1st of July.

33:57

If you have any questions or would like to discuss your organisation unique situation, then please reach out to us through Trove partner support and we can discuss your available options.

34:11

We now have time for a few of your questions.

34:15

Joining me on the panel today for your questions, I have Pete Clinton, the director of Trove Data and platforms, Marita Bag.

34:25

Hello Pete.

34:26

Marita Bag Gorman, who's the acting director of Trove Partnerships.

34:30

Hello, Marita and Linda Carmody, who's our programme Manager and Linda will be behind the scenes answering questions as they come in.

34:42

So we have a couple of questions that have come in already.

34:51

So Rachel's asking, can you confirm the order of networks?

34:56

For example, if you are in reciprocal, Paul, your order is geographical to your state and specialty and national.

35:05

And if you're also in paper peer, this is last.

35:09

So yes, Rachel, just to confirm that.

35:11

So as I mentioned, you will have a preference to choose whether the rotor goes through the geographical pool 1st and then the specialty pool or if it will be through the specialty pool and then the geographical.

35:28

So you've got options for those first two networks.

35:32

So the order of the rota will be your preference, geographical pool and specialty pools.

35:39

So they're one and two or the other way around the other order and then it will move to the national reciprocal pool.

35:48

And then if you have elected to be in the paper peer pool, the rota will then move to the pay for peer national network.

35:57

I hope that makes it clear for you.

36:03

Alyssa's asking if we are reciprocal and pay for peer, do we get to end of rota or does it automatically move on through the networks?

36:13

So Alyssa, the as the as the, the networks will operate in exactly the same way that they do now.

36:21

Once the rota has gone through the three networks in the reciprocal pool, so your geographical, the speciality and the national in the reciprocal pool, then it will reach and it will reach the end of rota and you will select whether you want to send the rota on through the pay for people just as you do now.

36:50

We're still open for some questions.

37:04

Any more questions coming through?

37:07

Here we go.

37:08

We've got one.

37:13

So Marissa is asking Hello question for libraries that use Rapido.

37:17

If we need to troubleshoot issues between Rapido and TPRS, who do we approach first, both or ex Libris?

37:26

So I'll throw to pay for that one.

37:30

Hi.

37:31

So at 1st, at first stage, I would encourage you to actually lodge that request to us and we will have a look at it first if there's something that we actually can do our end or if there are issue with the interoperation between TPRS and Rapido.

37:50

We constantly working with Rapido on this issue anyway as an ongoing vendor relationship.

38:02

Thank you.

38:02

Pete, Sandra's asking, is there a way of requesting multiple records in the one request?

38:09

Many items have multiple entries in Trove partner Search.

38:13

So it becomes really important which record is selected.

38:16

Pete, can I ask you to assist with this question please?

38:20

Yes, at the moment there is there is no such a capability at the moment, but we have a ticket waiting for less on on that request as well.

38:32

We'll keep you an up to date on how that progress and if there are any issue with that.

38:42

So Joe is asking what is in place to avoid a library denying reciprocal and asking for a second request to be placed through pay for peer.

38:52

That's a good question.

38:53

I was gonna say I might take that one.

38:55

Candy.

38:56

Thank you Joe for commenting about that.

38:59

So at the moment there is nothing within the system that would prevent a library not taking on a request or denying A reciprocal and asking for a second request be placed through pay for PR.

39:14

We have seen a little bit of this behaviour coming through and the reports that we've heard from partners is a lot of this is pressure based on postage costs and trying to manage that and keep things within their existing arrangements or, or networks that they may have.

39:31

And so we're hoping that with this proposed new model that's going to reduce a lot of postage overheads for a lot of people, it is likely we'll see changes in this behaviour as well.

39:44

However, we're also keeping in touch with our vendor and keeping a sense of what else we could do to assist in this because of course, it's quite frustrating if you're the one requesting something having an answer like that come through, especially if you're not in pay for here.

39:59

So thank you for your question and we hope to have more information on this area for you soon.

40:06

Thank you, Marita.

40:09

Elana, I think has placed a, a comment in here and she's asking the partners choose items with multiple holdings where they exist to to choose those with minimal holdings as a last resort to maintain load balancing.

40:23

And that may be one way of when there are items with.

40:29

Numerous holdings that may assist with getting to the the request that you need.

40:38

Sarah's asking will there be a way of deleting old records for items that have been returned but not marked off at the other end?

40:50

Hey, can I ask you to assist with that one or do we need information?

40:54

Yeah, so at the moment there is no way that they can actually do that through the end user interface.

41:01

We're looking into if that is causing an issue.

41:05

We might be able to put in the ticket for our vendor to do some data cleaning on that, but we have to check with us to make sure that doing any data cleaning behind the scene doesn't affect all the other procession history.

41:28

Thank you Pete.

41:31

Wendy's asking.

41:32

We are a library that has historically had more requests for our items that than what we request from other libraries.

41:39

Does automatic load distribution ensure we are not asked to supply more than 50% of our partner tier limits?

41:53

Hey, are you able to assist with this one?

41:55

I might have to take that on notice and I might get back to you.

41:58

I'm not quite sure I'll actually understand the question.

42:02

OK, we will.

42:03

We'll follow up that one with you offline.

42:05

Wendy, the DBA library are asking if the goal is to streamline, will requests be supplied quicker?

42:15

Currently a core request will sit with a library for four days before it moves on and the next library gets four days as well.

42:22

Core should be supplied within the four days.

42:25

So of course the express and the core options are available in the pay for pier pool and the reciprocal pool is you'll go through the rota.

42:42

And we are anticipating that by having the streamlined geographic locations that requests will be picked up locally and that we were hoping and then by the specialties so that the rotor does move through those networks more quickly than it had previously when we're there were many more networks for the rotor to move through.

43:02

Ray did, would you like to add anything more to that one?

43:05

Sure, my apologies.

43:07

The lights have gone out in my office, which you absolutely love.

43:10

Oh, thank you.

43:10

I have an assistant coming to put it back on.

43:12

Thank you.

43:14

It's always wonderful then when when that happens, absolutely.

43:18

So as Candace has explained, we're looking forward to these to the streamlined nature of the proposed new model.

43:27

We believe it's going to move the rotor much, much quicker through the TCR service, which will support fast response time in terms of how long a request sits with a library or the amount of time a library is able to respond and meet that request.

43:44

That is still very much within the realm of the IRLS code and set by Aaliyah.

43:50

So still maintaining and obviously aligning to that wonderful code, but we're looking forward to how the networks will help support this.

43:59

Thank you, Candace.

44:01

Thanks, Marita.

44:04

So there's a question here from Robin.

44:08

Is there a plan to reduce the duplication of records for the same item and it's attached library holdings?

44:18

Yes, that.

44:19

Thank you.

44:20

Very sorry, I'm not sure that come to me.

44:23

But yes.

44:25

So yes, we pretty much spend a lot of time trying to improve those record duplication in our NDT anyway.

44:39

So, yeah.

44:39

So hopefully with the multiple project coming on board since last year that will we will see that slowly improve.

44:51

There's also a few questions coming through on the enhancement pipeline and and functions that you would like to see in the TPRS service.

45:00

And I'll just repeat what I said earlier that we are working closely with our vendor on the enhancement pipeline.

45:08

We're aware that there's some functions that partners are keen to see in the system, including renewals and some other features.

45:15

And we will be, we will be Corus communicating more about the enhancement pipeline and changes to expect in the future in the months ahead.

45:26

So watch this space.

45:28

We know it's a priority.

45:29

We're working on it and we will be reach letting you know what what the outcomes of that are very soon.

45:36

We look forward to sharing that with you when it's ready.

45:43

Sadia is asking.

45:44

Being an academic library in a smaller geographic location, the ICT, will it make more sense to go for the specialty network as our first preference?

45:57

Well, I guess Sadia, it would be.

46:01

It may make sense for you to select the specialty network as your first preference, but I guess it would be a matter of you looking at where your requests must come from.

46:12

And if it is from those specialty organisations then yes it would make sense to make that your first preference and then the geographic location second.

46:23

However, of course, if the item is not available locally, the rotor will very quickly move through into the specialty network if that was your second preference.

46:34

So you would have the option of potentially being picked up locally first before moving on to the specialty network.

46:41

So of course, you know if the rotor doesn't pick up that item in that network, it will just move on to the network, the next network quite quickly.

46:52

So you can think about those as the different options.

46:58

Sarah is asking, and I think this one might be for P Is there a plan to differentiate between digital and physical supply requests in the future?

47:07

The geographical network would be redundant if the requested content is to be supplied digitally, not not at this state.

47:18

So this is something something that you actually think it will be helpful for you or for broader community as a whole and feel free to put in that request and we will look into it.

47:35

Andrew's asking, is there a way to distinguish the pay for peer only holders via the Trove partner search, IE when selecting a record?

47:46

Hey, would you like to respond to that one?

47:48

No, unfortunately because the tier of reciprocal pay for pier is specified within the TPRS and yet your top partner says it's actually within NBD.

48:02

That is not the information that NBD actually holding at the moment.

48:08

Robin's asking with regards to the geographical network, we have libraries in both WA and NSW.

48:16

Will they be allocated as such?

48:18

So Robin, as I mentioned earlier, if you have if your library has branches in different states, we will be reaching out to you in the next couple of weeks to talk about the different available options for you.

48:33

So we'll, we will follow up with you outside of this meeting.

48:37

And that applies also to any other libraries who are chained in today, who may have branches in different states.

48:43

We'll be reaching out to you in the in the coming weeks to talk about your options.

48:54

Charmi Sharma is asking do we still need to print full slip after reply will supply to prevent rota move on?

49:05

Hey are you able to answer that one?

49:08

So if you have already respond as we supply, I believe that the rota will actually wait for you to respond.

49:15

There is a time limit on how long you actually have to be respond within that time period.

49:22

Otherwise the rota will automatically move on.

49:26

How long that wait time will be I will have to get back to you on that.

49:30

I can't remember on top of my head.

49:37

The centre's asking will they still be waiting to direct requests so that no specific libraries are overused?

49:45

So yes, the automated load balancing to Centre applies to all requests that come in through the TPRS service so that it is equitably.

49:55

Requests are equally to be shared amongst all participating Trove partners.

50:01

Yes, nothing has changed in that space.

50:04

The automatic load balancing will be continuing as it does now.

50:19

OK, so Rachel is asking, following on from Saudi's question, this they're at the University of Tasmania.

50:27

They're in a similar situation as the island state with a small local network group.

50:35

We have very limited speciality in geographical networks.

50:38

And is there a possibility of us joining our nearest state network?

50:42

So Saudi, with this, if you have, if you are concerned about the network allocation, I would recommend reaching out to us and we can talk to you a little bit more about your preferences and the options that are available to you.

51:00

Absolutely.

51:01

And if I may also add to that as well, keep in mind that you still are within that national reciprocal pool as well.

51:09

So if your specific state or specialty holdings may be small, remember those lending and borrowing

relationships will still extend beyond Tanya's asking why is there no provision for geographical specialty grouping, IE all public libraries before moving to all libraries within the state.

51:32

Marita, would you be able to help with that one?

51:35

Absolutely.

51:37

So within the specialty networks, within the new proposed model, there is actually a national public specialty network which is for all public libraries.

51:49

So if this was something that as a Public Library you were interested in, you could perhaps put that as your first preference that you want all the public libraries to be checked 1st and then moving on to your second preference could be your geographical.

52:06

So there there is actually possibility for that.

52:09

We did ensure there was a Public Library specialty network available.

52:14

Thank you for that question.

52:16

Thanks, Marita.

52:18

Maria's asking at the State Library, we are in Atlanta and reciprocal to NSW public libraries.

52:24

In the new tier structure, will we automatically be included in the national reciprocal tier?

52:30

So yes, Maria, under the new structure that if you are in the reciprocal pool, then you will be automatically allocated to your geographical network, the specialty network, the national specialty network and the national reciprocal network.

52:49

If you would like to discuss that with us, please do reach out to us and we can talk through your unique situation and the options available for you.

53:03

Amy's asking, we are on paper peer only and we still choose the holding libraries in the same state as first preference for sending requests.

53:14

So Amy, in the new structure there is one pool for the paper peer, the simplify things.

53:21

So your request in the pay for peer will go straight into the national pay for peer network.

53:27

So you won't need to select any preferences if you are participating in the pay for people.

53:41

Terry's asking of the five speciality networks, does each library need to nominate one of the five speciality networks or does the network or does the request move through all 5 speciality networks?

53:54

So Terry, in the new model, you will be automatically assigned to the specialty for your library.

54:02

So we will, we are grouping the libraries and we will be sending you your allocations tomorrow.

54:09

So that would just be 1 specialty network that you have been allocated to.

54:14

And so when the rotor moves through your preferences, it will go through the geographical network, just one of the specialty networks that one that you have been allocated to.

54:26

So if you've nominated to, if you are allocated to say the National Public Library network, then it will only go through that one National Library network.

54:39

It will not go through any of the other ones and then it will move to the national, the reciprocal national network.

54:48

So that's when you will have the broadest access to all the partners who are participating in that reciprocal call.

54:55

I hope that explains it for you.

55:02

OK.

55:02

And still got time for some more questions.

55:07

If there's any more coming in, we will be winding up at 1:00.

55:23

I think that probably comes to the end of our questions.

55:25

There's a few here that I'm not quite sure what they're asking.

55:29

So we might need to follow up with those outside of the session.

55:34

So we will.

55:35

Any questions that we have received today that we haven't managed to respond to, I will need to follow.

55:41

We'll follow those up with you after the session.

55:46

Well, thank you for tuning in today and for all of your questions again, and certainly for all your questions over the last week as well.

55:55

The dedicated TPRS Network review question form is closed now, but if you do have further questions, we ask you to please reach out to us via our Trove partner support team and we will.

56:10

We can help you with those.

56:12

Thank you to our panellists to Pi Klinjun and to Marita and also to my team behind the scenes, to Lynda Carmody and Romi Villanueva who help out behind the scenes, and also to Rianna, who's helping us with our hosting today.

56:30

This brings us to the end of today's webinar.

56:34

If we, as I said, if we weren't able to get to your question today, we will follow up with you after the session.

56:41

As I mentioned at the start, today's session has been recorded and the recording will be available in the Learn Hub following the session.

56:48

We will provide a link to the recording in the correspondence tomorrow.

56:53

Before we go, I would like to briefly mention our next Take 20 webinar which will be held on Thursday, this Thursday the 30th of April and it will be on partner digitisation.

57:05

This session will be ideal for anyone who is planning a digitisation project or seeking to gain a better understanding of the digitisation process.

57:15

You can register for the session via the on screen QR code or the link that is provided in the chat.

57:23

You can stay up to date with all Trove Partner news and information through the Trove Partner Monthly newsletter.

57:30

You can sign up the newsletter via the QR code on screen or via the link in the chat window.

57:38

Thank you again very much for joining us today and we hope to see you at our next webinar.

57:45

Have a good day.