



part 4

Performance summary

Learning for all

An overarching goal for the State Library is to extend opportunities available to all Queenslanders to be empowered and enriched through learning. Key strategies for achieving this desired outcome are:

- building State reference and heritage collections
- supporting access to knowledge and information through efficient and effective reference services
- supporting public libraries through operation of the Public Libraries Lending Collection
- promoting learning initiatives through the public library network
- reaching out to two historically under-served demographics – children and young people and Indigenous peoples.

In 2007-08, 55,000 items were added to the State Library's reference and heritage collections, which exceeded two million items in the 4th quarter.

424,515 uses were made of items in State reference and heritage collections, including 254,169 uses of full text documents in statewide databases, accessible to every public library user in Queensland. Use of State Library's reference and heritage collections in the 4th quarter 2007-08 was 24% higher than in 2006-07.

14,321 complex reference inquiries were answered (19% more than in 2006-07) and the percentage of inquiries fulfilled within set timeframes remained well above target.

While well utilised by the metropolitan population, the reference service also benefits Queensland's regional populations. Over 20% of complex reference inquiries answered were asked by people residing in regional Queensland.

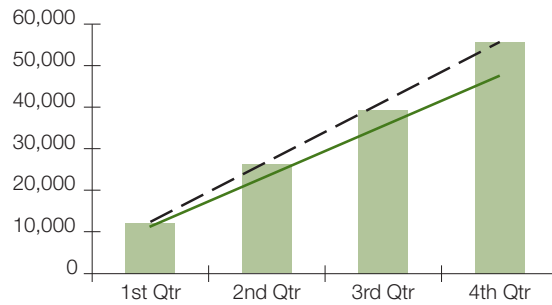
State Library administers a Queensland Government fund aimed at ensuring the quality of collections in Queensland public libraries. Under the fund all public library services are entitled to direct grants for acquiring lending stock. Alternatively, services in local government areas less than 20,000 in population may use the Country Lending Service (CLS), by which State Library supplies lending stock directly, from the Queensland Public Libraries Lending Collection. As a result of local government amalgamations in March 2008, many public library services are becoming independent of the Country Lending Service. Funds and resources are consequently being diverted from the Queensland Public Libraries Lending Collection directly to these services, causing the collection to contract, (a trend that will continue for the next few years).

Including funding for the Country Lending Service, 66% of grants administered by State Library are to library services in regional areas.

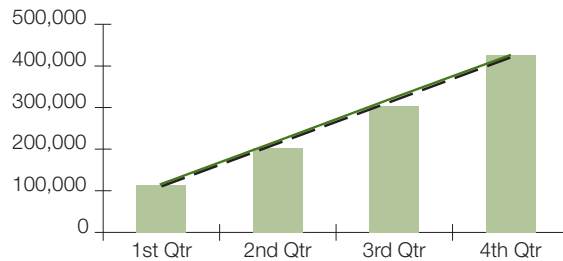
67% of public libraries participated in at least one of the statewide learning programs initiated by the State Library, such as Big Book Club, the Little Big Book Club and the Summer Reading Program.

Indigenous Knowledge Centres were opened in two Torres Strait communities in 2007-08, bringing the number of remote Indigenous communities with a library service to 19, or 54% of all remote Indigenous communities.

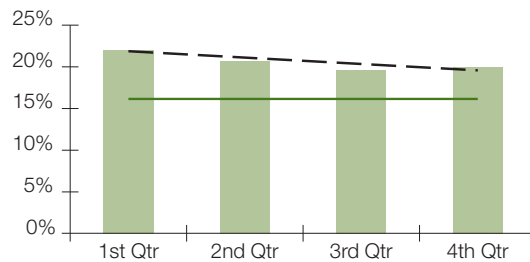
Target ———
Trend - - - -



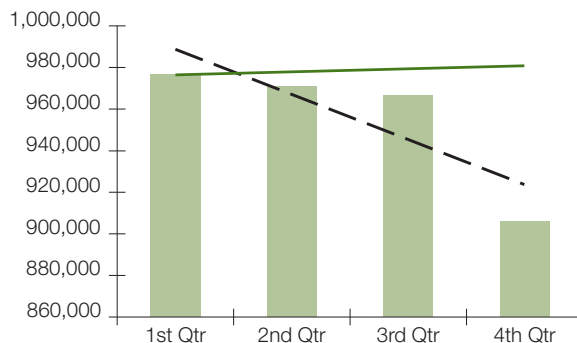
Items added to State Reference and Heritage Collections



Usage of State Reference and Heritage Collections



% of complex reference enquiries from regional Queensland



Items in the Public Libraries Lending Collection





kuril dhagun, the Indigenous Knowledge Centre at the State Library, presents exhibitions, events and activities exploring Indigenous culture and history and reaching out to both Indigenous and non Indigenous audiences. In 2007-08 *kuril dhagun* programs, attracted over 25,000 people.

The success of the State Library's programs for children and young people has been far beyond expectations. 172,079 children, young people and their carers attended programs in 2007-08. Highlights were the January school holiday programs and the *Out of the Box Festival* programs, which over 5 days attracted approximately 5,000 people per day to the State Library.

Queensland memory: today for tomorrow

Addressing the desired outcome, *Queensland memory: Today for tomorrow*, the State Library strives to ensure that the unfolding record of Queensland and its people, including a diversity of stories and voices from the present as well as the past, is captured, preserved and made widely accessible. Key strategies for achieving this desired outcome are:

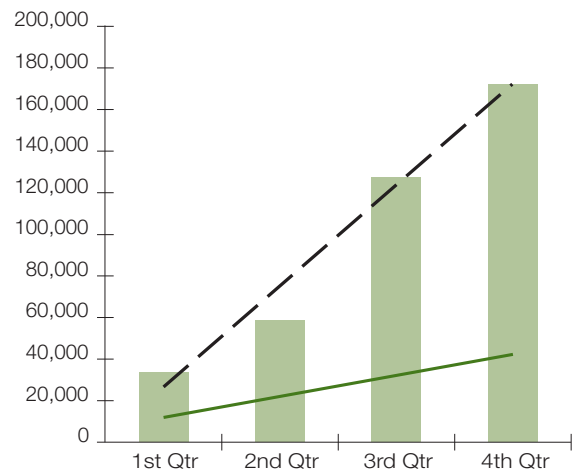
- prioritising the collection of published and original heritage materials
- making heritage material more widely accessible through digitisation
- actively promoting the preservation of and facilitating access to the 'distributed Queensland heritage' – heritage material held throughout Queensland, publicly and privately
- empowering Indigenous communities to preserve and promulgate Indigenous knowledge and culture
- extending opportunities for all Queenslanders to become producers of content – particularly children and young people
- promoting awareness and appreciation of the history and heritage of Queensland through public programs.

Over 2007-08, nearly as many items were added to heritage collections as were added to the State reference collection. Material published in Queensland ('legal deposit' material) continued to be collected comprehensively.

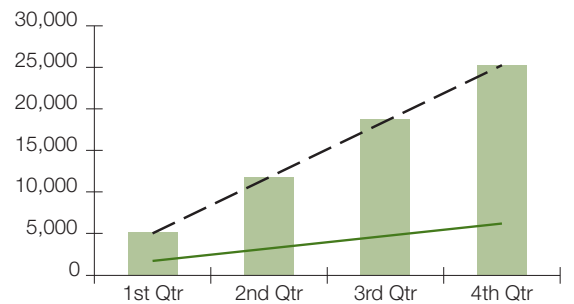
A further 7,278 heritage items were digitised, bringing the total number of items digitised to 44,606.

The State Library's *Picture Queensland Outreach* program enables organisations in Queensland to digitise their own photographs and make them accessible through the State Library's website. The number of items digitised under this program in 2007-08 did not meet the target, principally due to the impact of local government amalgamations on the capacity of local governments and public library services to participate in the program.

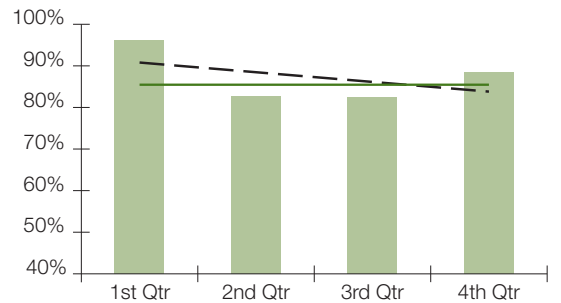
Representatives from 10 organisations, which are continuing to participate in the *Picture Queensland Outreach* program received training in Indigenous protocols and procedures.



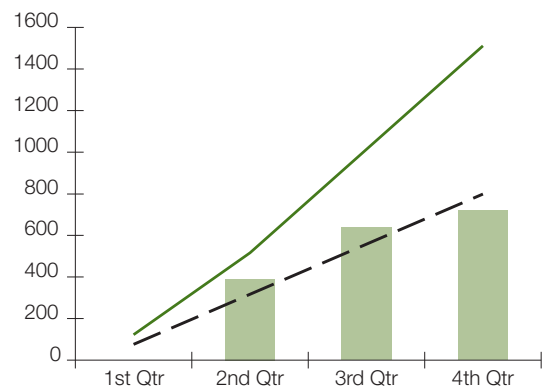
Participants in programs for children and young people



Items added to heritage collections



% of legal deposit items acquired



Items digitised by partners

51 people from remote Indigenous communities were trained in the documentation of Indigenous knowledge in a series of workshops conducted in 2007-08.

Training sessions were held in Brisbane, Mackay and on Mabuia island, in the Torres Strait.

38 major public programs on Queensland themes were presented over the year.

Community connections

The State Library and Queensland public libraries are places that value equality, diversity, and freedom of thought and expression; places that facilitate cooperation and collaboration, within and beyond library walls; and places through which people are enriched by participating in communities, and communities are strengthened by people's participation.

Key strategies for maximising the contribution State and public libraries make to communities are:

- developing strategic partnerships with the public library sector and other cultural and educational organisations
- developing online platforms facilitating people's engagement with knowledge, information and each other
- delivering innovative public programs that stimulate intellectual curiosity and a love of learning, attract new audiences and foster communities of interest.

Across the State Library there are 58 active partnerships with external organisations.

State Library staff actively participate in committees and reference groups of 9 state, national and international peak library organisations, as well as several other major government and cultural sector reference groups.

Implementation of strategies outlined in *Expanding Horizons*, the directions document for Queensland Public Libraries, was delayed by the impact of local government amalgamations. An implementation plan developed in collaboration with Queensland Public Libraries Association and the Local Government Association of Queensland which will be finalised in the 1st quarter 2008-09.

There were 13,485,422 page requests of State Library websites, a slight increase (3.7%) on 2006-07. 17 social networking tools (such as Flickr, MySpace and YouTube) were introduced to the website.

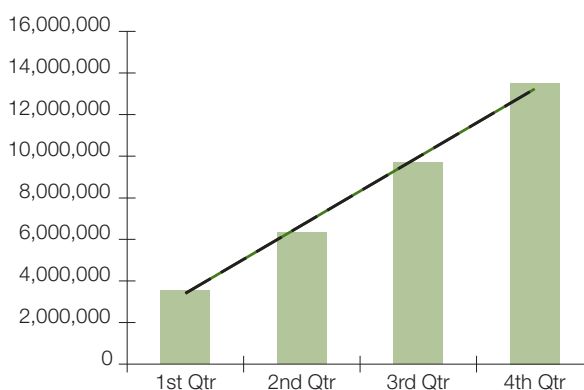
There were 337,681 participants in public programs, exceeding the target by 35% 3,323 people participated in training programs directed at improving library research skills and facilitating effective use of the State Library's collections, exceeding the target by over 30%.

State Library collaborated with cultural precinct partners on three major programs: *Brisbane Writers Festival*, *Out of the Box Festival* and *Indigenous Connections*.

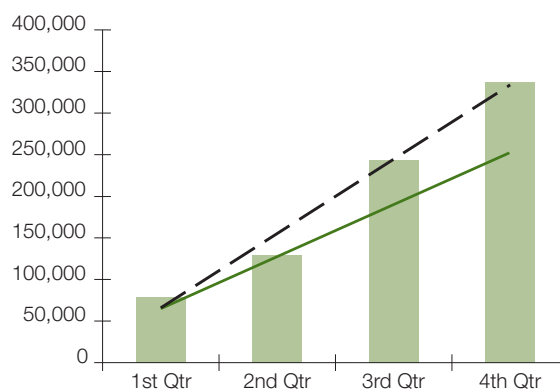
Total visitation to the State Library was 1,286,257, which exceeded the target by 78%.

In a survey of onsite users conducted in mid 2008, 98% of respondents positively rated their overall satisfaction with the State Library. 86% reported that they were 'very satisfied' or 'extremely satisfied'.

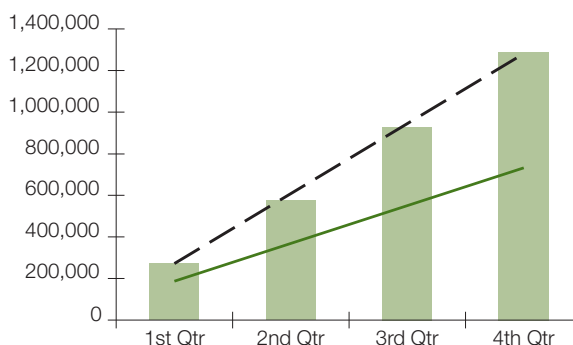
Target ———
Trend - - -



Page requests to State Library websites



Participants in public programs



Visits to State Library



part 4
Performance summary



People and resource competencies

Strategies for improving organisational effectiveness focus on improving:

- training of staff
- communication within and across the organisation
- understanding of corporate direction throughout the organisation
- non government revenue.

A total of 4,571 hours of formal training was provided to staff (an average of 17.5 hours per staff person).

In a survey of staff in 2008, 86% of respondents rated internal communication mechanisms as satisfactory or better. 85% rated their understanding of corporate direction as satisfactory or better.

Total revenue from user charges in 2007-08 was \$1,729,000, exceeding the target by 3.1%.

Summary of Financial Performance

Financial performance is monitored internally on a monthly basis and reported to the Library Board at their six weekly meetings. The Library Board's financial performance is monitored externally by the Queensland Audit Office and in 2007-08 this was through its appointment of AAT Accountants who performed the audit of the financial statements.

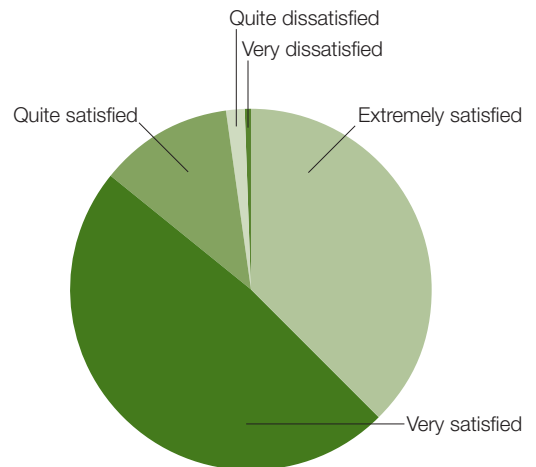
The Audit and Risk Management Committee acts in an independent advisory capacity to assist the Library Board in meeting its legislative responsibilities under the *Financial Administration and Audit Act 1977*, the *Financial Management Standard 1997* and the *Libraries Act 1988*.

The 2007-08 financial statements of the Library Board reveal the organisation to be in a sound financial position. The Library Board's statements appear individually as the Parent Entity and consolidated with the Queensland Library Foundation under Economic Entity.

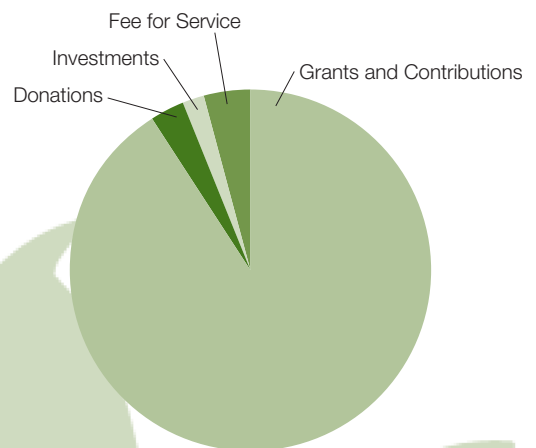
The Income Statement shows a surplus for the Economic Entity of \$2.825 million was achieved in 2007-08. This was the result of a \$1.435 million surplus for the Library Board and a \$1.390 million surplus for the Foundation. The Library Board's 2008-09 surplus principally resulted from the investment of \$1.381 million of the Board's income in capital, rather than operating expenses, to expand the heritage and reference collections. The Foundation's surplus in 2007-08 is largely due to the receipt of pledged Imagine campaign fundraising provided for significant building enhancements completed in 2006-07 as well as other gifts and donations and State Government subsidy support.

The Balance Sheet for the Library Board parent entity reveals net assets in excess of \$87 million.

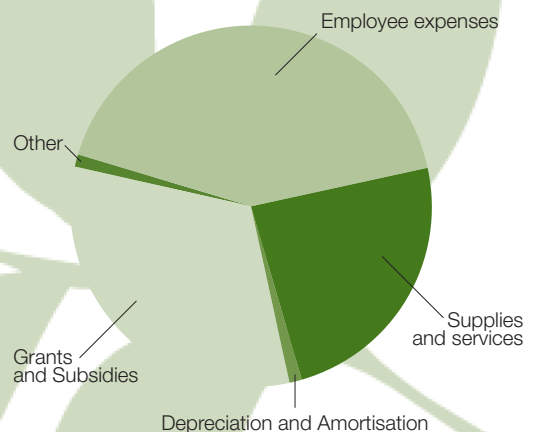
The positive net asset position of the Foundation of \$2.736 million contributes to the total net asset position for the Economic Entity of almost \$90 million.



Satisfaction with collections, programs and services



Revenue 2007-08 (Economic Entity)



Expenses 2007-08 (Economic Entity)