

ISSN 0480-7308

Library Board of Queensland

ANNUAL REPORT

For the year ended 30 June 2000

Presented to Parliament

by command



CHAIRMAN'S REPORT

I am pleased to present this report on the activities of the Library Board of Queensland's primary responsibility – the State Library of Queensland – for the 1999-2000 financial year.

Libraries are playing an increasingly important role in today's social and economic infrastructure, and are fast becoming pivotal cultural institutions in the 21st century. With this in mind, the past financial year was largely concerned with examining the State Library's changing role and identifying factors critical to its direction in the coming five to ten years. To steer this process and engage with stakeholders and community members, the Library Board formed a Future Directions subcommittee. This has already proved a valuable exercise in articulating our vision to become an ideas centre and intellectual powerhouse. One of the major outcomes by the end of 2000 will be the development of a Discussion Paper for State Cabinet.

In conjunction with our future directions strategy, an event of immeasurable importance to the State Library's future came to fruition on 17 May 2000. This was the announcement by the State Government of the \$75 million Millennium Library Project, something that present and past Library Board members have been working hard on for many years. I would like to express my sincere thanks to Premier Peter Beattie and our Minister, the Hon Matt Foley, for acknowledging the State Library's valued contribution to Queensland society with this announcement. When the extended and revitalised State Library opens by 2005 it will be a facility more than twice its current size, and capable of serving the community in unprecedented ways. Navigating the course of this project will be a challenge for the Board, but one in which we will all delight.

I would like to thank the current Board, which has been in operation since July 1999, for the enthusiasm and passion with which each member has taken up the Library's challenges. In particular, it is their commitment to a program of upgrading and building new library facilities and installing technology infrastructure for Indigenous communities which will have a profound legacy. In the age of information, libraries are in a position to affirm the knowledge and values of Indigenous people and make a contribution to reconciliation. Major initiatives during the year were the conversion of the Kowanyama library to provide a service more appropriate to Indigenous community needs, and new accommodation and improved resources for the Indigenous Libraries Unit in Cairns. I am happy that for the first time there will be an allocation in the 2000-2001 financial year from the Public Libraries Grants Scheme to provide more Indigenous communities with library services.

Supplementing the funding we receive from the State Government is one of the goals in our strategic plan. In 1999-2000 the Foundation added \$181,000 to Library funds through increased support from our valued Custodians and links with the corporate sector. This money further attracted the government subsidy which enabled the Foundation to support the Library's acquisition program with four unique and valuable purchases. As well, the Library was successful with two grant submissions totalling \$680,000. These projects – *Child's Play* to develop an educational website and *Rural.connect* to increase and improve Internet access to online information in small rural and remote communities – will assist to tread the path to the virtual library. I would like to express my thanks to the President and members of the Foundation Council as well as the staff who contributed generously with their time and energy to the Library's fundraising success.

As with other organisations, the Board and management recognises that in the current funding environment, partnerships are critical to maximising output and achievement. The Library was fortunate to be able to develop a new partnership with the Brisbane Institute to present a 'Knowledge Society' series and to continue the already mutually beneficial relationship with Brisbane International Film Festival and Brisbane Writers Festival. As well the Library benefited from the support of Queensland Newspapers to promote our Young Writers Award and other Library initiatives. In the forthcoming year we will be pursuing many new partnerships.

In closing I would like to again thank Premier Peter Beattie and Minister Matt Foley for their recognition of the Library's importance to lifelong learning and social cohesion, the Board for its vision and expertise, the State Librarian for his steadfast commitment to the ongoing development of the library industry, and all members of the State Library staff for their constant innovation and dedication.



Erik Finger ao
Chairman
Library Board of Queensland

LIBRARY BOARD OF QUEENSLAND

Throughout the year, eleven Board meetings were held, including two outside the Brisbane area – one in Jondaryan and another in Maroochydore. Board members represented the State Library at conferences, new library openings and other official functions throughout the year.

The Library Board members for 1999-2000 were



Erik Finger AO
(Chairman)



Eric Bigby
(Deputy Chairman)



Ann Bunnell



Terence Callaghan



Sue Gough



Des Stephens
(State Librarian)



Jackie Huggins



Tony Preece
retired 18.4.2000



Kevin Radbourne



Susan Richer



Diane Vance

Under the *Libraries and Archives Amendment Act 1997* the State Librarian must attend all meetings of the Board unless excused or precluded by the Board.

The Library Board of Queensland is the governing body of the State Library of Queensland and draws its powers from the *Libraries and Archives Act 1988* as amended by the *Arts Legislation Amendment Act 1997*. The Library Board has adopted a Code of Conduct which all members agree to operate within. During the past year there were no instances of violation of this Code.

The functions of the Board as defined in Section 21 of the *Act* are to:

- (a) promote the advancement and effective operation and coordination of public libraries of all descriptions throughout the State;
- (b) encourage and facilitate the use of public libraries of all descriptions throughout the State;
- (c) promote mutual cooperation among persons and bodies in Queensland responsible for libraries and archives of all descriptions, and between such persons and bodies in Queensland and outside Queensland in order to enhance library and archival collections generally, and to encourage their proper use;
- (d) control, maintain and manage the State Library of Queensland; to enhance, arrange and preserve the library, archival and other resources held by it; and to exercise administrative control over access to the resources;
- (e) control, manage and maintain all lands, premises and other property vested in or placed under the control of the Board;
- (f) supervise in their duties all persons appointed or employed under this *Act*;
- (g) collect, arrange, preserve and provide access to a comprehensive collection of library, archival and other resources relating to Queensland or produced by Queensland authors;
- (h) promote the making and preservation of the public records of Queensland, to exercise control over their retention and disposal, to provide facilities for their storage and use and provide administration in respect of stored public records;
- (i) provide advice, advisory services and other assistance concerning matters connected with libraries to local authorities or public authorities;
- (j) perform the functions given to the Board under another Act;
- (k) perform functions that are incidental, complementary or helpful to, or likely to enhance the effective and efficient performance of, the functions mentioned in paragraphs (a) to (j);
- (l) perform functions of the type to which paragraph (k) applies and which are given to the Board in writing by the Minister. Before giving a function, the Minister must consult with the Board about the function.

The Library Board operated six subcommittees designed to advise, inform and keep the Board up to date on issues which arose within the scope of each committee.

The subcommittees were

- Audit Committee
- Corporate Advisory Committee
- Future Directions Working Group
- Indigenous Advisory Committee
- Multicultural Services Consultative Committee
- Public Libraries Advisory Committee

STATE LIBRARIAN'S REPORT

When I look back on the past year I am reminded of the enormous challenges we faced, and still face, and at the same time, the exciting progress that was made. The challenges came in the form of advancing service delivery throughout the State, progressing our digital plan, improving library services for Indigenous people, revitalising and marketing the South Bank Library and the Millennium Library Project. Despite a year of budgetary constraint, advances were made in all of these areas.

The announcement of the \$75 million Millennium Library Project provided an enormous boost for the Library Board and staff. We now join two other states – Victoria and South Australia – where major building redevelopments are taking place to their State Libraries. I see this as an endorsement by the respective State Governments of the essential value that libraries have in the information economy. The far-reaching progress of the Library's future directions exercise has been well timed to offer community input into the design of the new building and future service delivery. I join the Chairman in thanking Premier Peter Beattie and Minister Matt Foley for their recognition and support of our contribution to the Queensland community and the Smart State. Minister Foley sanctioned our Future Directions exercise and the submission of a Discussion Paper to State Cabinet in late 2000, which also deserves our thanks.

Online service delivery is fundamental to the Library's goal of providing equitable access to knowledge, information and library services to enhance lifelong learning, irrespective of geographic location. This goal was advanced with the development of the Digital Library Strategic Plan. A fundamental component of the Plan is the replacement of the ORACLE computer system with a new Library and Information Management System (LIMS) capable of delivering integrated digital resources to clients statewide. Clifton became the first Country Lending Service library (CLS) to receive the *Aurora* Library System as part of a roll-out of 130 user licences under the LIMS Project. However, the *Virtua* installation continued to experience delays and uncertainty during 1999-2000. Everything was done to ensure its success with the appointment of specialists in the area and the development of a revised project plan. The direction that the LIMS project takes is of prime concern in 2000-2001.

Online Public Access in Libraries (OPAL) continued to be our quiet achiever. Almost 75% of Queensland public libraries now offer Internet access. The Library received a further \$560,000 in the 2000-2001 State Budget to further this vitally important venture. This grant complements the funding we received from the Federal Government for *Rural.connect* – to provide hardware and connectivity to regions of populations less than 25,000. Indigenous library services were advanced and, with the assistance of Indigenous communities, organisations and the State Government, even further progress will be made in this coming year.

As with every other organisation, marketing is a prime concern. Qualitative research was undertaken for the first time in many years giving us an insight into client satisfaction levels. The Library is committed to carrying out further client research in this financial year, and every effort will be made to ensure that the Library's newly completed marketing plan is put into practice.

Revitalising South Bank Library in the lead-up to the building redevelopment was an important focus. A component of this revitalisation was the capacity to provide more Internet access for clients. This was achieved by upgrading all computer workstations in the reading rooms to be capable of access to CD-ROM, ORACLE (the Library's catalogue) and the Internet, and installing a commercial email kiosk in the Library foyer. As well, plans were completed for a major refurbishment to South Bank Library. The refurbishment in early 2001 will see a rearrangement of the collections for greater accessibility, enhance our wonderful Brisbane River view, and improve public seating and desks.

A ringing endorsement for the value of libraries is the number of new and refurbished libraries that were opened during the year. An impressive total of 17 was recorded, which brought the number of Queensland public libraries to 323. The necessity for more library services comes from a grassroots recognition that libraries are a vital neighbourhood resource as a meeting place and a centre of community development.

All this achievement would not have been possible without a skilled and resourceful staff capable of looking towards the future. To them I offer my thanks and I look forward to working with them to fulfil our vision of creating a welcoming State Library where learning and ideas are nurtured.



Des Stephens
State Librarian

ORGANISATION

The State Library of Queensland's senior management team consists of the State Librarian and six Directors. The role of this group is as follows

- to provide leadership to the State Library through the development and dissemination of corporate goals and strategies
- to communicate with the Library Board, State Library staff and clients to ensure the effective operation of the State Library and to respond to existing and emerging demands for services
- to approve operational policies for the management of the State Library's resources in accordance with the legislative framework in the Queensland Public Sector
- to participate with staff in the achievement of the goals of the State Library
- to advise the Library Board on policies, issues, trends and strategic direction
- to promote inter-library cooperation to facilitate resource sharing.

OFFICE OF STATE LIBRARIAN Staff 3 *Des Stephens, State Librarian*

The State Librarian provides strategic planning, policy and advisory services to the Library Board, Directorate, and the library and information sector.

BUSINESS SERVICES Staff 36 *Michael Hallam, Director Business Services*

The Division provides a range of corporate and commercial services. Corporate services include

- Finance and administration
- Human Resources
- Collection Preservation

Commercial services include

- BR+SQ (Business Research and Solutions Queensland)
- History Research Service
- Library Shop and Venue Hire
- Commercial Conservation Service

INFORMATION SYSTEMS Staff 44 *Mike Bishop, Director Information Systems*

This Division is responsible for the management of information technology and technical services used by the State Library. It comprises

- ORACLE and QUIROS Networks
- Internet Services Unit
- Software Development
- Acquisitions and Cataloguing

POLICY AND DEVELOPMENT Staff 10.5 *Janet Prowse, Director Policy and Development*

This Division is responsible for the development of corporate policy options, strategic planning, special projects and the enhanced relationship with a wide range of key stakeholders including the government, media, corporate sector and the community. It comprises

- Policy Unit
- Public Affairs Unit
- Queensland Library Foundation

PUBLIC LIBRARIES DIVISION Staff 59.3 *Robert Pestell, Director Public Libraries Division*

The Division fosters and facilitates the continued development and improvement of public library services throughout Queensland. It comprises

- Local Government Services
- Country Lending Service
- Library Technology
- Community Services
- Young Peoples' Services
- Requests and Collection Development
- Indigenous Libraries Unit in Cairns

SOUTH BANK LIBRARY

Refers to the temporary amalgamation of Special Collections and State Reference Library while the Director Special Collections Bernard Hawke is seconded as Project Sponsor LIMS.

SPECIAL COLLECTIONS Staff 40 *Bernard Hawke, Director Special Collections (Seconded to Project Sponsor LIMS Project)*

This Division is responsible for collecting and maintaining specialist collections and providing statewide reference and information services based on these collections. The units include

- John Oxley Library of Queensland History (including the Indigenous Resource Unit)
- Arts (including the James Hardie Library of Australian Fine Arts, the Rare Books Collection and the Lindsay Collection of Pat Corrigan)
- Audiovisual Unit
- Maps Unit
- Music Unit
- Children's Literature Research Unit (ceased February 2000)
- Family History Unit

STATE REFERENCE LIBRARY Staff 37 *Carla Mellor, Director State Reference (Acting Director South Bank Library)*

The State Reference Library develops extensive collections which reflect the broadest spheres of knowledge. These collections take many forms including books and journals in both print and electronic format. State Reference staff provide the following services

- Reference and Research
- Document Delivery
- Collection Development
- Shelving and Retrieval

STRATEGIC PLAN

The State Library's Strategic Plan outlines the vision and direction for the future.

Over the next four years the State Library will focus on ensuring that the services reflect the needs of the community, are delivered in a timely, efficient and effective manner and can be adequately funded from a mix of revenue sources.

The Library Board's Strategic Plan identifies six Critical Success Factors (CSF) that are vital to achieve these desired outcomes. They are as follows:

Critical Success Factor 1

Broad community and government support for, and understanding of, the social, educational and economic value and role of libraries

Critical Success Factor 2

Improve the quality and adequacy of library collections for the benefit of the Queensland community

Critical Success Factor 3

Improved community access to library and information services

Critical Success Factor 4

A skilled, effective and efficient organisation

Critical Success Factor 5

Increased revenue from all streams

Critical Success Factor 6

Provide leadership to the Queensland library sector



Right
Access and
What's On
publications

CRITICAL SUCCESS FACTOR 1

Broad community and government support for, and understanding of, the social, educational and economic value and role of libraries

The past financial year has been particularly important, with the focus turning to the Library's future and increasing relevance in the information economy. The Library received confirmation of a \$75 million redevelopment to its current premises, an outcome that the Library Board had been working on for many years. A major thrust during the year was to form a Board subcommittee to engage with stakeholders and community members to plan the Library's future services and collections.

Millennium Library Project

In May 2000 the Honourable Matt Foley, Attorney-General, Minister for Justice and Minister for The Arts announced a \$75 million dollar redevelopment project for the State Library. As part of the \$260 million dollar Millennium Arts Project, the Millennium Library Project (MLP) will see the existing library building expand to over twice its current size. It will also give scope for improved Statewide digital services and access to the collections. The Millennium Library Project will feature a local design competition to appoint an architect for the project. The Millennium Arts Project is due for completion by 2005.

As part of preliminary planning, the State Librarian and Senior Project Officer Tammy Morley attended the 11th International Seminar on Library Buildings: *Library Buildings in a Changing Environment* in Shanghai. They also visited a number of leading libraries and educational institutions in China, Hong Kong and Singapore enabling them to experience examples of world's best practice library design and operations.

Future Directions Working Group

Minister Foley approved the development of a Discussion Paper to State Cabinet in late 2000. The Paper will outline the changing role of the State Library and its role in the social, cultural, educational and economic development of Queensland. To this end a Library

Board sub-committee – Future Directions Working Group – was formed consisting of Library Board Chairman Erik Finger, State Librarian Des Stephens, Board members Diane Vance and Susan Richer, Director Policy and Development Janet Prowse and Library staff. A series of five meetings with key stakeholders was held in Brisbane and Townsville to provide input into the Paper.

Indigenous Issues

Library Board member Jackie Huggins and the State Librarian facilitated a briefing with the Director-General, Department of Aboriginal and Torres Strait Islander Policy and Development Marg O'Donnell. Issues canvassed included the Indigenous Libraries Unit in Cairns, establishing libraries in Indigenous communities and the State Library's reconciliation exhibition scheduled for 2001. As a result, the State Library was invited to participate in a Queensland Government Reconciliation Working Group to provide input into collaborative strategies relating to reconciliation.

State Government Relationship

The Board and management of the State Library remained committed to developing the relationship with the State Government on a number of levels. Meetings were held between

representatives of the Department of Premier and Cabinet and the State Library to discuss the Library's role in the Government's *Smart State* policy agenda.

Government Service Delivery Project

The State Library is a member of the Government Service Delivery (GSD) project to encourage cooperation and

collaboration across government agencies. A representative of the Office of the Public Service Commissioner delivered a presentation to State Library staff to advise of the implications and benefits of the initiative. The State Librarian represented the State Library on the GSD Steering Committee.

Public Library Upgrades

A total of 17 new and refurbished libraries were opened during the year. These include Chinchilla, Mundubberra, Mt Perry, Cairns, Warwick, Nanango, Jandowae, Lowood, Childers, Albany Creek, Robina, Aitkenvale, Tamborine Mountain, Forsayth, Boulia, Normanton, Karumba, Dalby-Wambo and mobile services at Gatton and Rosalie. In many instances the events to celebrate the upgraded premises were attended by dignitaries such as Premier Beattie, Queensland Governor Major-General Arnison, Minister for the Arts, Hon Matt Foley and were well-supported by local communities. In addition to their refurbishment, Normanton, Karumba, Dalby-Wambo libraries joined the Country Lending Service, giving their clients access to expanded resources.



Left
The new Childers library

Strategic Partnerships

The State Library recognises that partnerships with other organisations are critical to maximising output and achievement. The partnerships entered into during the year will benefit clients through more streamlined service delivery and assist in positioning the Library in the knowledge economy.

Australian Institute of Management

The State Library's Business Research + Solutions Queensland (BR+SQ) established a strategic relationship with the Australian Institute of Management (AIM). The Knowledge Management Implementation project involved the transfer of AIM's catalogue to the Internet, web page design software testing and the indexing of data. BR+SQ staff designed a system for AIM and its members which is delivering well-organised information online.

Right

Dale Spender

Capital City Program

The State Library is partnering with agencies such as the Brisbane City Council Library and Information Service, Queensland State Archives and State Development in a project consisting of six key initiatives

- Gateways to the catalogues of the BCC Library Service and the State Library of Queensland
- State-wide licences for electronic information
- Training, job exchanges and visits
- Digitisation of photographic collections
- Online Business Services
- Digital Libraries.

Expected outcomes include: enhanced customer service, cost efficiencies, reduction in the duplication of resources, a seamless entry point for the public searching for databases of historical images of Brisbane/ Queensland, and an easily accessible information and referral service for business clients.

Queensland Cultural Centre

Members of the Queensland Cultural Centre (Queensland Art Gallery, Queensland Museum, Queensland Theatre Company, Queensland Performing Arts Trust and State Library of Queensland) meet regularly to discuss opportunities for joint promotions of the Cultural Centre and collaborating on

events. Planning commenced for a joint marketing campaign to be delivered in late 2000.

The Brisbane Institute

The Library developed a partnership with the Brisbane Institute to present four public events to discuss 'The Knowledge Society'. The first presentation by educator Dale Spender entitled *The business of learning - issues for a Smart State*, discussed the impact



on Queensland's future of the emergence of 'new learning' and the development of dot.com businesses. Former Science Minister Barry

Jones, whose book *Sleepers Wake (1982)* predicted the impact of computer technology on Australian society, updated his vision for the 21st century in *Sleepers Wake!*

Public Programs

The State Library actively promotes its services and collections by media liaison, participation in events and professional committees, briefings and library tours, training courses, and collaboration with diverse community groups.

A full colour quarterly *What's On* brochure was developed to inform library clients of the State Library's exhibitions, upcoming events, films and services. The major events initiated, supported and sponsored by the State Library throughout the year included

Exhibitions

- *Come Spend a Day with Me*, photographic exhibition about issues facing disabled people



- *Yuendumu Doors*, a travelling exhibition featuring 12 doors painted by the Walpiri people of the Western Desert
- *Divided By Distance*, an exhibition by four contemporary Slovenian artists
- *It's Murder!* in conjunction with the Queensland Police Museum and the Queensland Police Service focused on solved and unsolved crimes in Queensland dating from the Gatton murders of 1898.
- *A Century of Change: a Queensland Perspective* consisting of approximately 60 photographs from the John Oxley Library collection



Sponsored events

- Brisbane International Film Festival. Thirty-six films were shown in the State Library Theatre, attended by 1,838 people
- Brisbane Writers Festival. Nineteen events were held in the Theatre attended by 1,914 people

Conferences and public talks

- In association with Arts Queensland the State Library hosted *Without walls? Cultural Organisations beyond the millennium*, a one-day national conference which explored fundamental questions about the nature of our cultural infrastructure in the new millennium
- *Expressing Aboriginality* – a forum on reconciliation through art, culture and education
- a presentation by Ross Fitzgerald, prominent Queensland historian and Chair of Centenary of Federation Queensland on the history of Federation



- *Women on Politics* – leading women from different political spheres discussed the impact of politics on their lives. ABC journalist Lisa Millar interviewed Heather Beattie; the Hon Anna Bligh, Minister for Families, Youth and Community Care and Minister for Disability Services; and Linda Lavarch MLA, Member for Kurwongbah

The State Library presented two cultural events targeting young people. The *Nestle Write Around Australia* creative writing workshops for Year 6 and 7 school students were held in ten zone libraries throughout Queensland. The

Nestle competition, coordinated by the State Library of New South Wales, attracted 26,686 entries with 3,738 of those from Queensland. The Hon Matt Foley presented the awards and prizes to 20 young writers from across Queensland at a function held at the Parliamentary Annexe.



The State Library of Queensland's Young Writers Award, a short story competition open to Queenslanders aged between 18 and 25 received 200 entries with one third of those entries coming from regional Queensland. The winner, Rebekah Scott, was awarded \$2,000 by author Nick Earls at a Brisbane Writers Festival award ceremony and had her story printed in *The Courier-Mail*.

Marketing and promotions

Australian Library Week

This year's Australian Library Week featured an awareness campaign for the State Library's online and telephone reference services. Additional campaign components included a competition to promote QldWeb, a feature of the State Library's web site and the promotion and launch of the Young Writers Award 2000. Over 600 entries were received for the QldWeb competition, with the winner from Cairns receiving the iMac prize.

Public Affairs Meeting

The annual meeting of Public Affairs, Marketing and Communications Officers from all State Libraries was held. Meeting topics included marketing, publicity, public programs, web sites and linking with the education sector. The meeting gave the opportunity for representatives to share experiences relevant to State Libraries and to discuss ways of working together.

Market Research

The State Library appointed Colmar Brunton Research (CBR) to undertake the first phase of a research program to discover more about clients using the South Bank facility. A report on the research was presented to an Internal Reference Group which will integrate the findings into future strategic and operational plans.

Left
Young Writers
Award winner
Rebekah Scott

Far left
Audience at *Women
on Politics*

CRITICAL SUCCESS FACTOR 2

Improve the quality and adequacy of library collections for the benefit of the Queensland community

Continuing to update the quantity and quality of the collections is vital to building a growing client base and to ensure the Library's valued position in the community. Items for the South Bank and Public Libraries Division collections were purchased based on client demand through respective budget allocations. The Library also received many acquisitions via legal deposit and donation. Other important ways in which the collections grew were through Foundation purchases and bequests.

Collections

South Bank Library

Improving the collections within budgetary constraints remained a priority during the year. However, without an increase to the South Bank collection development budget, maintaining the currency and quality of the collections was a challenge. The items in the collections increased through purchase, and more particularly by donation and legal deposit. Previous Annual Reports indicated that the quality of the collection is in decline. This is particularly evident in the serials and electronic databases collections which are the most expensive to purchase and in great demand. In the 12 months from 1998-99, the State Library's serial orders were halved from 3,109 titles to 1,431.

Public Libraries Division

A total of 121,054 items were purchased for the Country Lending Service collection. There was a donation of 20,000 items from the reserve of the Brisbane City Council Library service, of which approximately 15,000 were fiction titles. All public libraries and their communities have benefited from this donation as the items became available for borrowing through the ORAQLE database. A consortium was formed with the Public Libraries Division and nine local governments to tender for the supply of shelf-ready library resources. This required a high level of cooperation

to devise common standards for the processing and cataloguing of library resources. Increased public access to new technologies continued. Multimedia CD-ROM titles such as *National Geographic* were distributed to all libraries. Abridged talking books, popular for people who travel long distances, are now available in every rural and remote public library.

Legal Deposit

In 1997, the *Libraries and Archives Act* was amended to include the requirement that the Library Board acquire the works of Queensland authors as well as works published in Queensland. John Oxley Library was allocated \$12,000 from the State Library's 1999-2000 budget to commence acquiring these works.

Acquisitions

South Bank Library

Sangkuriang

In 1995 the State Library purchased Arthur Boyd's collagraph plates and proofs from the artists' book *Sangkuriang*, a legend from West Java. In 1999-2000 the James Hardie Library acquired the artists' book which significantly extends the range of Australian artists' material, in particular materials used in the development of artists' books in the collection.



Imagery Gallery Archives

Imagery Gallery was one of the few Brisbane galleries to specialise in photography. The gallery mounted some 205 exhibitions between 1980 and its closure in 1995 featuring works by local, national and international photographers. Owner Ruby Spowart donated the gallery's archives containing catalogues, posters, invitations and comprehensive files documenting the gallery's exhibition history to the James Hardie Library.

Musgrave Collection

A collection of material that belonged to Sir Anthony Musgrave, Governor of Queensland from 1883-1888 and Lady Musgrave. The collection includes personal notes and photos, Lady Musgrave's hymn book and bible. Highlights of the collection are 61 works on silk including theatre programs, menus, illuminated addresses and early editions of Queensland newspapers. The silks were specially created to mark the visit of the Governor.



Rawson Family Archive

The Rawson Family Archive (relating to the early history of the Mackay region) was purchased at auction with the support of the Queensland Library Foundation and sponsorship funds from the Mackay community. Copies of archive material including photographs depicting views of Mackay in the 1860s and of *The Hollow*, (the Rawson Family property) were exhibited at the Mackay show and Mackay City Library in June.

Right

Collagraph by
Arthur Boyd
Sangkuriang 1993
Boyd's work reproduced
with the permission of
Bundanon Trust

Far right

Silk program from a
musical evening at
the Old Brisbane
Town Hall dated 25
November 1884

MacArthur

The John Oxley Library acquired a significant collection of photographs featuring General Douglas MacArthur. Taken by an official US photographer during the war, the photographs include many candid shots of MacArthur and Australian soldiers at Momote Island in the Pacific.

Other Key Acquisitions

Other key acquisitions include the latest *Birth, Death and Marriage Indexes, Shipping Resources and Embarkation Rolls World War II* and over 200 maps of current zoning/cadastral boundaries (1999) in the city of Brisbane. The Music Unit acquired the music collection from Education Queensland and has commenced a lending program to Queensland schools.

Public Libraries Division

A total of 971 items on microfiche were acquired by regional family history and local history centres at Chinchilla, Cloncurry, Emerald, Gayndah, Longreach and Tully. The items acquired include copies of the Queensland Post Office directories, other regional Queensland almanacs and directories, as well as various histories of Queensland. These regional centres also acquired microfiche copies of *Birth, Death and Marriage indexes* for NSW 1788-1945 on CD-ROM and a further five years of Queensland indexes. These acquisitions supplemented recently acquired print resources and formed a sound basis for local genealogy collections.

The number of formats within the PLD collection continued to increase. Abridged audio books were in demand and extra titles by popular authors were purchased in response to community needs. More children's videos and CD-ROMs were purchased to meet the high demand.

Bequests

A bequest of \$15,000 was provided to the State Library from the estate of the



late Margaret O'Dowling. The State Library acquired the *Tithe Applotment Books* (the first comprehensive listing of Irish landowners and tenants on a national basis) and the *Ordnance Survey Maps* (1833 -1844) using bequest funds. The Hon Matt Foley was a special guest at a St Patrick's Day event to celebrate the bequest and the Library's purchases.

John Oxley Library received a bequest from the estate of Paula Rosenstengel. It comprised a large maple and silky oak bookcase built by her father Ed Rosenstengel, a prominent Queensland cabinet maker. The bookcase is on display in the John Oxley Reading Room.

Old.Comm Books

The Public Libraries Division manages a community language collection consisting of over 100,000 books in 60 languages, with loans of 55,000 per annum. It is the second largest public library foreign language collection in Australia, acquiring some 9,000-10,000 items per year. Qld.Comm Books purchases community language books directly from overseas sources at a significantly lower cost than they could be bought in Australia, with savings being used to fund the whole of its operations. The self-funding commercial arm of Qld.Comm Books offers acquisition services to other libraries, and during the year was awarded the

contract to supply shelf-ready community language books to Brisbane City Council. Other libraries supplied include Library and Information Service Western Australia, the State Library of South Australia and Auckland City Library. State Library staff travelled to Eastern Europe to purchase a diverse range of community language books for public libraries and Qld.Comm Books.

Preservation

The State Library's Preservation Services Unit resolved a serious mould outbreak at the Dutton Park facility, which affected 9,000 items in the collection. The clean up process reinforced the need for stringent adherence to national and international guidelines on climatic control for the preservation of collections.

Improved Storage

The State Library holds two million images relating to Queensland dating from the 1850s. Of these, 1.2 million images, mostly negatives, are held at the Dutton Park storage facility placing them in danger from the effects of 'vinegar syndrome' which occurs in poor storage environments. Two archival film vaults, funded by the Corporate Administration Agency (CAA), were constructed in the State Library car park. The vaults are built to photographic storage standards and will greatly enhance the long term preservation of over 500,000 negative images and motion picture film currently stored in less than ideal conditions.

Dutton Park Facility

The Department of Public Work's Building Division installed two new chillers into the air conditioning plant that services the Dutton Park facility. The next stage of the project is to maximise the performance of existing equipment to achieve stable humidity control.

Left
Minister Foley
announces family
history acquisition

CRITICAL SUCCESS FACTOR 3

Improved community access to library and information services

The number of walk-in clients at South Bank decreased in 1999-2000, but recent client statistics indicate this to be a temporary trend. However, any decrease in walk-in clients is being more than compensated for by ever increasing virtual clients. In the long term, the State Library's major building extension program and enhanced services can only increase client numbers. To this end the Library is currently undertaking a review of its expenditure and client services, and is piloting new services for the building extension.

South Bank Library

Upgrade to SRL Telephone Reference Service

A new call management system was installed in the State Reference Library to reduce client waiting time for reference queries. A display board enables staff to see at a glance the number of callers waiting, how long each caller has been waiting and the number of rostered staff available to take the calls.



Right
Client making use
of PieNet facility

Public Internet Access

All computer workstations in the reading rooms were upgraded to provide CD-ROM, ORACLE and Internet access for clients. A commercial email kiosk called PieNet was installed in the Library foyer on a trial basis, with the possibility of acquiring more kiosks. The kiosk is intended to maximise the availability of

public Internet access and to accommodate excess demand in the reading rooms.

Info2 Review

The *Info2* service point provides most visitors with their first contact with the State Library. In recognition of the importance of *Info2*, a review focusing on staffing arrangements and client information provision was undertaken.

Archiving Political Records

A three-year project to archive approximately 250 linear metres of political records and several thousand photographs is being undertaken by John Oxley Library. The records from the Australian Labor Party, National Party, Communist Party and the Liberal Party date from the 1880s to the present. The project is funded by a grant of \$160,000 from the Department of Premier and Cabinet. Archivist Joanne Anthony was appointed to complete the project.

Photographic Collection

Over 17,000 photographic negatives from the John Oxley Library collection currently housed at Dutton Park were fully indexed to a database and rehoused into archival enclosures. One hundred of these images were sent to Ausdoc (Sydney) as a test run for potential future digitisation of high priority components of the collection.

Digital Video Disc Players

Three Digital Video Disc (DVD) players were added to the audio-visual viewing facilities. DVDs offer enhanced image quality and sound as well as extra features, such as commentary on a separate audio track.

Improved Digital Access

The number of virtual clients visiting the State Library is increasing each month. The Internet Services and Policy Units are researching software packages that will enable the State Library to track more detailed and accurate information on how virtual visitors use the web site. The current snapshot of visits to

particular areas of the State Library web site suggests that after the home page, QldWeb was the most visited area of the web site.

Digital Library Strategic Plan

The final version of the Digital Library Strategic Plan was published following input from Library stakeholders, Government Ministers, representatives of the tertiary education sector and multimedia developers. The plan outlines strategies to be undertaken by the State Library over the next five years to improve online service delivery. Key components of the plan are the intended digitisation of unique collections, provision of Statewide access for library clients to electronic information resources, provision of leadership in digital library services for Queensland public libraries, and to support and develop the State Library's information technology infrastructure.

Web-based Products

As part of the *Capital City Project* access to *Electric Library Australasia*, a web-based collection of newspapers, journals, monographs and maps was negotiated. The purchase enables clients of both the State Library and the Brisbane City Council to access this range of full text information. This consortia agreement will result in cost savings and reduced duplication of effort in relation to vendor liaison, trialing and purchase. *Health Reference Center - Academic*, another web-based product, was trialed. Every Queensland public library with Internet access can use the database to find full text material and references on any health and medical subject.

Web Site

Significant advancements were made in the provision of access to State Library collections via the Internet. Indexed databases of John Oxley photographs enabled remote visitors to search for and access images of Queensland's history and heritage. One of the additions was

the database of Queensland soldiers who fought in the Boer War.

Queensland Web

The previously static web pages of *OldWeb* with links to

Queensland web sites were upgraded to a fully interactive database enabling clients to search the site. The State Library's commitment to web-based service delivery was further advanced with the approval of funding for a full-time web master, along with a major upgrade to the State Library's bandwidth.



NetLinks

Work on the NetLinks database project continued. NetLinks will provide easy access for Library clients to selected quality Internet sites. The site uses Resource Organisation and Discovery Software (ROADS) that allows for keyword searching and the capacity to browse via subjects. Seeding funds for the project came from the Online Public Access in Libraries (OPAL) project.

Time Walks

Time Walks, which uses Quick Time VR (virtual reality) technology to display panoramas, was completed and loaded onto the Library's web site. The site provides an opportunity for Library clients to take an interactive journey

through photographic images of Brisbane from the John Oxley Library collections. The panoramas were taken from Bowen Terrace between 1870 and 1988 and from the old windmill on Wickham Terrace in 1883.

Indigenous Web Sites Project

The State Library's Indigenous Libraries Unit in Cairns worked with Indigenous communities to create a number of local web sites featuring text and photographs relevant to those communities. The Kowanyama and Hopevale Community web sites are now online with further web sites being created for the Yarrabah, Mornington Island and Torres Strait communities. This project was funded by OPAL.

Digitisation Research Pilot

A 12 month digitisation research project involving indexing 250 images of Queensland in the 1950s and formatting them to CD was undertaken. Staff from John Oxley Library, Preservation Services and Information Systems collaborated on the project which gave them an understanding of the necessary procedures required for image digitisation. The project also highlighted issues such as data security requiring further consideration in future image digitisation projects.

Collaboration with DSTC

Staff from both John Oxley Library and the Audio Visual Unit worked collaboratively with Distributed Systems Technology Centre (DSTC) at the University of Queensland to undertake research into improving online access to

library collections. Details of the pilot projects are: *Peggie Project* – a venture to develop software to efficiently generate and edit John Oxley Library's image data and to develop an image capable search engine; *VEGGIE Research Project* which has a longterm aim to provide library clients with better access to the State Library's film and video collection. The project is trialing software to create a video catalogue record that complements the conventional catalogue information with detailed content including video extracts.

LIMS

The State Library engaged Glen Marriot of Vinecorp Pty Ltd to advise on the State Library's Mainframe Replacement Project (now referred to as LIMS - Library and Information Management System Implementation). Bernard Hawke, Director Special Collections was seconded as the State Library's Project Sponsor. A revised project plan was jointly developed by the State Library and the prime contractor – Southmark Solutions.

Members of the LIMS project team and key stakeholders undertook testing of Version 25 of the VIRTUA OPAC, cataloguing and circulation modules in February 2000. An important outcome of the testing period was to provide a snapshot of the cataloguing and circulation software that was agreed upon by the Library and suppliers, VTLS and Southmark. None of the software modules tested in February was at an acceptable level of compliance with the software baseline at the time.

LIMS Project and Aurora

Dalby Library was the first library to go live with the *Aurora* (windows-based library software) library system. Clifton Library became the first existing CLS library to go live with the *Aurora* library system as part of an extensive rollout to some 100 CLS libraries across Queensland. *Aurora* will replace the existing *QUOLLS* system and provide



Top left
Major Tunbridge,
Queensland
Mounted Infantry

Above left
OldWeb
promotional
campaign

Left
Panoramas of
Brisbane taken from
Bowen Terrace in
1881 and 1998



Right
Aurora System
training

Far right
Elizabeth Fa'Aoso
trains clients at the
Indigenous Libraries
Unit in Cairns

library users with improved access to the CLS library collections. Advantages to local communities include the ability to search library catalogues using a graphical interface, eventually resulting in users being able to search library catalogues from their own homes. The Quiros RA service was retired as the State Library moved towards web-based delivery of electronic products to the public library network.

Staff Training

Remote access to the State Library collections improved through staff training in the creation and indexing of collection databases, which are then made available via the web. Preservation Services staff undertook training programs to improve their knowledge base in relation to managing the Library's built environment and the preservation of audiovisual collections.

Managing the On-going Costs of IT

The State Library implemented a process for identifying the total cost of ownership of computer equipment. The methodology will enable a more effective management of IT costs when introducing new digital services for staff and clients. The introduction of leased PCs in the next financial year will be a key feature of the methodology and contribute further to reduced equipment costs.

Other

Other activities to improve access include ongoing Internet awareness sessions; the indexing of rare maps in readiness for placing information on a landholders' database on the Internet; the establishment of an inhouse

retrieval system for the uncatalogued music collection; and creation of the Fairytales and the Queensland Children's Authors' databases.

Public Libraries Division

Country Lending Service Loans

Over 386,000 items were lent as part of the CLS loans exchange, representing a 0.19% increase on the previous year. Total loans to public libraries reached 656,027 items for the year – a 2.7% increase. There was a 9.6% increase in the total number of requests received by PLD. Request loans totalled 135,416 items representing a 10.3% increase and the number of libraries using QUEST (ORAQLEs online facility) increased to 150, showing a 4.9% increase.

Indigenous Library Services

The existing library at Kowanyama was converted to provide a service more appropriate to Indigenous community needs. Staff from the Public Libraries Division and Indigenous Libraries Unit met with District Education Officers for Cape York and Torres Strait and the CEO of the Island Coordinating Council during a visit to Thursday Island. There was ongoing liaison with the Aboriginal Coordinating Council and the Island Coordinating Council regarding the development of library services in Indigenous communities.

Indigenous Libraries Unit

The Indigenous Libraries Unit (ILU) in Cairns moved to new accommodation in K Block at Cairns TAFE. The new facility provides increased space for ILU staff and resources and improved access for ILU clients to their services. Training using computer technology forms a major part of the staff workload. During the year 54 training sessions with 229 participants were held using email, introduction to Word, CD-ROMs and using the Internet, and at times training was customised for specific communities and groups. Library staff handled 637 enquiries; visits and the demand for services is continuing to grow. The Unit is recognised as a resource centre by Indigenous groups such as the Aboriginal and Island Community Council, Council for Aboriginal Reconciliation, Cape York Land Council and the Aboriginal and Torres Strait Islander Corporation for Women.



CRITICAL SUCCESS FACTOR 4

A skilled, effective and efficient organisation

The Library Board and management were committed to ensuring that State Library staff members had access to the skills to enable them to interact effectively with clients and manage their workloads. As well, methods of improving the organisational structure were investigated. Professional development was encouraged at all staff levels to keep up with the changing library environment. Library staff from the different divisions attended conferences and seminars on a range of topics.

Organisational Improvement

An organisational improvement program was undertaken for all senior staff designed to examine the way that the State Library could improve its corporate management arrangements. Following the completion of a training needs analysis a range of workshops were completed on the following issues: conflict resolution, dealing with difficult customers, improving customer service, report writing and managing burnout. Skills gained from the workshops will assist staff to provide clients with efficient reference services and access to the collections, and to manage their workload in a rapidly changing library environment. The State Library also introduced *HOT Forum* giving all staff the opportunity to discuss State Library related issues in an open forum.

Professional Development

Conferences

State Library staff attended the following conferences:

- ALIA National Congress
- International Federation of Library Associations and Institutions Conference (IFLA) in Bangkok
- 11th International Seminar on Library Buildings *Library Buildings in a Changing Environment* in Shanghai
- ALIA Rare Books and Special Collections Special Interest Group Conference
- Bibliographical Society of Australia and New Zealand

- INFOG (national conference for the exchange of information between the screen culture and IT sectors)
- CASL (Council of State Librarians) National Meeting of Public Library Directors in Adelaide
- Local Government conference at Toowoomba
- NSW Country Public Library Association
- 13th National Cataloguing Conference
- *Opening Doors* conference in Maryborough
- 4th ALIA Public Libraries National Conference in Perth
- Presentation by Australian Libraries Copyright Committee
- Queensland Public Libraries' Association annual conference *Libraries in the 21st century*
- Victorian Automated Libraries Association conference (VALA) in Melbourne
- Department of Primary Industries' *Smart Rural Communities*
- NSW Country Public Libraries Association's *Mobile Libraries: the Miles Ahead*
- Children's Book Council Annual Conference *Third Millennium - Read On!*
- Round Table on Information access for people with a print disability - *Surfing for information or Missing at Sea*
- Library Board of Victoria - *Build, Renovate or Detonate*

Conservation Training

A specialist book conservator from Artlab Australia in Adelaide conducted an intensive workshop for staff from the conservation unit. The skills gained at the workshop will be adopted into the conservation program, in particular the treatment of antiquarian book collections.

Representation on International Committees

Robert Pestell, Director Public Libraries Division served as the Information Officer on the IFLA Round Table on Mobile Libraries and was a Standing Committee member of the Public Libraries section. He is currently a member of an international working party to develop guidelines for public libraries. He presented a paper on Queensland's Country Lending Service to the IFLA Conference in Bangkok.

The Manager Technical Services, Anne Robertson, was appointed to the *Decimal Classification Editorial Policy Committee* which meets twice a year at the Library of Congress in Washington. The appointment was in recognition of Ms Robertson's expertise in the Dewey Decimal Classification system.

Acting Senior Librarian Cataloguing, Jacqui Norfolk, was appointed Secretary of the *Joint Steering Committee for the Revision of the AACR2*. AACR2 is recognised as the international standard for rules governing the bibliographical description of all library resources. Only institutions with an internationally recognised standard of cataloguing are asked to participate in the Joint Steering Committee.

Equal Employment Opportunity (EEO) Achievements

The State Library undertook a number of EEO initiatives as documented in its EEO Management Plan. During the year an inaugural \$3,000 EEO training budget was provided, allowing staff to be trained in cross-cultural awareness, assertiveness skills, and job application skills for target group members. The State Library's EEO policy was updated, along with the revision and/or creation of a number of other HR policies. All policies were analysed with the aim of eliminating direct or indirect discrimination. The State Library had no incident of discrimination reported in 1999-2000.

CRITICAL SUCCESS FACTOR 5

Increased revenue from all streams

The State Library actively seeks to supplement the funds it receives from the State Government through partnerships with the corporate sector, grant applications to a range of funding bodies and private consultancy services offered by its business services.

State Budget 1999-2000

Apart from capital works and supplementation for enterprise bargaining payments, the State Library received no increase to base funding in the 1999-2000 State budget. An internal reallocation of resources has instead facilitated enhancements to service delivery including

- an accommodation upgrade for the Indigenous Libraries Unit in Cairns and the establishment of new library services in Indigenous communities
- an upgrade to Internet bandwidth so that all public access terminals will be capable of providing public Internet access
- an increased allocation for the purchase of electronic collections
- the copying of selected photographic negatives currently housed at Dutton Park
- commencement of work on the Queensland Authors' legal deposit program.

Queensland Library Foundation

In accordance with the provisions of Section 95 (1)(c)(iii) of the Financial Management Standard 1997 and Corporations Law, the Queensland Library Foundation (ACN 087675054) was established by the Library Board of Queensland as a Company Limited by Guarantee. The Foundation is audited as required by Australian Accounting Standards and Corporations Regulations. In keeping with Corporations Law the Queensland Library Foundation produces its own Annual Report and associated audited Financial Statements, which are available from the Foundation office.

Support for the Library

This year the Foundation Council transferred the amount of \$181,000 to support the Library with major acquisitions. This enabled four items to be purchased

- *Musgrave Collection* – material that belonged to Sir Anthony Musgrave, Governor of Queensland from 1883-1888 and Lady Musgrave.
- *Sangkuriang* – the purchase of original material used in the production of the book *Sangkuriang* to complement the artists' proof copy of the book already held in the James Hardie Library.
- *Tithe Applotment Books* – the Foundation and the Family History Unit worked together to fulfil the intention of Margaret O'Dowling's bequest to the Library by arranging the purchase of *Tithe Applotment Books* and *Ordnance Survey Maps (1833-1844)*.



- *Rawson Family Archive* – extremely valuable material relating to the early history of Mackay contains family diaries and photograph albums, a diary relating to the North Queensland Separation Movement and autograph books. The Foundation raised \$10,000 from the Mackay region to support the acquisition. In-kind support from *yesresources.com* was also obtained through the creation of an on-line gallery showing some of the photographs from the albums.

Member Activities

Good Neighbours Breakfast

The Foundation hosted a breakfast to inform local business people in the South Brisbane area and South Bank precinct about the services and opportunities available at the Library. Several strong relationships developed from this event.

Unmasked - Treasures from the Special Collections

In the presence of its Patron and Governor of Queensland, the Foundation hosted a function showcasing many rarely seen treasures from the James Hardie Library. The function attracted over 150 Foundation and Custodian members and other guests. The material on display highlighted the extent and variety of the collection, which sparked increased interest in and visits to the Library.

Book Launch

Foundation member and author Cedric Hampson QC chose the State Library to launch his book, *Cat's Eye*. Several Foundation and Custodian members attended this event.

Fundraising activities

Custodians

The Custodians is an annual program that invites individuals to support the Library with a \$130 donation. The higher levels are Leader \$250 and Champion \$550. The program proved to be a major income source for the Foundation with 715 active members.

Australian Library Week

The Foundation secured *iPrimus* as the sponsor for the QldWeb competition to provide cash and in-kind product.



Right
Image from Rawson
Family Archive

Below right
State Librarian (right)
acknowledges the
support of iPrimus
representative
Nathan Ford (left)

Sir James Cockle Portrait

A fundraising campaign was initiated by Council President Neil Roberts based around the Foundation's role in repatriating an original portrait of Sir James Cockle, the first Supreme Court Justice of Queensland from 1863 to 1879. After restoration by the State Library's Preservation Services Unit the portrait was presented to the Supreme Court where it now hangs. Heads of all Queensland's legal organisations lent their support to the campaign.

Grant Applications

The State Library secured a Centenary of Federation grant of \$80,000 from the Federal Department of Communication, Information Technology and the Arts.



The State Library (in association with Education Queensland, Queensland History Teachers' Association, Queensland School Curriculum Council and State Archives of Queensland) used the funding to develop *Child's Play* – an interactive educational web site based on unique primary source photographs and documents held in the John Oxley Library. *Child's Play* focuses on childhood and growing up in rural and regional Queensland at the turn of the century. The project commenced in January 2000 and will be completed by December 2000. A Project Officer was appointed to coordinate the project.

Rural.connect

The State Library was successful in its bid for funding for the *Rural.connect* project under the Federal Government's *Networking the Nation* scheme. *Rural.connect* aims to increase and improve Internet connectivity and community access to online information resources in public libraries of small rural and remote communities (population base under 25,000). The project will fund:

- 102 Internet terminals and computer software in rural and remote public libraries for 51 nominated Local Governments. The computer terminals will in some cases be the second computers provided by the State Library, while others will be new connections. The PCs will be rolled out over two years commencing January 2001.
- on-going technical support for local councils in rural and remote libraries through the continuation of a State Library Help Desk for 12 months.

Business Services

Preservation Services operated a profitable commercial service in photographic and microfilming which allows public libraries and local government authorities to access duplicates of State Library collections.



The Internet Training Centre was moved from Information Systems Division to BR+SQ in an effort to increase the centre's profitability and as part of a refocus of BR+SQ's activities.

PLD Book sales

PLD held its Giant Booksale at the West End premises. Approximately 5,000 customers purchased 30,000 books. A successful booksale was held in Townsville resulting in a sellout of non-fiction titles.

Left
Internet Training
Centre

Above left
Early studio
photograph from
Child's Play

CRITICAL SUCCESS FACTOR 6

Provide leadership to the Queensland library sector

Providing leadership to the Queensland library sector is one of the Library's critical roles. The continuing success of the three year OPAL project has ensured that equity of information exists through the availability of Internet access to 75% of Queensland public libraries.

OPAL Achievements

A formal evaluation of the OPAL (Online Public Access in Libraries) project was completed. The evaluation, undertaken by Morton Consulting in association with John Larcombe and Associates, was approved after consultation with Treasury, Arts Queensland and the Local Government Association of Queensland.

The report indicates that OPAL has

- increased the number of public Internet access points in libraries
- trained public library staff throughout Queensland in using the Internet in order to provide effective support to library Internet users
- introduced the Internet to a large number of first-time users
- increased Local Governments' commitment to Internet services in public libraries.

In the third year of the OPAL project \$315,000 in cash grants was devolved to 122 Local Governments (\$2,250 per LG). Of those, 41 remote and rural Local Governments received an additional \$1,000 to offset high telecommunication costs. Fifty-three OPAL training courses were offered in Year 3, and to date 376 public library staff have been trained in ten regional locations.

OPALINFO, the online mailing list developed for public library staff to discuss IT and public access issues, generated over 400 email messages. A new Standard Operating Environment (SOE 5) was distributed to public libraries. Installation of SOE 5 guaranteed libraries a more trouble free computer service while ensuring their

hardware and software were Y2K compliant. SOE 5 provided the latest updates on Netscape, Internet Explorer and McAfee Virus Scan and included Frontpage software.

OPAL's Community Web Publishing Project (CWPP) was further developed with eight Queensland not-for-profit organisations creating web sites and 73 not-for-profit organisations now hosted by the State Library. A further 43 organisations applied to participate in CWPP and are either engaged in developing their web sites or waiting for CWPP volunteer web authors to assist them.

Community Training

Two new community training packages were launched as part of the OPAL program. *Internet for Jobseekers* was launched at Hervey Bay Library by Premier Beattie. *Seniors and the Internet: what's in it for you* was launched at Indooroopilly Library by the Hon Anna Bligh, Minister for Families, Youth and Community Care. PLD staff hosted a seminar on Adaptive Technology (ie technology, computers and software specifically designed to cater for people with special needs such as sight or mobility impairment). The seminar featured demonstrations of equipment by two leading companies in this specialised field.

The OPAL project management team commissioned several new training packages. These courses, prepared by



State Library staff, included family history for Indigenous people; local history; rare books; and two courses relating to newspapers and resources for current events and business resources. Other OPAL projects included extending selected Internet resources through a major online indexing project NetLinks, and a special project for John Oxley Library to develop standards and guidelines for the public library sector to manage historical and archival collections.

Public Library Grants Scheme

The review of the Public Library Grants Scheme was completed in late 1999 with 80 local governments visited by State Library staff. The Steering Committee, which undertook the review, presented its final report and recommendations to Minister Foley. The recommendations related to the funding provisions required to continue to develop the State's public library network over the next three years. The funding bids encompassed the need to improve book stock in public libraries, advance online services and collections and improve services to Indigenous communities. Following the review, the definition of library materials will be widened to allow Local Governments to purchase more electronic products from Public Library grants.

Local Government Reform Committee

The Library Board Chairman, State Librarian and Director Policy and Development met with the Local Government Reform Committee to outline a range of State Library issues impacting on service delivery throughout the State. The meeting was chaired by Kevin Yearbury Director-General, Department of Communication, Information, Local Government and Planning, and representatives included Greg Hallam, CEO, Local Government Association of Queensland.

Right
Librarian Anne
Lovell demonstrates
the Internet for
Premier Peter
Beattie at Hervey
Bay Library

Public Libraries Advisory Committee (PLAC)

The PLAC committee confirmed the initiatives it will address over the next two years. These include: Statewide vision, social inclusion, training, partnerships, management and our heritage. Committee members also discussed issues relating to reciprocal borrowing for public libraries and the review of the State Library Innovation Grants Scheme. An online discussion list was created for PLAC so the committee can gain industry feedback on a range of policy and operational issues.

Queensland Public Libraries Association

The State Librarian and Director Policy and Development met with the new President of the Queensland Public Libraries Association (QPLA), Library Manager Cheryl Brickell to discuss how the State Library and the QPLA could work together in a more strategic manner.

BCC visits

State Library staff presented a series of tours and information sessions for staff from Brisbane City Council libraries. State Library staff also visited the Central City branch as part of an ongoing plan to strengthen the relationship between the State Library and Brisbane City Council.

Training for Public Librarians

State Library staff undertook field trips to regional centres offering professional support and advice to public library staff. Libraries visited included Mackay, Sarina, Bowen, Thuringowa Townsville, Biloela and Rockhampton, Birdsville, Bedourie and St Pauls on Moa Island in the Torres Strait. Internet training for public library staff continued to be a major focus of regional training. The biannual CLS training courses conducted by Public Libraries Division provided professional development opportunities for CLS librarians from as far afield as Moa Island, Mornington Island, and Thargomindah.

Conferences

The Arts Unit partnered Queensland Art Gallery Library in hosting the annual conference of the *Art Libraries Society of Australia and New Zealand*. Public Libraries Division hosted the Branch Librarians' conference entitled *Global Reach, Local Touch*. Conference topics included: the strategic value of libraries, the impact of technology on library design, the future of libraries, the changing role of local government and strategic planning.

Internet charges

The State Library has been negotiating with Telstra over the past 12 months to introduce a scheme that will reduce high telecommunication charges in regional and remote areas. It is proposed that a consortia of public libraries is formed to buy bulk Internet hours, thereby reducing the overall cost per hour.

Innovation Grants

Thirty-three projects were funded through the State Library's Innovation grants to public libraries. The grants were announced by the Hon Matt Foley at the Queensland Public Libraries' Association conference at Twin Waters.

Public Libraries in Queensland Statistical Bulletin

The *Public Libraries in Queensland Statistical Bulletin 1998-99* was distributed to Queensland Local Governments, State Government departments and Australian State Libraries. This publication provides performance measures and indicators on key library data including usage and expenditure. Usage of public libraries continues to grow with a 5% increase in loans to borrowers.

Preservation Training

The State Library's Preservation Services Unit held workshops and consultancies for regional Queensland libraries. Cooloolah Shire Library staff and volunteers preserved their large music

collection following a workshop conducted by the State Library last financial year.

Local Studies Seminar

Public Libraries Division hosted a seminar, *Local Focus Local Value*. The aim of the seminar was to provide



opportunities for participants to discuss topical issues and current practice in relation to local studies collections and services, in particular services to Indigenous clients.

Left
Board member
Jackie Huggins
opens *Local Focus,
Local Value*
conference

Multicultural Protocol

The Library launched a new *Multicultural Protocol for Consultation*. This protocol to provide effective multicultural services in libraries was launched by Gordon Nuttal, Parliamentary Secretary to the Premier and Nick Xynias, Chairman of the Ethnic Communities Council of Queensland.

Young People's Services

PLDs Young People's Services delivered storytelling workshops and conducted a number of meetings relating to young people's services and training requirements. Staff visited UK Library suppliers to buy large quantities of junior and young adult materials including graphic novels, story cassettes, posters and books. These latter purchases were a direct response to demand from Country Lending Service libraries for more young peoples' resources. Young People's Librarian Denise O'Connor accepted an invitation to visit Jerudong International School in Brunei as part of Children's Book Week celebrations. This is the first time Children's Book Week has been celebrated outside Australia.

HUMAN RESOURCE MANAGEMENT

Ethics Implementation

As required under *Public Sector Ethics Act 1994*, Section 23 Implementation Statements, the following statement details actions taken during 1999-2000 to comply with the sections of the Act as named.

Section 15: Preparation of Codes of Conduct

No revisions to the *Code of Conduct for the State Library of Queensland, 1997* were made during the 1999-2000 reporting period. The Ethics Reference Group discussed whether there was a need for any major revisions, and staff were invited to comment on the issue, but no major deficiencies in the *Code* were identified. Some Policies and Directives referred to in the *Code* have been changed, but as the *Code* had been reprinted the previous year, and the changes were relatively minor, the electronic version of the *Code* is to be amended and a list of any replacement or new Directives and Policies will be produced as an addendum to the print version of the *Code*.

Section 19: Access to Ethics Principles and Obligations and Codes of Conduct

All staff have been issued with personal copies, and a copy is issued to new staff. Managers and Supervisors are required to ensure that staff are aware of the contents and that staff attend training when it is offered. A copy of the *Code of Conduct* is available on the State Library web site.

Section 20: Inspection of Codes of Conduct

Copies of the *Code of Conduct* are freely available within the Library collection for any person

- to inspect without fee
- to take extracts from without fee
- copies of parts of the printed *Code of Conduct* may be made on payment of the relevant fee, and copies may be purchased from the Library Shop during normal opening hours
- the code may also be freely accessed on the State Library web site.

Section 21: Education and Training

The Education and Training Plan developed in the previous year continued.

New staff, or staff who had been unable to attend previous training were instructed in

- the operation of the *Public Sector Ethics Act 1994*
- the application of ethics principles and obligations of public officials
- the application of the contents of the State Library *Code of Conduct* to their particular work environment.

Section 22: Procedures and Practices

All the policies, procedures and practices are systematically being reviewed and auditing for conformity to this requirement of the Act is implemented as a regular part of the process.

Public Interest Disclosures

No public interest disclosures were received in 1999-2000.



Right
Back L-R Kathy Szokolay, Maxwell Webster, Trudy Bennet, Front L-R Mary Elliott and Priscilla Hockett acknowledged for their 20 years service in 1999

STATISTICS

STATISTICAL HIGHLIGHTS 1999-2000

- 75% of public libraries in Queensland with Internet access
- State Library web hits increase by 91%
- State Library receives \$280,000 in grants and sponsorship.

Collection Holdings

	1999-00	1998-99
SOUTH BANK		
Monograph titles	438,642	428,674
Monograph titles - JOL	70,224	67,629
Total monograph titles	508,868	496,303
Serial titles	10,744	10,106
Serial titles - JOL	5,853	5,422
Total serial titles	16,597	15,528
Maps sheets	31,710	31,571
Maps sheets - JOL	5,547	5,538
Total maps sheets	37,257	37,021
Ephemera	168,034	130,500**
Ephemera - JOL	49,627	41,804
Total ephemera	217,661	172,304**
Original art works - JOL	6038	6,010**
Original art works	74	-
Total original art works	6112	-
Archives & manuscripts		
- JOL	2,169.38 Im	2,148.07Im-
Archives & manuscripts	32.86 Im	-
Total archives and manuscripts	2202.24Im	-
Photographs and negatives - JOL	2,004,442	2,000,000-
Photographic albums - JOL	415	-
Newspaper clippings - JOL	484,385	-
Current newspapers	197	185
Sound recordings	17,438	17,398
Videos	3,786	3,427
Music scores	58,898	57,992
PUBLIC LIBRARIES DIVISION		
Adult fiction	272,384	248,910
Adult non-fiction	259,031	247,252
Junior	219,509	208,276
Young adult	59,903	52,786
Large print	56,171	53,269
Bulk loan paperbacks	44,033	42,255
Bulk loan magazines	6,501	6,042
Talking books	23,751	22,405
Community language resources	112,332	104,540
Literacy resources	6,309	6,883
Videocassettes	16,237	15,218
CD-ROMs	2,710	2,204
Kits and Audiovisual	3,918	4,184
Cassettes & CDs	16,881	20,549
Microform	225	143
Other	6,003	5,518

Community and Government Support

	1999-00	1998-99
SOUTH BANK		
Public Programs		
Publicity stories	715	821
No of public programs	137	74
No attending public programs (includes film program)	19,293	20,214
Improved Collections		
SOUTH BANK		
Items Added to Collections		
Monographs and serial issues (purchased)	38,819	-
Monographs and serial issues (donation, legal deposit)	65,061	-
Total Items Added to the Collection	103,880	100,348
Preservation Services		
Conservation treatments	1,788	1,804
Repairs and rebinds	26,753	37,471
Photographic prints & negatives produced	18,861	22,521
Microfilm frames produced	361,056	510,229
PUBLIC LIBRARIES DIVISION		
Items added to collections	121,054	125,482
Improved Access to Collections		
SOUTH BANK		
Visitors		
State Reference Library	229,784	269,740
John Oxley Library	20,364	19,764
Public Programs	19,293	20,214
Total Visitors	269,441	309,718
Web and Catalogue Hits		
External hits to web site	1,613,740	845,300
External hits to catalogue	2,315,961	1,803,344
Loans		
Loans to public libraries and other institutions	17,806	21,200
Loans from other libraries	2,499	2,296
Information Enquiries		
State Reference Library	54,773	61,990
BR+SQ	1,630	1,860
John Oxley Library	20,181	19,411
Special Collections (excluding JOL)	33,620	29,600
Total Information Enquiries	110,204	112,861
Shelving and Retrievals		
Total items shelved	282,402	318,881
Retrieval from stack	66,091	83,009

Improved Access to Collections continued

PUBLIC LIBRARIES DIVISION		
Loans		
Requests processed	126,614	115,463
Loans to public libraries	652,054	638,554
Consultancies to Local Government		
Consultancies - PLD	2,935	1,712
Training programs/seminars/presentations (public library staff)		
No of training sessions - PLD	156	162
No attending training sessions - PLD	1,141	1,061
Increased Revenue		
Grants and Sponsorship		
	1999-00	1998-99
Department of Premier and Cabinet - Political Parties' project	\$59,600	
Department of Communications Information Technology and the Arts - Child's Play, educational web site	\$40,000	
Queensland Library Foundation Trust	\$181,000	
Total Grants and Sponsorship	\$280,600	
Leadership to the Public Library Sector		
No of:		
Public libraries	323	-
Indigenous Council libraries	4	-
CLS libraries	153	150
Quolls/Aurora sites	106	100
Internet connected libraries	240	194
Mobile libraries	18	17
Library Innovation Grants funded	33	19

Notes

- figures not previously reported
** estimates only

Descriptions

Im- linear metres
Additions to the collections South Bank includes items purchased as well as donations, bequests, legal deposit, and exchanges
Requests processed includes inter-library loan requests and information enquiries
JOL - John Oxley Library
OPAL - Online Public Access in Libraries
CLS - Country Lending Service libraries
QUOLLS/Aurora - Circulation system providing automated lending services for public libraries

CONSULTANCIES 1999-2000

Nature/Topic	Company and Principal Consultant	Total Expenditure	Number of days engaged	Whether a written report was submitted	Terms of Reference
James Hardie Library of Australian Fine Arts	Polka Management	\$15,000	1 July 1999 to 30 June 2000	Not applicable	Undertake collection development for the James Hardie Library of Australian Fine Arts
Information Technology	Glen Marriott	\$127,004	27 Sept 1999 to 30 June 2000	Regular reports presented to the Library Board	Undertake the duties of Project Director for the Library Information Management project (LIMS).
Formal evaluation of OPAL project	Morton Consulting	\$9,500	1 Oct 1999 to 1 December 1999	Yes	Undertake a formal evaluation of the Online Public Access in Libraries project.
Market research	Colmar Brunton Research Qld	\$18,710	15 May 2000 to 30 June 2000	Yes	Conduct market research into existing and potential walk-in visitors
Design consultancy	Cecilia Kugler	\$9,800	22 Sept 1999 to 28 Feb 2000	Yes	Undertake design consultancy for refurbishment of the reading rooms on level 2 and 3.
GST impact study	BDO Kendalls	\$8,150	24 Nov 1999 to 31 Dec 1999	Yes	To complete a GST impact study
Foundation three year plan	O'Keefe & Partners	\$1,600	June 2000 to August 2000	No	Assist in preparing a Strategic Plan for the Queensland Library Foundation.
Four workshops with external stakeholders	Lunn Consulting	\$3,000	1 June 2000 to 30 June 2000	Yes	Facilitate four workshops with external stakeholders as part of the Future Directions exercise.

OVERSEAS TRAVEL 1999-2000

Name	Position	Countries	From	To	Purpose	Cost	Report
Des Stephens Tammy Morley	State Librarian Project Officer	Asia	14 August 1999	26 August 1999	11th International Seminar on Library Buildings	\$8,500	Yes
Michael Hallam Robert Pestell	Director, Business Services Director, Public Libraries Division	Bangkok	21 August 1999 14 August 1999	28 August 1999 1 Sept 1999	IFLA conference IFLA conference and acquisitions of resources for Qld.Comm Books	\$7,050	Yes
Julie Sibthorpe	Manager, BR+SQ	New Zealand	7 November 1999	16 November 1999	Present paper at NZLA conference	\$1,100	Yes
Dave Allen	IT Manager	USA	24 September 1999	4 October 1999	Investigate LIMS software	\$4,900	Yes
Robert Pestell Elise Costello Madonna Moroney	Director, PLD Research & Project Officer Manager, Qld.Comm Books	Frankfurt, Eastern Europe	6 October 1999 11 October 1999 10 October 1999	1 November 1999 20 October 1999 24 October 1999	Acquisition of resources for Qld.Comm Books	\$16,000	Yes
Janelle Blatchly Read	Librarian PLD	United Kingdom	20 September 1999	1 October 1999	Acquisition of resources for Qld.Comm Books	\$4,500	Yes
Laurel Dingle	Senior Librarian	New Zealand	17 July 1999	24 July 1999	IAML Music Conference	\$1,800	Yes
Eric Bigby Bernard Hawke	Deputy Chairman Library Board Project Sponsor, LIMS	USA	29 April 2000	7 May 2000	VTLS International Users Group Meeting	\$12,000	Yes

PUBLIC LIBRARY GRANTS SCHEME

Free library services are available from 123 Queensland Local Governments and four Aboriginal community councils. There are 150 libraries participating in the Country Lending Service (CLS) and 169 Independent library services.

The Public Library Grants Scheme continued during the 1999-2000 period, whereby cash grants were provided to Local Governments operating independent library services. These grant payments paid during the year are detailed below:

Independent Grants 1999-2000 (\$)

Atherton Shire Council	52,428	Gold Coast City Council	1,454,571	Noosa Shire Council	191,647
Banana Shire Council	70,577	Hervey Bay City Council	200,047	Pine Rivers Shire Council	519,499
Beaudesert Shire Council	244,731	Hinchinbrook Shire Council	69,702	Redcliffe City Council	248,740
Bowen Shire Council	67,011	Ipswich City Council	610,991	Redland Shire Council	504,944
Brisbane City Council	3,280,919	Johnstone Shire Council	101,911	Rockhampton City Council	296,183
Bundaberg City Council	322,654	Kingaroy Shire Council	58,772	Thuringowa City Council	232,389
Burdekin Shire Council	97,410	Livingstone Shire Council	121,505	Toowoomba City Council	437,034
Caboolture Shire Council	496,805	Logan City Council	745,772	Townsville City Council	420,801
Cairns City Council	541,249	Mackay City Council	356,365	Warwick City Council	103,937
Caloundra City Council	333,773	Mareeba Shire Council	94,120	Whitsunday Shire Council	73,683
Cooloola Shire Council	164,259	Maroochy Shire Council	528,558	Total	13,512,261
Gatton Shire Council	77,838	Maryborough City Council	141,653		
Gladstone City Council	137,118	Mount Isa City Council	112,665		

Local Governments participating in the CLS scheme

Aramac Shire Council	Cloncurry Shire Council	Jondaryan Shire Council	Community Council
Balonne Shire Council	Cook Shire Council	Kilcoy Shire Council	Paroo Shire Council
Barcaldine Shire Council	Crows Nest Shire Council	Kilkivan Shire Council	Peak Downs Shire Council
Barcoo Shire Council	Croydon Shire Council	Kolan Shire Council	Perry Shire Council
Bauhinia Shire Council	Dalby/Wambo Library Board	Kowanyama Aboriginal Community Council	Pittsworth Shire Council
Belyando Shire Council	Diamantina Shire Council	Laidley Shire Council	Quilpie Shire Council
Bendemere Shire Council	Douglas Shire Council	Longreach Shire Council	Richmond Shire Council
Biggenden Shire Council	Duaringa Shire Council	McKinlay Shire Council	Roma Town Council
Blackall Shire Council	Eacham Shire Council	Millmerran Shire Council	Rosalie Shire Council
Boonah Shire Council	Eidsvold Shire Council	Mirani Shire Council	St Paul's Island Council
Booringa Shire Council	Emerald Shire Council	Miriam Vale Shire Council	Sarina Shire Council
Boulia Shire Council	Esk Shire Council	Monto Shire Council	Stanthorpe Shire Council
Broadsound Shire Council	Etheridge Shire Council	Mornington Shire Council	Tambo Shire Council
Bulloo Shire Council	Flinders Shire Council	Mount Morgan Shire Council	Tara Shire Council
Bungil Shire Council	Gayndah Shire Council	Mundubbera Shire Council	Taroom Shire Council
Burke Shire Council	Goondiwindi/Waggamba Library Service	Murgon Shire Council	Tiaro Shire Council
Calliope Shire Council	Herberton Shire Council	Murilla Shire Council	Torres Shire Council
Cardwell Shire Council	Ilfracombe Shire Council	Murweh Shire Council	Waroo Shire Council
Carpentaria Shire Council	Isis Shire Council	Nanango Shire Council	Winton Shire Council
Charters Towers City Council	Isisford Shire Council	Nebo Shire Council	Wondai Shire Council
Chinchilla Shire Council	Jericho Shire Council	Palm Island Aboriginal Community	Yarrabah Aboriginal Community

The CLS scheme provided the following Local Governments subsidy to purchase equipment for their libraries.

Towns/Shire	(\$)				
Barcoo Shire Council	503.77	Cloncurry Shire Council	474.50	Laidley Shire Council	1,570.50
Bauhinia Shire Council	5,000.00	Crows Nest Shire Council	1,968.59	Longreach Shire Council	2,500.00
Bendemere Shire Council	250.00	Dalby/Wambo Library Board	4,250.00	McKinlay Shire Council	193.50
Booringa Shire Council	1,452.45	Douglas Shire Council	2,681.00	Mt Morgan Shire Council	208.50
Broadsound Shire Council	7,324.80	Eacham Shire Council	4,033.93	Murgon Shire Council	1,046.54
Bulloo Shire Council	250.00	Flinders Shire Council	2,171.63	Peak Downs Shire Council	4,176.25
Cardwell Shire Council	4,249.07	Goondiwindi Town Council	4,105.50	Perry Shire Council	2,000.00
Carpentaria Shire Council	5,000.00	Herberton Shire Council	11,074.00	Pittsworth Shire Council	2,319.00
Charters Towers City Council	250.00	Jondaryan Shire Council	2,250.00	Rosalie Shire Council	3,366.50
Clifton Shire Council	2,500.00	Kolan Shire Council	2,500.00	Total	\$79,670.03

The following Local Governments received grants under the Innovation/Project Grants for public libraries initiative.

Innovation Grants	(\$)				
Banana Shire Council	17,500	Eidsvold Shire Council	7,100	Queensland Public Libraries	
Boulia Shire Council	7,000	Etheridge Shire Council	3,034	Association	50,000
Caboolture Shire Council	19,320	Johnstone Shire Council	5,000	Toowoomba City Council	10,000
Caloundra City Council	12,780	Logan City Council	3,360	Townsville City Council	30,130
Cooloola Shire Council	30,000	Noosa Shire Council	13,250	Total	\$216,583
Croydon Shire Council	1,584	Pine Rivers Shire Council	6,525		

1999-2000 FINANCIAL REPORT

LIBRARY BOARD OF QUEENSLAND
Operating Statement for the year ended 30 June 2000

	Note	2000 \$'000	1999 \$'000
Operating revenues			
Output revenue	13	35,122	34,449
User charges	9	1,066	988
Grants and other contributions	10	286	84
Interest	11	532	505
Other	12	318	162
Total operating revenues		37,324	36,188
Operating expenses			
Employee expenses	3	12,079	11,394
Supplies and services	4	7,321	6,712
Depreciation and amortisation	5	4,059	4,402
Grants and subsidies	6	14,143	14,493
Assets transferred/liabilities assumed	7	1	16
Other	8	66	83
Total operating expenses		37,669	37,100
OPERATING RESULT		(345)	(912)
Increase (decrease) in net assets		(345)	(912)

This Operating Statement should be read in conjunction with the accompanying notes.

LIBRARY BOARD OF QUEENSLAND
Statement of Financial Position at 30 June 2000

	Note	2000 \$'000	1999 \$'000
Current assets			
Cash	14	1,260	1,026
Receivables	15	251	284
Inventories	16	55	81
Other	17	-	70
Total current assets		<u>1,566</u>	<u>1,461</u>
Non-current Assets			
Valuables	18	30,702	30,377
Collection	19	45,242	43,786
Property, plant and equipment	20	938	1,255
Total non-current assets		<u>76,882</u>	<u>75,418</u>
TOTAL ASSETS		<u>78,448</u>	<u>76,879</u>
Current liabilities			
Creditors	21	378	112
Provisions	22	882	898
Total current liabilities		<u>1,260</u>	<u>1,010</u>
Non-current liabilities			
Provisions	22	-	1,304
Total non-current liabilities		<u>-</u>	<u>1,304</u>
TOTAL LIABILITIES		<u>1,260</u>	<u>2,314</u>
NET ASSETS		<u>77,188</u>	<u>74,565</u>
Equity			
Accumulated surplus	23	2,287	2,632
Library Board capital	23	66,288	64,839
Asset revaluation reserve	23	8,613	7,094
TOTAL EQUITY		<u>77,188</u>	<u>74,565</u>

This Statement of Financial Position should be read in conjunction with the accompanying notes.

LIBRARY BOARD OF QUEENSLAND
Statement of Cash Flows at 30 June 2000

	Note	2000 \$'000	1999 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
User charges		1,163	1,000
Grants and contributions		286	84
Output receipts		35,122	34,449
Interest receipts		552	539
GST collected on sales		2	-
Other		231	162
<i>Outflows:</i>			
Employee expenses		(11,979)	(11,116)
Supplies and services		(7,008)	(7,537)
Grants, subsidies and benefits		(14,143)	(14,493)
GST paid on purchases		(9)	-
Other		(66)	(62)
Net cash (used in) operating activities	24	4,151	3,026
Cash flows from investing activities			
<i>Outflows:</i>			
Purchases of valuables		(206)	(159)
Purchases for Library collection		(3,428)	(3,567)
Purchases of property, plant and equipment		(283)	(239)
Net cash (used in) investing activities		(3,917)	(3,965)
Net increase/(decrease) in cash held		234	(939)
Cash at beginning of the financial year		1,026	1,965
Cash at the end of the financial year		1,260	1,026

This Statement of Cash Flows should be read in conjunction with the accompanying notes.

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for year ended 30 June 2000

1. Objectives of the Organisation

To provide equitable access to quality State and public library services in Queensland.

The Library is predominantly funded for the outputs it delivers by Parliamentary appropriations. It also provides the following services on a fee for service basis:

- reproduction services;
- BR+SQ (Business Research and Solutions Queensland); and
- networking charges and internet training.

2. Summary of Significant Accounting Policies

(a) Basis of Accounting

The financial statements are a general purpose financial report and have been prepared in accordance with the Financial Administration and Audit Act 1977, the Financial Management Standard 1997, Australian Accounting Standards, Statements of Accounting Concepts, Urgent Issues Group Abstracts and other prescribed requirements. It should be noted that both the Financial Administration and Audit Act 1977 and the Financial Management Standard 1997 have recently been amended and that these financial statements comply with the amended legislation.

Except where stated, the financial statements have been prepared in accordance with the historical cost convention and applicable accounting standards. The accounting policies adopted are generally consistent with those of the previous year except where otherwise stated. The accrual basis of accounting has been adopted for all transactions and balances.

(b) Grants, Benefits and Contributions

Grants, donations and other non-reciprocal contributions received, with a specific purpose nominated, are recognised as revenue when the entity obtains control over the assets comprising the contributions. Control is normally obtained upon their receipt.

(c) Cash

'Cash' is defined in AAS 28 'Statement of Cash Flows'. For financial reporting purposes it means cash on hand, imprest account totals, cash book balances, 24 hour call deposits and similar investments that are readily convertible to cash.

(d) Receivables

Receivables are recognised at the amount due at the time of sale or service delivery. The collectability of receivables is periodically assessed with adequate provision being made for doubtful debts. All known bad debts have been written off. Settlement on trade debtors is generally required within sixty days.

(e) Inventories

Inventories represent stock on hand for sale through the Library's bookshop operations. Inventories on hand are valued at the lower of cost and net realisable value. Cost is based on a weighted average cost method.

(f) Acquisitions of Assets

Cost is used for the initial recording of all acquisitions of assets controlled by the entity. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use including architect's fees and engineering design fees.

Assets acquired at no cost or for nominal consideration, are recognised at their fair value at the date of acquisition. Revenue equal to the fair value of the asset is recognised when the asset is received.

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for year ended 30 June 2000

2. Summary of Significant Accounting Policies (contd)

(g) Property, Plant and Equipment

In December 1999, the Australian Accounting Standards Board issued two new accounting standards - AAS38 - Revaluation of Non-Current Assets and AAS10 - Recoverable Amount of Non-Current Assets. These standards introduce the concept of valuing non-current assets at 'fair value'. At present, the entity's non-current physical assets are valued in accordance with the deprival value methodology prescribed by the Financial Management Standard. Due to the uncertainty within the accounting profession of the impact of applying a valuation based on fair value in lieu of the deprival value methodology described, it is not possible at present to determine the consequential impact of the application of these standards (when prescribed) on asset values as reported in these financial statements.

All items of property, plant and equipment with a cost, or other value, of \$2,000 or greater are recognised in the year of acquisition. All other such items with a cost, or other value, less than \$2,000 have been expensed in the current year.

Items or components, which form an integral part of an asset, are recognised as a single asset (functional asset). The recognition threshold is applied to the aggregate cost of each functional asset.

(h) Collections

Capital expenditure on the collection (eg book purchases) has been recorded as additions to the Library collection and is now depreciated over the assets' useful lives. Heritage assets such as manuscripts have not been included in the collection valuation as their value cannot be reliably measured.

(i) Valuables

Capital expenditure on rare or heritage book purchases has been recorded as additions to valuables. Due to the nature of these valuables they are not depreciated.

(j) Library Board Capital

Library Board capital represents the Board's investment in the Library collection. The Library collection and valuables were valued for the first time in 1996 and the increment on valuation was credited to this account.

(k) Amortisation and Depreciation of Property, Plant and Equipment

Depreciation on property, plant and equipment is calculated on a straight line basis so as to write off the values of each depreciable asset, less its estimated residual value, progressively over its estimated useful life.

Any expenditure that increases the originally assessed capacity of service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset.

For each class of depreciable asset the following depreciation rates were used:

Class	Depreciation Rates
Valuables	Nil
Collections	
Public library	14.25%
Serials	5%
Other	2%
Plant and equipment	
Computers	30%
Audio equipment	20%
Furniture and fittings	15%
Office equipment	20%

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for year ended 30 June 2000

2. Summary of Significant Accounting Policies (contd)

(l) Revaluation of Non-Current Physical Assets

Non-current physical assets having an estimated value greater than the revaluation threshold of \$1,000,000 and an estimated useful life of more than three years are required to be revalued. A comprehensive revaluation of non-current physical assets is performed at five year intervals with interim revaluations otherwise performed on an annual basis using a relevant index.

Non-current physical assets are valued using the deprival value methodology in accordance with the Financial Management Standard and Queensland Treasury's guidelines 'Recording and Valuation of Non-Current Physical Assets in the Queensland Public Sector'. Under this concept, assets are valued at an amount that represents the loss that might be expected to be incurred if the entity was deprived of the future economic benefits of the assets at the reporting date.

(m) Leases

A distinction is made in the financial statements between finance leases, that effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership, and operating leases under which the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at an amount equal to the present value of the minimum lease payments. The liability is recognised at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and accordingly are charged to the Operating Statement in the periods in which they are incurred.

(n) Financial Investments

Investments are brought to account at the lower of cost and recoverable amount. Interest revenues are recognised as they are accrued.

(o) Creditors

Creditors are recognised at the amount to be paid in the future for goods and services received.

(p) Employee Entitlements

Wages, Salaries and Annual Leave

Liabilities for wages, salaries and annual leave are recognised in the Statement of Financial Position as the amount unpaid at the reporting date in respect of employee services and related on-costs.

Long Service Leave

In 1999-2000, a new long service leave scheme became operative whereby a levy is made on the entity to cover this expense and amounts paid to employees for long service leave are claimed from the scheme as a reimbursement. The balance of the provision for long service leave that existed at 30 June 1999 has been adjusted against general equity as at the commencement of the current reporting period. Further disclosure is provided at note 22.

Superannuation

Employer contributions for superannuation expenses are determined by the State Actuary. No liability is recognised for accruing superannuation benefits as this liability is held on a whole of Government basis and reported in the whole of Government financial statements prepared in terms of AAS 31 *Financial Reporting by Governments*.

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for year ended 30 June 2000

2. Summary of Significant Accounting Policies (contd)

(q) Taxation

The Library's activities are exempt from Commonwealth taxation except for Fringe Benefits Tax and Goods and Services Tax (GST). Even though the GST does not commence until 1 July 2000, some transactions that span the current and next financial years will be subject to GST. As such, input tax credits receivable and GST payable from/to the Australian Tax Office will be recognised and accrued in this financial year. (Refer note 15).

(r) Insurance

In accordance with Queensland Treasury's policy Guidelines on Risk Management and Insurance, assets secured in the South Bank building are not insured, and losses are expensed as they are incurred. An industrial special risk policy is held for the Public Library division collections.

(s) Services Received Free of Charge or For Nominal Value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

(t) Corporate Administration Agency

The Corporate Administration Agency (CAA) was established on 1 July 1997, as a unit of Arts Queensland. The Arts Legislation Amendment Act 1997 transferred the assets and liabilities of the Queensland Cultural Centre Trust (QCCT) that was abolished in December 1997 to the State and the CAA became the manager of the Cultural Centre precinct. The Library Board of Queensland had a signed lease agreement with the QCCT and the lease has been assumed by the State of Queensland (Section 85(2) of the Act). While the State does not charge rent on the premises occupied by the Library, the Library does make a contribution to the continued maintenance of the building occupied. The provision of the building and items of fitout, including plant and equipment, forms part of this agreement.

(u) Comparatives

Comparative figures have been adjusted to conform with changes in presentation for the current financial year.

(v) Rounding

Amounts included in the financial statements have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero.

3. Employee expenses

	2000	1999
	\$'000	\$'000
Wages and salaries	9,171	8,654
Employer superannuation contributions	1,235	1,125
Long service leave levy	138	219
Annual leave expenses	747	665
Other	788	731
	12,079	11,394

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
4. Supplies and services		
Bookshop & merchandising	69	63
Communications	232	142
Consultants and contractors	235	129
Corporate service charges	923	276
Facilities costs - other	228	223
Facilities costs - Queensland Cultural Centre	1,159	1,816
Freight and postage	475	313
Information technology	367	202
Materials	34	29
Preservation - collection	358	381
Printing, stationery and office supplies	210	220
Property lease and rental	1,412	1,296
Repairs and maintenance	387	288
Sundries	862	1,070
Travel	370	263
	7,321	6,711
5. Depreciation and amortisation		
Plant and equipment	600	672
Collections	3,459	3,730
	4,059	4,402
6. Grants and subsidies		
Bookstock for independent libraries	13,538	13,695
Queensland Library Foundation subsidy	60	-
OPAL Project Grant (Internet Services)	250	452
Innovation Grants	215	250
CLS equipment	80	96
	14,143	14,493

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
7. Assets transferred/liabilities assumed		
Net liabilities assumed from other government agencies		
<i>The following liabilities were assumed from other agencies during the financial year other than as a result of a restructuring of administrative arrangements:</i>		
Leave liabilities assumed	1	16
	<u>1</u>	<u>16</u>
8. Other expenses		
External Audit fees -	10	8
Internal Audit fees -	12	-
Board fees and expenses	31	30
Loss on sale of assets	-	21
Other	13	25
	<u>66</u>	<u>84</u>
9. User charges		
BR+SQ	144	158
Reproduction services	226	253
Bookshop & merchandising	83	128
Book sales	45	58
History research service	44	34
Network services	56	61
Internet services	64	-
Internet Training Centre	58	58
Other	346	238
	<u>1,066</u>	<u>988</u>
10 Grants and other contributions revenue		
Grants	72	84
Commonwealth Government	40	-
Queensland Library Foundation	173	-
Industry contributions	1	-
	<u>286</u>	<u>84</u>

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
11. Interest Revenue		
Interest on cash deposits	532	505
	<hr/> 532	<hr/> 505
12. Other Revenues		
Miscellaneous	318	162
	<hr/> 318	<hr/> 162
13. Reconciliation to payments from Consolidated Fund		
<i>Budgeted output appropriation</i>		
Operating	35,122	33,439
Capital	-	1,010
	<hr/> 35,122	<hr/> 34,449
14. Cash		
Cash at bank	215	35
Imprest accounts	7	7
Deposits at call	1,038	984
	<hr/> 1,260	<hr/> 1,026
15. Receivables		
<i>Current</i>		
Trade debtors	146	243
GST input tax credits receivable	9	-
GST payable	(2)	-
	<hr/> 7	<hr/> -
Net receivable	7	-
Long service leave reimbursements	93	-
Interest	3	23
Travel advances	2	18
	<hr/> 251	<hr/> 284

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
16 Inventories		
<i>Inventories held for resale</i>		
Bookshop	55	81
	<hr/>	<hr/>
17. Other Assets		
Prepayments	-	70
	<hr/>	<hr/>
	-	70
	<hr/>	<hr/>
18. Valuables		
Opening valuation	30,377	24,435
Revaluation increment	32	5,783
Valuable purchases at cost	206	159
Valuable donations	87	-
	<hr/>	<hr/>
	30,702	30,377
	<hr/>	<hr/>
19 Library collection		
Opening valuation	54,291	49,413
Revaluation increment	1,719	1,312
Collection purchases at cost	3,428	3,566
Accumulated depreciation	(14,196)	(10,505)
	<hr/>	<hr/>
	45,242	43,786
	<hr/>	<hr/>
20. Property, plant and equipment		
<i>Non-current</i>		
Plant and equipment		
At cost	4,632	4,349
Accumulated depreciation	(3,694)	(3,094)
	<hr/>	<hr/>
Total property, plant & equipment – net book value	938	1,255
	<hr/>	<hr/>
21. Creditors		
<i>Current</i>		
Long service leave levy payable	34	-
Trade creditors	7	6
Accrued creditors	337	106
	<hr/>	<hr/>
	378	112
	<hr/>	<hr/>

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
22. Provisions		
<i>Current</i>		
Annual leave	882	753
Long service leave *	-	145
	882	898
<i>Non-current</i>		
Long service leave *	-	1,304
	-	1,304

* Refer note 2(p) - Long service leave. The closing balance of the prior period's provision for long service leave has been eliminated against general equity. It is not practicable to determine the cumulative financial effect up to the end of the preceding reporting period of the change in accounting policy.

23. Changes in equity

	Accumulated Surplus		Library Board Capital		Asset Revaluation Reserve	
	2000	1999	2000	1999	2000	1999
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	2,632	3,544	64,839	64,839	7,094	-
(Decrease) in net assets	(345)	(912)	-	-	-	-
Adjustment due to elimination of opening balance of provision for long service leave	-	-	1,449	-	-	-
Revaluation increment	-	-	-	-	1,519	7,094
Closing balance	2,287	2,632	66,288	64,839	8,613	7,094

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

	2000	1999
	\$'000	\$'000
24. Reconciliation of net cost of services to net cash (used in) operating activities		
Operating result	(345)	(912)
Non-cash items		
Depreciation expenses	4,059	4,402
Goods received below fair value	(87)	-
Loss/(gain) on sale of assets	-	21
Changes in assets and liabilities		
(Increase)/decrease in net receivables	33	60
(Increase)/decrease in inventories	26	28
(Increase)/decrease in prepayments	70	45
Increase/(decrease) in creditors	266	(797)
Increase/(decrease) in employee entitlements	129	179
Increase/(decrease) in other current liabilities	-	-
Net cash (used in) operating activities	(4,151)	(3,026)
25. Non-cash financing and investing activities		
Assets and liabilities assumed or relinquished by the Library and recognised as revenues and expenses are set out in Note 7.		
26. Commitments for expenditure		
<i>Non cancellable operating lease commitments</i>		
Not later than one year	1,613	1,535
Later than one year and not later than two years	1,633	1,534
Later than two years and not later than five years	4,131	4,930
Later than five years		686
	7,377	8,685
<i>Expenditure Commitments</i>		
Material expenditure commitments contracted for but not recognised as payable as follows:		
<i>Not later than one year</i>		
Computer maintenance agreements	250	250

27. Contingencies

There are no known contingent assets or liabilities of a significant nature at balance date.

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

28. Financial instruments

(a) Terms, conditions and accounting policies

The State Library's accounting policies including the terms and conditions of each class of financial asset and financial liability at balance date are as follows:

Financial Assets

Financial Instrument	Accounting Policies	Terms and Conditions
Cash	Cash includes cash on hand, imprest account totals and 24 hour call deposits and similar investments that are readily convertible to cash.	Cash on deposit is lodged with the Commonwealth Bank of Australia
Receivables (trade debtors)	Trade debtors are carried at nominal amounts less any provision for doubtful debts. A provision for doubtful debts is recognised when collection of the full nominal amount is no longer probable.	Trade sales require payment within 30 days from end of month in which a sale is invoiced.
Receivables (other than trade debtors)	Amounts (other than trade debtors) are carried at nominal amounts.	Terms are 30 days net, other than receivables from Government.

Financial Liabilities

Financial Instrument	Accounting Policies	Terms and Conditions
Creditors	Recognition is upon receipt of goods or services irrespective of whether an invoice has been received. Measurement is based on agreed purchase/contract price.	The amounts are unsecured and are usually settled on 30 day terms.

(b) Interest Rate Risk Exposure

The Library Board of Queensland is exposed to interest rate risk through its investments in the Commonwealth Bank of Australia (CBA) Cash Deposit Fund. At balance date the interest rate was 5.75%.

	Contractual Repricing/Maturity Date					Total \$'000	Weighted Average Rate
	Floating Interest Rate \$'000	1 year or less \$'000	Over 1 year to 5 years \$'000	More than 5 years \$'000	Non Interest Bearing \$'000		
Financial Assets							
Cash	-	222	-	-	-	222	n/a
CBA Cash Deposit Fund	-	1,038	-	-	-	1,038	5.75
Receivables	-	-	-	-	251	251	n/a
Total	-	1,260	-	-	251	1,511	n/a
Financial Liabilities							
Creditors	-	-	-	-	378	378	n/a
Total	-	-	-	-	378	378	n/a

(a) Floating interest rate represents the most recently administered market rate applicable to the instrument at 30 June 2000.

(b) The fixed rate represents weighted average market interest rate.

LIBRARY BOARD OF QUEENSLAND

Notes to and Forming Part of the Financial Statements for the year ended 30 June 2000

28. Financial Instruments contd

(c) Credit Risk

Credit risk exposure represents the extent of credit related losses that the State Library may be subject to on amounts to be exchanged under loans and accounts receivable from financial assets. Where appropriate, collateral is obtained in the form of security over property.

The maximum exposure to credit risk at balance date in respect of receivables is the carrying amount, net of any provision for doubtful debts, as disclosed in the balance sheet. There are no material credit risk exposures to any single debtor at balance date.

(d) Net Fair Value

The net fair value is determined as follows:

- The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximate their carrying value.
- The net fair value of other monetary financial assets and financial liabilities is based on market prices where a market exists, or has been determined by discounting expected future cash flows by the current interest rate for financial assets and liabilities with similar risk profiles.

CERTIFICATE OF THE LIBRARY BOARD OF QUEENSLAND

The foregoing financial statements have been prepared pursuant to section 46F of the *Financial Administration and Audit Act 1977* and other prescribed requirements. We certify that:

- (a) the statements together with the other information and notes to and forming part thereof are in the form required by the Treasurer and are in agreement with the accounts of the Library Board of Queensland; and
- (b) in our opinion:
 - (i) the prescribed requirements for the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Library Board of Queensland for the period 1 July 1999 to 30 June 2000, and of the financial position at the end of that year.



E Finger AO
Chairman
Library Board of Queensland

4-10-2000



M A Hallam
Director
Business Services
State Library of Queensland

4-10-2000

INDEPENDENT AUDIT REPORT
To the Library Board of Queensland

Scope

I have audited the general purpose financial statements of the Library Board of Queensland prepared by the State Library of Queensland for the year ended 30 June 2000 in terms of section 46F of the *Financial Administration and Audit Act 1977*. The financial statements comprise the Operating Statement, Statement of Financial Position, Statement of Cash Flows, Notes to and forming part of the financial statements and certificates given by the Chairman and person responsible for financial administration.

The Board is responsible for the preparation and the form of presentation of the financial statements and the information they contain. I have audited the financial statements in order to express an opinion on them.


The audit has been conducted in accordance with the *QAO Auditing Standards*, which incorporate the Australian Auditing Standards, to provide reasonable assurance as to whether the financial statements are free of material misstatement. Audit procedures included the examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with prescribed requirements which include Australian Accounting Standards so as to present a view which is consistent with my understanding of the entity's financial position and the results of its operations and its cash flows.

The audit opinion expressed in this certificate has been formed on the above basis.

Audit Opinion

In accordance with section 46G of the *Financial Administration and Audit Act 1977*, I certify that I have received all the information and explanations I have required and, in my opinion -

- the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
- the statements have been drawn up so as to present a true and fair view in accordance with prescribed accounting standards and other prescribed requirements of the transactions of the Library Board of Queensland for the financial year ended 30 June 2000 and of the financial position as at the end of that year.



O C Clare

Acting Director of Audit

(As delegate of the Auditor-General)

Queensland Audit Office

Brisbane

