

CASE STUDY

ESTABLISHING A CLOUD-BASED ANALYTICS PLATFORM

National Library of Australia

2022 - 2025



The Project

The National Library of Australia (the 'Library') has a track record of technology-based solutions that provides world-leading digital services to millions of Australians through services like Trove. As the Library continues to grow its vast stock of physical and digital content in increasingly dynamic ways, the Library was seeking a modern, industry leading cloud based data warehouse and analytics solution to capture, store, integrate and analyse large amounts of digital information.



The Challenge

Acquisition of the Library Analytics Platform (LAP) was a major business transformation and data migration exercise for the Library, that involved combining data from a wide range of sources including on-prem systems, cloud services, and raw files. The Library had some existing analytics produced in tools like Power BI, however there was little understanding of analytics best practices, therefore there was no clear design for the deployment of organisational dashboards that could be relied on. The goals of the LAP project were therefore to:

- deploy a cloud-based analytics platform that could extract and combine data from the necessary source systems,
- establish a proof-of-concept metrics dashboard and expand it to support a particular business area,
- provide models for best-practice cloud ETL and metrics dashboards,
- achieve skills transfer to Library staff so the platform can be maintained and extended internally,
- additionally, provide a mechanism to respond to an ANAO audit recommendation that the Library measure the value for money of its partnership program.

The Solution

Anchoram Consulting supported the Library through multiple stages of the project, initially with a few consultants and later with a full technical team.

- First during March-June 2022 to provide the scope and high-level design and options for a cloud-based, end-to-end Library Analytics Platform (LAP).
- During Feb-June 2023, Anchoram was engaged to undertake detailed design and implementation of the LAP Phase 1 proof-of-concept.
- Subsequently, Anchoram delivered each of the LAP implementation phases 2-4, from over July 2023 to December 2024, with extended support running until March 2025.

[1] <https://www.nla.gov.au>

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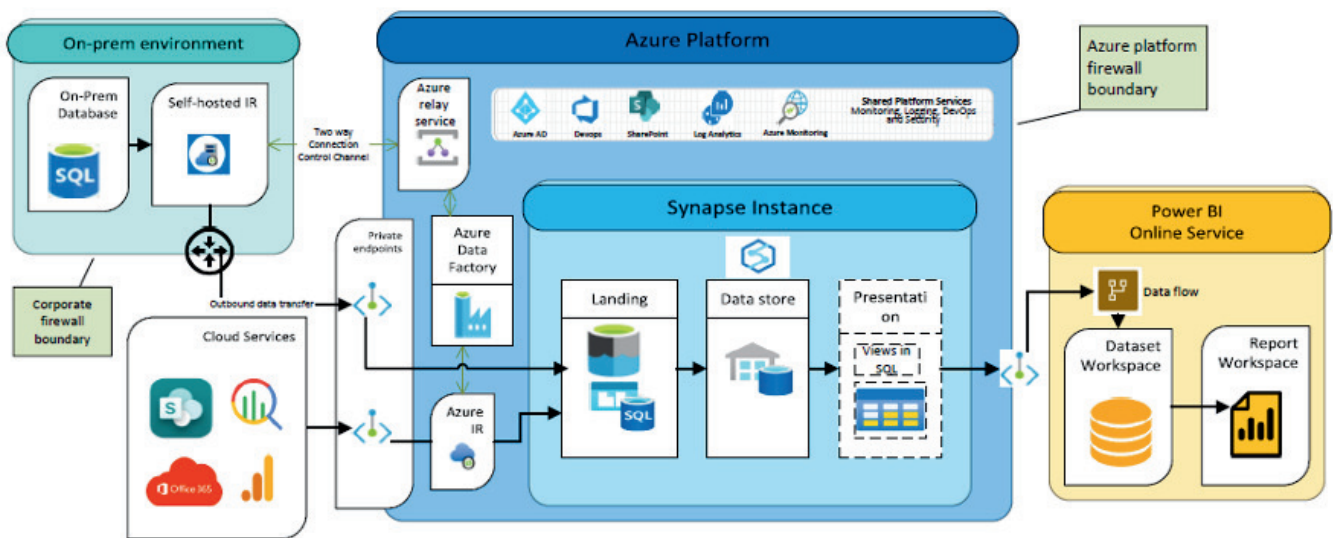
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For the implementation stages Anchoram deployed a team of consultants with specialist technical skills including Azure platform, Power BI Analytics, and data modelling specialists to work with staff at the Library to deploy high quality products and transfer skills.

The resulting Azure-based LAP went into Production service in stages over 2024, with each stage the result of months of data investigation, ETL design (using Azure Data Factory and SQL procedures), data ingestion, and development of various reports and dashboards in Power BI.



The Business Outcome

Over the course of the project Anchoram provided the Library with an extensible Azure warehouse, a detailed metrics dashboard covering the use of Trove and the Library's partner program, and improved the delivery of an additional dashboard and various metrics calculations. At the end of the project the Library had:

- New measures and accurate metric reporting on Trove's impact,
- Tracking of the partner program to meet an outstanding ANAO recommendation,
- Quality internal reporting dashboard enabling Data-driven management,
- Increased reliability and performance of a dashboard shared with partners,
- Quality reusable data available for other analysis,
- Cloud and data analytics skills transferred to the Library team, and
- Inspiration to think about observability more broadly across the organisation.

The Library is now applying the examples of the LAP to other internal reporting, and considering what other business areas should have data added to the warehouse.