

Schedule 3 – Packages

1. Trove Collaborative Services Partnership Packages

1.1 Pricing Packages

The fees for provision of the Trove Collaborative Services are determined in accordance with the Pricing Packages set out in the table below. From 1 July 2023 the National Library of Australia has removed the fee for the Content Contribution package.

	Content Contribution	Core	Core Plus	Traditional	Traditional Plus	Premium
Content Discoverable in Trove	1 Harvest Stream	1 Harvest Stream	Up to 3 Harvest Streams	1 Harvest Stream	Up to 3 Harvest Streams	Up to 10 Harvest Streams
Collection Feature	Shared with other partners	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability
Blog Post	Shared with other partners	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability	Up to 1 per year, subject to availability
Collection Insights	No access	Partner Dashboard Bronze	Partner Dashboard Bronze	Partner Dashboard Silver	Partner Dashboard Gold	Partner Dashboard Gold 2 x Custom Collection Analysis per year
Partner Learning Hub	No access	1 – 5 users	Unlimited Access	1 – 5 users	Unlimited Access	Unlimited Access
Take 20 with Trove	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance
Town Hall	No access	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance	Unlimited Attendance
Partner Support Services	Basic Support (Response within 3 business days)	Basic Support (Response within 3 business days)	Standard Support (Response within 2 business days)	Basic Support (Response within 3 business days)	Standard Support (Response within 2 business days)	Premium Support (Response within 1 business day)
Digitisation	Partner Rates	Partner Rate	Partner Rate	Partner Rate	Partner Rate	Partner Rate
Cataloguing Services	No	No	No	Up to 12,500 searches	Up to 50,000 searches	Unlimited searches
Resource Sharing	No	No	No	Up to 1,000 transactions	Up to 1,500 transactions	Unlimited transactions
		Additional Harvest Stream		Catalogue Search Only		Resource Sharing Only
		NLA Harvester		12,500 searches		1,000 transactions
		OAI-PMH		25,000 searches		2,000 transactions
		Record Import Stream		37,500 searches		3,000 transactions

- 1.2 For the purpose of paragraph 1.1, fees for Additional Harvest Streams are available for Content Contribution and Core Plus Packages Only.
- 1.3 For the purposes of paragraph 1.1, Partner Support is defined as follows:
 - a) Basic Support – written enquiry or support request response time of three (3) business days
 - b) Standard Support – written enquiry or support request response time of two (2) business days
 - c) Premium Support – written enquiry or support request response time of one (1) business day
- 1.4 Fees will be subject to annual increases to the value of the Consumer Price Index (CPI) or 2%, whichever is the lesser of the two. The NLA will provide notification to the Trove Partner in writing no later than 60 days prior to the issue of the annual invoice or first invoice date of the annual period.
- 1.5 Fees are subject to change at the discretion of the NLA in line with the addition, removal or amendment of services delivered. The NLA will provide notification to the Trove Partner in writing no later than 60 days prior to the issue of the annual invoice or first invoice date of the annual period.
- 1.6 The NLA will provide an annual review of Trove Partner service usage in line with the pricing packages outlined in paragraph 1.1. The NLA will, if required, advise the Trove Partner of any change to the allocation of their pricing package based on the service usage. This notification will be provided in writing no later than 60 days prior to the issue of the annual invoice or first invoice date of the annual period.