



# part 3

2007-08 outcomes

# Enriching the lives of Queenslanders: Strategic directions for the State Library of Queensland towards 2012

The State Library's new strategic policy, *Enriching the lives of Queenslanders: Strategic directions for the State Library of Queensland towards 2012*, was approved by the Library Board of Queensland and endorsed by the Minister for the Arts.

The policy is firmly set in the context of Queensland Government Priorities 2008 and contributes to the following government commitments:

- fostering healthy individuals and communities
- strengthening educational outcomes
- strengthening Indigenous communities.

*Enriching the lives of Queenslanders: Strategic directions for the State Library of Queensland towards 2012* addresses three strategic objectives:

- *Learning for all*
- *Queensland memory: today for tomorrow*
- *Community connections.*

**Learning for all** aims to diversify learning opportunities, contribute to lifelong learning, complement formal education, and promote active participation of all citizens in public discussions. Recognising that foundations for lifelong learning begin in childhood, the State Library is committed to the development of young Queenslanders' literacy and love of reading by delivering programs for children and young people onsite, online and in partnership with public libraries.

The State Library continues to enrich the lives of Aboriginal people and Torres Strait Islanders by providing support to Indigenous Knowledge Centres and promoting inclusive policies in Queensland public libraries.

**Queensland memory: today for tomorrow** ensures that Queensland's documentary heritage is collected, organised, preserved and made accessible. As collectors of the material today, it is recognised that we are the 'knowledge ancestors' of future generations.

The State Library is committed to increasing resources for collecting, preserving and making accessible our unique heritage materials. This commitment includes broadening our coverage of the contemporary documentary record, including voices that have not traditionally been heard.

Our programs will create opportunities for all Queenslanders to understand and celebrate their unique identity, culture and heritage and also allow Queenslanders to become content producers. We will collaborate with Queensland collecting institutions to make accessible significant cultural and documentary heritage materials. State Library also will support communities in collecting, managing and preserving cultural and historical knowledge, focusing on oral history, family history and language preservation programs. The importance and value of digital content, and the need for preservation for future access, are also acknowledged by our commitment to lead the development of a Queensland Digital Content Strategy.

**Community connections** promotes the State Library as a place that provides spaces and programs which foster community engagement. In the framework of *Community connections*, the State Library forms partnerships with other cultural organisations to extend the range and diversity of programs within the Cultural Centre.

In cooperation with Queensland public libraries, the State Library is developing the Queensland People's Network. This initiative will be instrumental in the growth of learning communities across Queensland.

*Expanding Horizons: positioning Queensland public libraries for the future 2008-12* is a recent joint initiative of the State Library, the Local Government Association of Queensland and the Queensland Public Libraries Association. This new policy identifies guiding principles for Queensland public libraries:

- fostering the love of reading and supporting literacy and learning in communities
- embracing new technologies, resources and programs to meet the changing needs and expectations of individuals and groups
- promoting community engagement
- cultivating local distinctiveness and cohesion in local communities
- upholding civic values of access and equity.

*Expanding Horizons* strengthens our important partnership with public libraries and local government.



# Learning for all

To fulfil its *Learning for all* objective, the State Library is currently developing a learning statement to provide a foundation from which lifelong learning opportunities can be created for clients, including Queensland public libraries and State Library staff.

Associate Professor Brian Delahaye from the School of Learning and Professional Studies at the Queensland University of Technology has been engaged as a consultant to prepare the document.

A Client Learning Coordinator, with responsibility for implementing the client training strategy, was appointed in January 2008. The Coordinator manages development, delivery and evaluation of learning programs for clients.

A number of new learning sessions were developed and delivered in 2007-08:

- Discover music at the State Library
- Discover resources about health
- Newspaper resources
- *Picture Queensland*
- Introduction to family history.

In January and February 2008, the family history service received high-profile exposure in the popular media. As a result of this interest, family history staff offered three presentations about their collections and services. Numerous people attended the presentations and it was estimated that approximately 70 per cent of participants had not used the State Library's facilities before.

*Library skills* sessions continued to be delivered to school students. There was a 40 per cent increase in participation for the period January to June 2008 in comparison to the period June to December 2007. This increase was due to promotion by the Learning Manager from The Edge of this training to schools.

The State Library developed a partnership with *Learning Network Queensland* to deliver fee-based learning sessions on weekends and evenings on topics of interest to clients. Sessions delivered included:

- Cut your phone bills with Skype
- Digital images
- Selling on eBay.

The Client Learning Coordinator conducted a skills and knowledge audit for staff involved in training and presentations. This audit was used to develop training units for staff, focusing on improving skills in delivery and development of training sessions.

## Reference Services

Research and reference services, training and online resources are provided onsite at the State Library, as well as via the telephone, the internet, virtual chat (*AskNow*) and instant messaging.

Reinventing reference and information services continued in 2007-08. Several activities were organised to gather information on the delivery of reference services, including a value management study and two surveys, a client exit survey and a mystery shopper survey. The mystery shopper survey was conducted on the State Library's behalf by Queensland University of Technology Masters of Information Studies students as part of their coursework program.

The value management study was conducted by Melbourne-based firm, *Value Edge*. The study examined how reference staff spend their time at work. It provided the State Library with an opportunity to compare similar performance information with the State Library of Victoria. The results from the two libraries were comparable on the majority of points.

A number of projects designed to improve client services resulted from the study and surveys.

Reference Services and Resource Discovery staff worked together to introduce a new link on the State Library catalogue, entitled *Ask Us*. This link appears on all catalogue pages and connects users to an information page containing details of the ways they can contact the State Library staff for assistance. The feature allows users to ask for assistance when they need to, whether they are located at the State Library building or in another location.

Client surveys highlighted the need for standardisation of the telephone service hours of operation. The telephone service provided by Reference Services was consequently extended from 5pm to 8pm, Monday to Thursday, while Heritage Collections provides telephone services from 9am to 5pm during the week and from 10am to 5pm on weekends.

A trial of an instant messaging service commenced in June 2008. The service enables clients to send a message to staff during opening hours. Access is provided from pages on the State Library's website.

New opportunities for client learning were explored and new courses offered, including *Discover newspapers*. The range of family history learning sessions was also expanded.

Training in client interaction was offered to 100 staff from Reference Services, Heritage Collections and Collection Access units.

A three-month trial of a specialised service to music clients was conducted for one hour per weekday from the Level 3 information desk.

## Electronic access

The implementation of an electronic access service plan started in 2007-08, involving:

- identification and evaluation of electronic resources for statewide access
- upgrading of electronic resources subscriptions from onsite only to onsite plus remote access
- purchase of additional onsite plus remote access subscriptions.

Under this plan, remote access subscription was acquired for JSTOR (*Journal Storage*), a United States-based online system for archiving academic journals. JSTOR provides full-text articles from digitised back issues of more than 700 journal titles and more than 165,000 individual journal issues, some dating back to the 17th century.

A pilot project designed to test the provision of ebook access for State Library clients commenced in September 2007. The focus of the project is on provision of unlimited statewide access to a broad range of electronic reference books (74 titles), delivered via the Gale Virtual Reference Library.

A major review of legal reference resources was completed during the year. As a result, a significant amount of the State Library's legal research and reference material will be converted from print to electronic format and made available to registered State Library users for onsite and remote access.

## Family history

The family history service continued to be very popular. In 2007-08 there were approximately 18,000 visitors to the micrographics area of the State Library and 1,610 family history research enquiries were answered by staff in Reference Services. The virtual resources for family history continued to be one of the most heavily used areas of the State Library website. Staff from the unit also gave talks at various family history societies.

In recognition of the importance of the family history service, the State Library engaged a consultant to provide a study of the practicability of a proposed family history centre. The centre would better equip the State Library to deliver services to this large client group and to offer additional resources and services. The report is due in September 2008.

In June 2008, a major new resource was launched. The British convict transportation registers database is now available on our website and is the result of 10 years of data input by a dedicated group of volunteers. The database provides details of more than 120,000 convicts transported to Australia in the 18th and 19th centuries.

## Infozone

The Infozone continued to be a popular area in 2007-08. This space provides a relaxed environment and attracts international visitors, parents with young children and those interested in our Indigenous culture. Free internet and wireless access, a range of current newspapers and magazines, artwork, displays and activities for children are just some of the attractions of this area.

## Reading rooms

The Tim Fairfax Newspaper Reading Room fit out was completed, with stylised timber work around the room representing the old-style printing processes. A news feed at the entrance to this popular area now provides access to news from the ABC.

## Collections

The State Library continued to develop its collections in line with recent National and State Libraries of Australasia (NSLA) initiatives to provide greater access to information online, within the guidelines prescribed in our Collection Development Policy.

An extensive review of the State Library's reference resources commenced, with legal titles the first to be assessed. A major aim of the review is to move, wherever possible, from print to electronic titles. The availability of titles electronically will improve access for remote clients.

## AskNow

The *AskNow* chat reference service, an NSLA service in partnership with public libraries, continued to be an important commitment for Reference Services. State Library staff support the national service for 17 hours each week.

Clients in Infozone during introduction to computer queuing system





## Public Library Services

The collections of Public Library Services comprise over 905,000 items, available for loan to public libraries across Queensland. These collections include general fiction and non-fiction books for adults and children, as well as specialised materials such as audio books, books in languages other than English (LOTE) and electronic databases.

In 2007-08, 323,963 of 485,000 items lent to public libraries were received by Country Lending Service libraries and Indigenous Knowledge Centres. More than 60,000 loans of LOTE books were made to public libraries, with Chinese and Japanese books being the most heavily borrowed items.

### Collection management

In 2007-08, the State Library organised four forums to improve collection development skills of public library staff.

Two forums were held in Brisbane and Mackay, attended by 60 public library staff. Guest speakers included Sharon Robertson from Brisbane City Council and a number of library suppliers. Two more workshops on supplier-assisted purchasing were arranged by State Library at Stanthorpe and Emerald. Facilitated by a consultant from AEC Group and attended by 28 library staff, these workshops explored the concept of supplier-assisted purchasing of catalogued and shelf-ready materials.

These forums provided an opportunity for public library staff to meet, learn and share information about acquisition and collection management. The sessions allowed staff to discuss current practices and to begin planning for the future.

### Acquisition

In 2007-08, the State Library Resources Working Group continued their investigation of efficiencies in the acquisition and processing of library materials. The group, comprising State Library staff and representatives from public libraries, contributed significantly to the development of draft standards for end processing and cataloguing, for use by Queensland public libraries.

Through a strong partnership between the State Library and Local Government Association of Queensland (LGAQ), the standards will form an integral part of the next tender selection process for library suppliers with LGAQ's Local Buy acquisition company. The group also developed strategies to assist libraries in working with vendors to achieve best conditions when purchasing materials.

### Interlibrary loan union catalogue project

The State Library continued to support the *interlibrary loan union catalogue project* throughout 2007-08, with more than 26,000 requests for interlibrary loans completed during the year.

This collaborative project has produced a resource that includes the catalogues of many Queensland libraries, either by using Aurora software to combine separate library catalogues or through creation of web catalogues.

Participating libraries include Pine Rivers, Mackay, Hinchinbrook, Stanthorpe, Highfields and Nanango. The project has proven the feasibility of direct delivery of items between libraries and has continued to achieve its overall objective of reduced delivery times. Public Library Services has facilitated the hosting of the union database through Aurora Information Technology, and has funded the postage costs of the participating libraries.

## Resource Discovery

### Connecting Queensland

On 31 December 2007, the State Library closed its community web hosting service, Connecting Queensland, after changes were made by the hosting service.

The hosting service announced a closure of the service in early 2007 and the State Library took this as an opportunity to review the service. An environmental scan of alternatives was undertaken.

When the State Library commenced the Connecting Queensland service, there were very few low-cost web services available to community groups. However, since that time, many low-cost or no-cost alternatives have become available that offer similar and improved levels of functionality. Existing clients were provided with six months notice and alternative providers and services were made available. These six months allowed the existing websites to be archived and/or migrated to alternative services.

### Collection Access

Collection Access staff continued to demonstrate a high level of commitment to service delivery in the areas of retrieval and delivery of collection items, relocation of collections and stocktake of collections. Collection Access has been working on continuous improvement of operational procedures and workflows.

## Learning for all partnerships

### *The Courier-Mail* Big Book Club

2007-08 was the second year of a three-year partnership between State Library, The Big Book Club, *The Courier-Mail* and Radio ABC 612 Brisbane. The Big Book Club is a monthly book club with the aim of promoting a love of reading and encouraging people to discover and enjoy their public libraries.

This year, the partnership organised tours for writers Tara Moss, Peter Fitzsimons, Thomas Homer Dixon, Kerry Argent, Tom Keneally, Alice Pung, Nike Bourke, Monica McInerney, Kathryn Fox, Shane Maloney, Liz Byrski, Toni Jordan and former Olympian Lisa Forrest. State Library and public libraries have hosted a total of 52 author events throughout Queensland with more than 3,100 participants. The authors travelled as far north as Mossman and west to Miles and Goondiwindi. State Library worked closely with public libraries to provide support and advice about organising and promoting these events at public libraries and within the community.

Excellent promotion of the program continues to be made in feature articles in *The Courier-Mail* and by means of radio interviews and book panels, greatly increasing the profile of public libraries.

### Adult Learners Week

In September 2007, the State Library worked together with the Department of Education, Training and the Arts and Adult Learning Australia to host a celebration day for Queensland's Adult Learners Week. The celebrations included the Queensland Adult Learners Week Awards ceremony and the Learning Tasters event, a series of free adult workshops and exhibitions by adult education providers. More than 100 people enjoyed these celebrations.

### Welcoming places

Launched in September 2007, *Welcoming places: ideas for public library services for Aboriginal people and Torres Strait Islanders* was developed jointly by Indigenous Library Services, Public Library Services and Queensland public libraries.

Designed to promote best practice in library services, this publication will assist Queensland public libraries to develop close links with their Aboriginal and Torres Strait Islander communities. *Welcoming places* includes a number of interesting case studies from libraries in Cairns, Townsville, Gympie and Cunnamulla, offering examples of effective library service delivery. The publication also outlines issues that need to be considered by people working with Aboriginal and Torres Strait Islander communities.

### Summer Reading Club

The *Summer Reading Club*, now in its fifth year, is a reading program developed by the State Library in partnership with Queensland public libraries. Designed to be conducted in public libraries during the December-January school holidays, the program encourages children to read during school holidays.

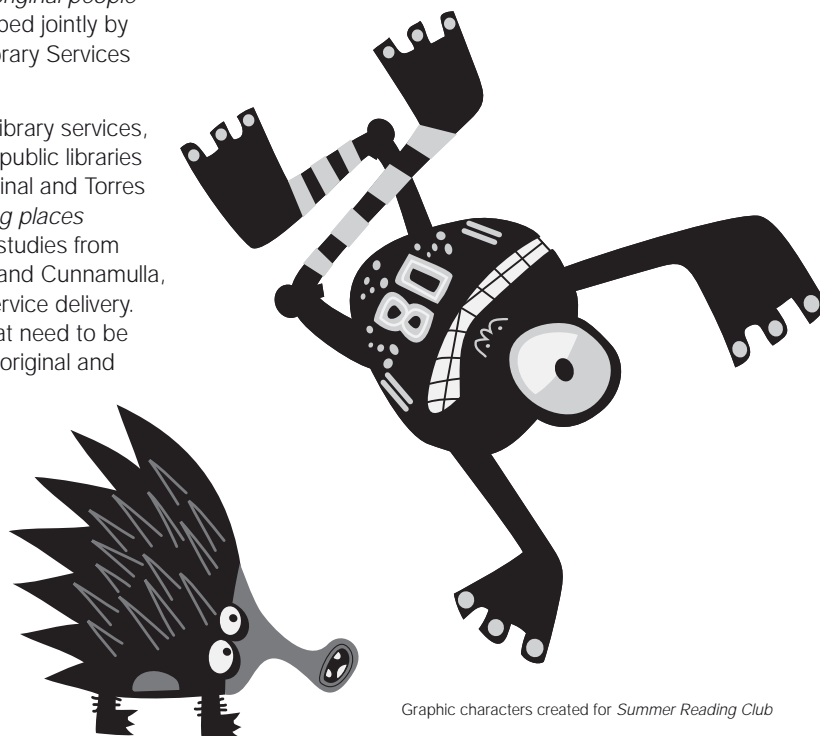
In 2007-08, 8,500 participants took part in this project. A total of 197 public libraries and Indigenous Knowledge Centres around Queensland registered for the 2007-08 *Summer Reading Club*. For the first time the club included activities for children aged up to four years.

State Library's Indigenous Knowledge Centre, kuril dhagun, also took part in the *Summer Reading Club*, attracting 467 participants over three weeks.

### Diploma of Local Government Administration: cultural services

In 2007-08, the State Library worked together with LGAQ and the Queensland Public Libraries Association to create a Diploma of Local Government Administration for library employees across Queensland.

Offered by LGAQ, this course will highlight libraries' role in the strategic outcomes of their local governments and will allow staff working in libraries to develop their skills and gain formal recognition for their work. As a major sponsor of this project, the State Library contributed \$20,000 and called for nominations from across Queensland for 20 library staff to enrol in the first course of the diploma, commencing in August 2008.



Graphic characters created for *Summer Reading Club*



## Indigenous Knowledge Centres

In 2007-08, Indigenous Library Services continued work on increasing access to information for Queensland's Aboriginal people and Torres Strait Islanders. In doing so, we helped to improve community literacy, create stronger communities and reduce disadvantages that many Indigenous Queenslanders encounter.

Indigenous Library Services has been achieving these objectives through a number of initiatives, including the establishment of Indigenous Knowledge Centres (IKCs) in remote communities, mainly in Cape York and the Torres Strait.

IKCs are established with funding from the State Library, but are owned, managed and staffed by the local Aboriginal or Island councils. The State Library provides support to IKC administrators in project development, training and networking. Indigenous Library Services staff based in Cairns visit each Indigenous Knowledge Centre or Island council at least once a year. The State Library programs work in partnership with IKCs to deliver training and other projects across Queensland.

IKCs are community spaces that offer traditional library services, but also can serve as keeping places and small museums. Activities at IKCs include: arts and craft, computer and internet access, summer reading clubs, homework clubs, movie evenings, listening stations, colouring competitions run in conjunction with local schools, and community morning tea with storytelling.

IKCs provide information and activities that offer people of all ages opportunities to learn throughout their life. By working with other organisations in the communities, such as schools or health centres, an IKC can assist in sustaining and developing a community. Such a centre can make a community strong by responding to people's information needs, providing access to new ideas and knowledge, and creating opportunities for learning.

IKCs operate in 16 Aboriginal and Torres Strait Islander communities in Queensland: Aurukun, Lockhart River, Pormpuraaw and Wujal Wujal on Cape York; Injinoo, New Mapoon and Seisia in the Northern Peninsula Region; Badu, Boigu, Dauan, Erub, Mabuig, Poruma, lama and Kubin in the Torres Strait; and Cherbourg in Southeast Queensland.

In 2008, following extensive consultation with Aboriginal and Torres Strait Islander councils, the State Library developed a new strategic document, the *Indigenous Knowledge Centres learning community framework for library management*. This strategy will support the development of IKCs based on two main elements:

- supporting Indigenous communities' needs and aspirations through community engagement
- developing and coordinating partnerships with government and non-government services, programs and projects.

The *Indigenous Knowledge Centres learning community framework for library management* formalises a commitment by the State Library to form partnerships to deliver integrated services that are relevant to local communities.

During 2007-08 Indigenous Library Services has been further developing partnerships with the following bodies:

- Education Queensland
- Arts Queensland
- Dot.Com.Mob
- The Smith Family.

2007-08 highlights in the activities of Indigenous Library Services include:

- the Cherbourg IKC received a \$5,000 Library Board Award in June 2008
- the opening of Kubin IKC
- preparations for the opening of Hope Vale IKC
- the relocation of Erub IKC
- the integration of Aurukun school library with the IKC.

**Below** Children playing during opening of Kubin Indigenous Knowledge Centre  
**Right** Clients participating in *Great Tear Repair* for 1st birthday celebrations



## Children and young people

### Schools program

2007-08 saw the development of the *Lifelong learning framework for children and young people*, a document outlining the philosophical underpinnings of State Library's programs for people under 25.

We were also proud to start our schools program, with a range of activities for school groups, such as workshops, events and tours.

### School tours and workshops in Heritage Collections

This year, history came alive for primary and secondary students from across Queensland as they participated in workshops, seminars and talks focusing on the State Library's Heritage Collections. The students were particularly captivated by photographs from the John Oxley Library depicting children and school life in Queensland through the decades.

Talks and displays by Heritage Collections staff in the Fox Family White Gloves Room were highly praised by visiting teachers, who cited their relevance to the Queensland curriculum. They also proved to be a stimulating adjunct to events held throughout the year, including the monthly *Writers in Residence* workshops and the *Family Album* interactive exhibition.

Eighteen virtual books have been created for children and are available on the State Library website. The books, including a 19th century manuscript, are designed to provide an experience like that of 'turning the pages'. Children can zoom in on a page to see more detail and, in some cases, listen to a recording as they 'turn the pages'.

### The great tear repair

*The great tear repair* was an activity for children that coincided with the first birthday celebrations of the new State Library. This hands-on workshop introduced 60 children to an alternative to sticky tape for the repair of artworks they produced. Children's artworks were then deliberately torn so that State Library's conservation staff could give the children instruction in carrying out an archival mend using conservation-quality adhesives and tissues.

### Artists' books education kit

The State Library holds a significant collection of artists' books and they are very popular with school groups. The artists' books education kit has been specially created in response to the increasing number of students accessing the collection.

More than 40 books have been acquired for the kit. The collection includes different binding styles, different book forms, such as concertina and flick books, and a variety of printing techniques including etchings, woodblocks and linocuts.

Curriculum material with definitions, questions and links has been prepared by a teacher consultant. The curriculum material is available online to allow teachers to prepare for their visit in advance.

### *The Courier-Mail* Little Big Book Club

As part of the partnership between the State Library, The Big Book Club, *The Courier-Mail* and Radio 612 ABC Brisbane, the Little Big Book Club has continued to contribute to the development of early literacy programs in public libraries. The program features three titles suited to a specific age group each month, encouraging parents to select books and read to their children. It also offers library-based activities to encourage children's interest in books and reading.

*The Courier-Mail* Little Big Book Club produced educational products to support the aim of the program. Throughout the year, 40,000 free *Rhyme Time* DVDs and booklets were distributed to parents through public libraries, as well as 2,000 *Book Tree* posters and more than 50,000 *Little Aussie Reader Scrapbooks*.

### Baby rhyme time

In 2007-08, weekly *Baby rhyme time* sessions were offered in The Corner at the State Library to encourage love of language and introduce a new generation to libraries. Staff presented a mix of popular and traditional songs and nursery rhymes taken from the *It's Rhyme Time* booklet produced by The Little Big Book Club. Aimed at children up to two years of age, the program has continued to gain popularity and has attracted more than 1,800 attendees during the year.





## Early literacy learning program

In conjunction with The Little Big Book Club and *The Courier-Mail*, the State Library held three early literacy learning programs for public library staff in June 2008. Presented by Associate Professor Susan Hill from the University of South Australia, the sessions were held in Roma, Nambour and Cairns and attracted 90 attendees, including 12 staff from Indigenous Knowledge Centres. Designed to help public libraries engage with diverse families and promote the importance of early childhood literacy, the sessions were designed for children up to 12 months of age.

## Yourtutor

The trial of *Yourtutor* online homework help project continued in 2007-08, with 35 libraries participating across the state. Offered by Tutoring Australasia, *Yourtutor* is an online tutoring service for school children in Years 4 to 12 in mathematics, english, science and research. The trial has proven to be very successful, reaching over 3,600 rural and remote students from Longreach, Mossman and Stanthorpe, to name just a few. Due to the success of the trial, *Yourtutor* was expanded to statewide coverage from July 2008.

## Family Album

*Family Album* was created and presented in partnership with Queensland College of Art and Griffith University as part of the *Out of the Box Festival* at the Cultural Centre.

An interactive photographic exhibition featuring artworks by 61 Queensland children aged three to eight years, *Family Album* celebrated children's views of the world and offered a glimpse into the lives of Queensland families in 2008.

Between March and May 2008, State Library facilitated a series of workshops, coordinated by artists, for children from Greenslopes State School, St Aidan's Anglican Girls School and Wandarrah Community kindergarten and preschool groups. During the program, the children viewed State Library's collections and used them as inspiration. They learned photographic techniques and curatorial skills and created new artworks to share with the broader community.

The works created by the children were displayed as part of an interactive installation, viewed by more than 25,000 children and families. The entire exhibition will

become the *Family Album* collection, with photographs published on *Picture Queensland* and all items, didactics and audio permanently housed within the collection.

With an estimated audience of 40,000, *Family Album* was one of the most popular exhibitions during the *Out of the Box Festival* and the June-July school holidays.

Feedback from exhibition visitors, the education sector and the Cultural Centre precinct was overwhelmingly positive, confirming the potential that a project like this has for developing connections within our community.

## May Gibbs Children's Literature Trust

The State Library continued its partnership with the May Gibbs Children's Literature Trust Committee. In 2007-08, we collaborated with two visiting authors, Pat Flynn and Gabrielle Wang.

Parents participated in a session with Pat Flynn to explore ways of supporting children's writing at home. At the same time, children attended a creative drama workshop with Backbone Youth Arts, bringing to life a Pat Flynn novel. At the end of the workshops everyone gathered to celebrate the children's work.

From 20-23 May 2008, children aged 9 to 13 years participated in a creative writing skills workshop with the author Gabrielle Wang. Gabrielle's books take children on fantastical journeys from real to magical worlds and are unique in their focus on Chinese culture in contemporary Australia.

## Online Literature Festival

The State Library continued its partnership with Education Queensland's Learning Place and the *Brisbane Writers Festival* to deliver the *Online Literature Festival*. This festival is designed to break down geographical barriers to enable thousands of children and young people from across Queensland to interact online with Australian children's authors and illustrators. The interaction took place by means of web conferencing, text-based chat and collaborative project spaces.

As part of the *Brisbane Writers Festival* in 2007, the State Library hosted the *Online Literature Festival* at the Infozone. Visitors came face to face with authors, as they chatted online with children from regional and rural Queensland, and from across Australia, New Zealand and Japan. More than 12,500 students participated in the festival through online chats and book talks.



## Writers in Residence

In 2007-08, Queensland children had the opportunity to work alongside professional authors and illustrators in three unique workshops, organised in partnership with Griffith University and Queensland Writers Centre:

### *Botanical illustrations with Rachel Tonkin*

In this workshop children aged five to seven worked with author and illustrator Rachel Tonkin. Assisted by Heritage Collections staff, the children examined rare botanical illustrations from Heritage Collections, sketched plants and wildlife around the Cultural Centre and enjoyed a morning tea of bush tucker.

### *Whodunnit at the State Library*

This workshop with crime writer Simon Higgins started like any other, until an ancient cuneiform tablet was 'stolen' from the room next door! Part workshop, part site-specific performance, part 'choose your own adventure', the event saw participants searching for clues, cross-examining suspects and finding evidence throughout the State Library before writing their ideas down in the crime genre.

### *Write!*

As part of this workshop, participants, assisted by Heritage Collections librarians, examined some of the personal diaries and letters in Heritage Collections before creating their own blogs.

## Reel Rescues: performances and workshops for schools

Home movies, silent films and newsreels from the *Reel Rescues* exhibition at the State Library were brought to life by talented young students from Griffith University in this exciting performance season.

The students developed work that responded to the content of the films on show, from the 1974 floods to the Victory Day celebrations in Queen Street Mall.

The performance provided high school students with an engaging entry point into Queensland's rich history. The children also participated in a workshop in which they used the films to create their own performance works.

## Storyteller project

The Edge worked in partnership with LATT Children's Theatre from Korea to present *Storyteller* in The Corner. This simple yet magical production, presented by an Australian and a Korean actor, used singing, dancing, projections and storytelling.

## Cartoons, animation and manga workshops

During the January 2008 school holidays, State Library offered workshops in cartoon creation, animation and manga cartoons. Children and young people aged between nine and 16 years worked with professional cartoonists, artists and animators in a series of interactive workshops.

The program included 12 cartoon workshops delivered by our regular professional cartoonists, Joanne Brooker, John Cook, Brian Doyle, Gary Clark and Malcolm McGookin.

The workshops were supported by State Library's Reference Services staff who developed a hot topic on cartoon drawing for the website and displayed items about cartoons, animation and manga in the reading rooms.

A total of 376 people attended workshops in cartoon creation, animation and manga.

## Young writers' day camps

During the June-July 2007 school holidays, children and young people aged 8 to 16 years created and presented their own 'Adventure in the city' story as part of young writers' day camps held at the State Library.

The children explored the use of language, story, drama, animation and performance while writing on the theme 'Adventure in the city'. The event provided an opportunity for children and young people to develop writing skills. A total of 134 children attended the two writing camps.

Left Children playing in *Family Album* exhibition at The Studio  
Below Participants in *Young Writers' Day Camps* at The Edge



# Queensland memory: today for tomorrow

Within the framework of *Queensland memory: today for tomorrow* strategic objective, the State Library works to expand the resources required to collect and preserve Queensland's documentary heritage, develop and implement a *Queensland digital content strategy*, and invite Queenslanders to become creators of their own stories by contributing to *Queensland Stories*, the State Library's project of collecting and making accessible Queenslanders' digital stories.

## Heritage Collections

### Queensland heritage online

Digitisation of materials held by the John Oxley Library continued throughout 2007-08. The *Picture Queensland* website now provides online access to more than 44,000 images relating to Queensland and Queenslanders. In 2007-08, there were more than 450,000 image retrievals from *Picture Queensland*.

*Manuscripts Queensland* provides access to 200 digitised manuscripts and more than 300 pictorial collections. A significant addition to *Manuscripts Queensland* is the *Manifesto of the Queensland Labour Party, 1892*.

The *Manifesto* is one of two important documents from the State Library which have been recognised by UNESCO's *Memory of the World* Australian register. The only known original copy of the *Manifesto* is held at the State Library.

Described as one of the formative documents of the present day Australian Labor Party, the *Manifesto* was, according to Labor folklore, read out under the Tree of Knowledge at Barcaldine in 1892, prompting the formation of the world's first Social Democratic Government, Queensland's short-lived Anderson Dawson Government in 1899.

The *Margaret Lawrie collection*, the other collection recognised by UNESCO's *Memory of the World* Australian register, was the culmination of Margaret Lawrie's extensive work on documenting the history, languages and cultures of Torres Strait Islanders during the 1950s and 1960s.

### Oral history and digital storytelling

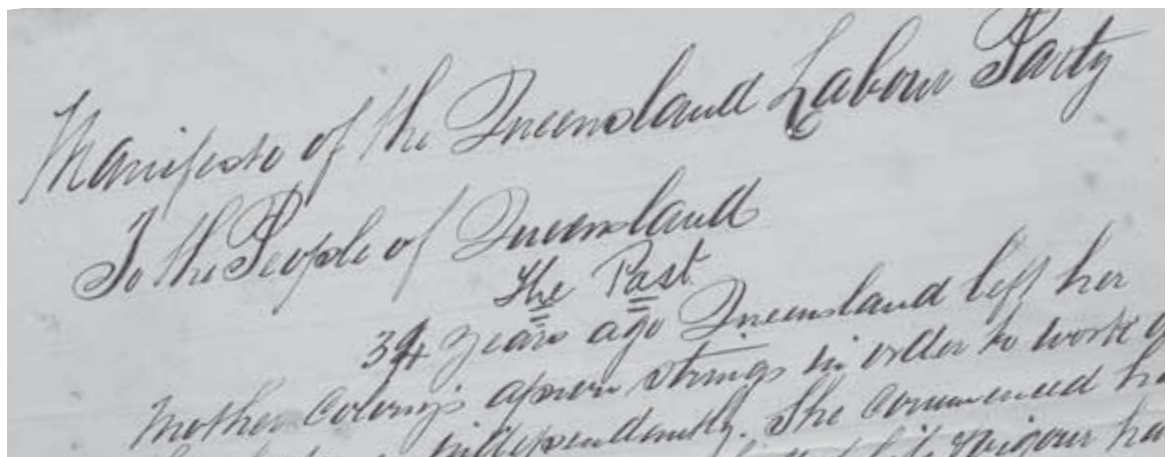
In 2007, Dr Helen Klæbe and Dr Jean Burgess from the Queensland University of Technology conducted a review of the status of State Library's oral history services and digital storytelling program. In their final report, the consultants made a number of recommendations to integrate oral history and digital storytelling across the whole of the State Library. An oral history and digital storytelling coordinator has been appointed to implement these recommendations.

### Queensland memory: the outreach project

As a result of the State Library's outreach training program, the number of external organisations displaying their images on *Picture Queensland* has increased from 13 to 20 over the past 12 months, including 18 public libraries.

A total of 2,600 images from external organisations, including the Queensland Performing Arts Centre and the Queensland Museum, are now available. In addition, training in digitisation techniques has been provided to 50 Indigenous community members in Brisbane, Mackay and Mabuiaq.

*Manifesto of the Queensland Labour Party* (Detail),  
Charles Seymour Papers, John Oxley Library, State Library of Queensland,  
OM69-18/16



## Queensland memory: the motion picture project

The motion picture project has resulted in another 120 original reels of film from the collection being cleaned, repaired and rehoused in 2007-08. Twenty of these films have been transferred to master and access formats (including DVD copies). A number of films were featured in State Library's popular *Reel Rescues* exhibition of home movies, silent films and original newsreels of Queensland life from the 1920s through to the 1970s. More than 40 films are now available for viewing online through *Manuscripts Queensland*.

## Queensland Digital Content Strategy

The State Library is developing a *Queensland Digital Content Strategy* in partnership with Queensland State Archives. This strategy will identify ways of expanding access to, and preservation of, digital resources.

The State Library's partnerships with other cultural, government and community organisations are fundamental to realising the objectives of a *Queensland Digital Content Strategy*. It is only through such linkages and collaborations that universal access and delivery of digital content can be achieved.

## Multicultural bridge

The *Multicultural bridge* website provides information in 19 languages about the services and collections of the State Library and Queensland public libraries.

In 2007-08 the website was made more accessible to multicultural communities by improving web pages and adding more information. An exciting new feature is the ecard facility, allowing users to choose one of five multicultural ecards to send to anyone in the world. Community use of the ecards helps to inform *Multicultural bridge* while sending messages to family, friends, and other community contacts. *Multicultural bridge* now also includes links to Google search engines in the 19 languages, and Google Maps, Google Earth and Google Images, further contributing to users' experience.

**Below** Peter S Templeton (1875-1971) *Dunk: the romantic isle* (Detail), John Oxley Library, State Library of Queensland HPT TOU 031  
**Right** Silver Logie from 1967, Ray Barrett Collection, John Oxley Library, State Library of Queensland

## Significant acquisitions

### John Oxley Library

Two 1930s Queensland tourism posters were purchased at the Christie's auction in September 2007, Peter S. Templeton's *Dunk, Great Barrier Reef, Queensland* and *Lovely Lindeman, The Great Barrier Reef* by William Bustard, printed by David Whyte.

A remarkable book was acquired for the John Oxley Library, complementing the titles about imaginary voyages already in the collection. *The Fallen Race* is one of the earliest Australian science fiction novels, written by an American author who visited Melbourne in ca. 1890. The novel tells the story of an explorer, Gifford, who ventures into the interior of Australia, following unsuccessful attempts by other parties. He befriends an Aboriginal, Jacky-Jacky. They stumble across a lost race of alien creatures ruled by a white human queen. This work is very rare and will be an interesting addition to the John Oxley Library collection of stories of imaginary voyages, most of which are 18th century titles.

The first edition of Diggles' *Ornithology of Australia*, published by Angus & Robertson (Sydney, 1965) was purchased at an auction. The book consists of 20 parts published in one volume, with 120 beautiful hand-coloured lithographed plates heightened with varnish, each with a leaf of descriptive text.

The State Library now holds the manuscript collection of Australian entertainer Ray Barrett, thanks to the generous support of the Queensland Library Foundation Partners. The Ray Barrett collection is a comprehensive record of the well-known Australian entertainer, from his first public performances on Brisbane radio to his most recent role in Baz Luhrmann's film *Australia*.

The collection documents Ray's career from 1937 until the present and includes correspondence with Spike Milligan and Baz Luhrmann, scrapbooks, photographs, scripts from various films, as well as Ray's Australian Film Institute awards and a Silver Logie.



### John Oxley Library cont...

A photograph album of Sir John Dudley Lavarack (1885-1957), one of Australia's most distinguished soldiers and the first Queensland-born Governor of Queensland, was donated to the John Oxley Library in January 2008.

The album, compiled by Sir John's wife, Lady Lavarack, is a unique personal record containing photographs, clippings and notes relating to the couple's family history, as well as wonderful images documenting the Lavaracks' time at Government House (1946-1957). It includes Lady Lavarack's recollections of Queen Elizabeth II's first visit to Queensland in 1954, and offers a remarkable insight into the private lives and dedication of two long-serving public people. The Lavarack album has been digitised and can now be viewed on the State Library's website.

Another significant donation are the papers of Lambert and May McBride. Lambert McBride was the President of the Queensland Council for the Advancement of Aborigines and Torres Strait Islanders (QCAATSI). His wife May was the publicity officer at QCAATSI at the time of the 1967 Referendum.

The collection includes papers relating to the referendum campaign, such as newsletters, correspondence, statements, stickers and badges. The collection also includes the red suitcase that Lambert used during the campaign to carry his papers.

### Australian Library of Art

A significant acquisition in 2007-08 was the *Adventures of a Marbler*, produced by Robyn Heyeck of the Heyeck Press. This book, one of only three titles by the Heyeck Press about marbling, continues from *Marbling at the Heyeck Press*, published 20 years ago, and *Suminagoashi-zome* (1991), both held by the State Library. The current title explores the art of marbling on paper and silk. The edition is limited to 150 signed and numbered copies.

G. W. Bot's *Black Swan* contains the text of a Russian poem, with English translation, by the Russian symbolist poet K. D. Bal'mont. Bal'mont visited Australia in 1912 and was so struck by the destruction of the country by white Australians in their quest for economic prosperity that he wrote this poem as a warning. The book, with letterpress text and beautiful illustrations by G. W. Bot, is also made as a family history and is self-published in an edition of 15.

Australian Library of Art has acquired a Norman Lindsay poster *The Peril to Australia*, printed in Melbourne in 1918 by Charles Steele and published by the Director-General of Recruiting. This poster/pamphlet, which opens to a two-sided broadsheet, was among a small number of propagandist recruitment posters produced during the late stages of the First World War. The graphic and emotive imagery is some of Lindsay's most poignant, and proved highly effective as a call to arms. The poster will be a suitable companion to a similar Lindsay poster in the collection, *The Cause of the War*.

### Maps collection

An interesting addition to the Maps collection is *Pars Orbis* by Benedictus Arias Montanus, a copper-engraved map, 335 x 545 mm, in very good condition and framed in birdseye maple. The map depicts an island roughly in the position of Australia. Montanus showed Australia for the first time on a world map as a single southern continent rather than an amorphous landmass.

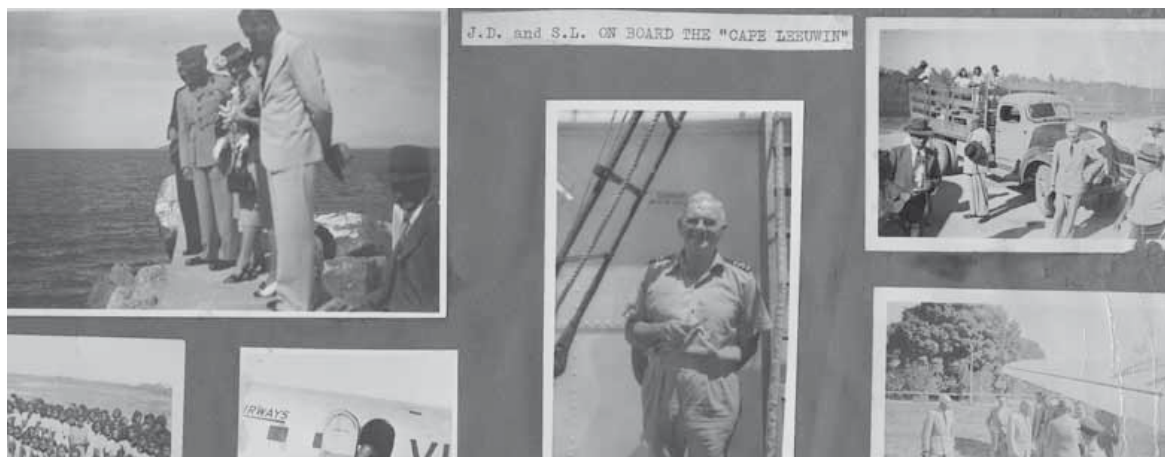
Another acquisition, Gerard De Jode's 1593 map *Novae Guineae Forma & Situs*, shows New Guinea and Terra Australis Incognita. The map is considered by some authorities to represent the first printed map of Australia. It appeared in the second edition of De Jode's rare *Speculum Orbis Terrae*. The map shows New Guinea, the Solomon Islands and a large fictitious northern Australia (a fairly reasonable general depiction of the Queensland Coast), and is frequently used to illustrate knowledge of Australia prior to the Dutch landing on the west coast of Cape York Peninsula in 1606.

### John Oxley Library Fellowship

The John Oxley Library Fellowship, funded by the Library Foundation, encourages research and documentation of Queensland history using sources held in the John Oxley Library. The fellowship provides \$20,000 to support research, access to collections and the provision of a workspace in the John Oxley Library.

The recipient of the John Oxley Library Fellowship for 2008 was announced on 5 June at the State Library Awards dinner. Heritage consultant Mr Gordon Grimwade will use the resources of the John Oxley Library to complete his research into the overland migration of Chinese migrants from the Northern Territory to Queensland in the late 19th and 20th centuries.

**Below** Pages from the Lavarack Family Album, 7571, Lavarack Family Album, John Oxley Library, State Library of Queensland  
**Right** Conservation of the Lavarack Family Album



## Collection Preservation

### Conservation of the collections

During 2007-08, Collection Preservation carried out specialised conservation treatment on 741 Heritage Collections items.

A total of 780 linear metres of incoming collections were inspected, cleaned and frozen, where necessary, as part of the integrated pest management program. Collection Preservation prepared condition reports on 1,084 collection items and made them ready for exhibitions. Archival enclosures were constructed for 1,538 collection items for the purpose of long-term preservation. A total of 1,122 books were bound and repaired for future access by library users.

A Mobigas low oxygen unit has been purchased from Germany. The unit is used to treat insect-affected and mould-affected collections. This is the first unit of its kind being used by a cultural institution in Queensland.

The cold storage film vaults were upgraded to deliver temperature and humidity control to international standards of 4°C and 35 per cent relative humidity.

A total of 150 original and unique motion picture films from Heritage Collections were conserved and re-housed into archival enclosures. A selection of 20 of these films was digitised and will be made available online.

### Preserving Queensland's historical newspaper collections

In 2007-08, the State Library transferred to preservation microfilm 503,459 pages of original Queensland legal deposit newspapers. Microfilming was carried out as part of our responsibilities as a participant in the Australian Newspaper Plan (ANPlan), initiated by the National Library of Australia. ANPlan is responsible for the preservation of, and ongoing access to, Australian newspapers.

A major component of this year's microfilm program was the re-microfilming of 170,000 pages of *The Queenslander* newspaper. This activity was carried out to rectify substandard microfilms of this title that were produced prior to standards being established. We have now produced a microfilm copy that conforms to Australian standards and supports a quality product for current users and for future digitisation of this significant title.

### Cooperative newspaper microfilming program

The State Library completed the preservation microfilming of the following Queensland titles. The project, undertaken to fill gaps in newspaper holdings, was funded by the National Library of Australia's *Cooperative newspaper microfilming program*:

Wynnum Herald (Wynnum)	1993-2006
Queensland Grain Grower (Toowoomba)	1962-1977 1978-1980; 1994-1995
Isis Recorder (Childers)	1931-1980
Cooroy Rag (Cooroy)	Mar 1969 – Jun 1988
Guardian (Bundaberg)	1996-2006
Callide Dawson News (Biloela)	Jul 1970 – Mar 1980
Kilcoy Sentinel (Kilcoy)	1932-1939
Clarion (Brisbane)	1940-1956
Leader and Lower South Burnett News (Murgon)	1965-1971
Cairns Focus (Cairns)	Jan-Jun 1972, 1977, 1978
Kingaroy Guardian (Kingaroy)	Oct 1930 – Aug 1938

### The State Library's newspaper microfilming program

The table below shows newspapers that were transferred to microfilm by the State Library's in-house microfilm program:

#### Recent newspaper titles

Bundaberg News Mail (Bundaberg)	2007
Cairns Post (Cairns)	May-Dec 2007
Daily Mercury (Mackay)	Jan-Feb 2007 Mar 2007
Gold Coast Bulletin (Southport)	2007
Sunshine Coast Daily (Maroochydore)	Jan 2007
Townsville Bulletin (Townsville)	2 Apr – 31 Dec 2007





### Retrospective newspaper titles

Alert (Maryborough)	Nov 1899 – Dec 1939
Bay Leader (Pialba)	1977-1980
Blackwater Herald (Blackwater)	1977-1980
Cairns Times (Cairns)	Jan-Jul 1987
Caloundra Weekly (Caloundra)	1962-1964
Capricornian (Rockhampton)	1972-1980
Chorus and Dramatic Index (Brisbane)	19 Feb 1883 – 26 Oct 1899
Cooktown Independent (Cooktown)	1931-1947
Gold Coaster (Southern edition) (Tweed Heads South)	Jul-Dec 1996
Gold Coaster (Northern edition) (Tweed Heads South)	Jul-Dec 1996
Gympie Times (Gympie)	Jul-Sep 1982
Hervey Bay News (Maryborough)	Feb 1965 – Dec 1970
Hervey Bay Maryborough News (Maryborough)	Jan-Oct 1971
Hervey Bay Maryborough News Pictorial (Maryborough)	Oct 1971 – Mar 1977
Longreach Leader (Longreach)	Jun-Dec 1955
Peninsula Record (Margate)	1980-1981
Pine Record (Strathpine)	1980-1981
Queenslander (Brisbane)	3 Feb 1866 – 22 Feb 1939
Review Cooroy (Cooroy)	1992-1993

### University of Queensland master microfilm deposit

The University of Queensland deposited with the State Library its entire holdings of 1,278 reels of retrospective preservation master microfilm. This range of provisional Queensland newspaper titles (including the *Queensland Times*) was reformatted from acetate to silver halide film, ensuring the maximum longevity of the microfilm. Some of the microfilm masters are copies of newspapers not previously held by the State Library, for example *Port Dennison Times* (Bowen), *Bowen Advocate* (Bowen) and *Northern Argus* (Rockhampton).



### Australian newspapers digitisation program

The State Library participated in The Australian newspapers digitisation program which will produce digitised Australian newspapers selected by state and territory libraries. Coordinated by the National Library of Australia, the Queensland publications selected include:

- *The Moreton Bay Courier* (Brisbane) 1846-1861
- *The Courier* (Brisbane) 1861-1864
- *The Brisbane Courier* (Brisbane) 1864-1899
- *The Courier-Mail* (Brisbane) 1933-1934.

This national program is of significance for all Queenslanders and Australians. The project will result in easy access to newspapers by delivering a single point of access for a number of Australian newspapers.

### Preservation training and specialist consultation

The State Library's Collection Preservation staff completed 11 monthly conservation clinics in 2007-08. Clinics were also held at Cairns City Library, Cairns Chinese Association and Beenleigh Library.

These workshops allowed members of the public to receive free advice from specialist conservation staff about their treasured items.

Collection Preservation staff conducted preservation workshops for keepers of heritage collections not held by the State Library. These workshops were provided for members of the public, special interest groups, TAFE and universities.

### PANDORA: preserving council websites project

In 2007-08, the State Library archived the websites of Queensland local government councils affected by the recent amalgamations. The websites were captured in PANDORA, Australia's web archive.

PANDORA (Preserving and Accessing Networked Documentary Resources of Australia) is a growing collection of significant Australian online publications and websites. Built collaboratively, with 10 Australian cultural collecting agencies as contributors, PANDORA is now becoming a significant source of Australia's online documentary heritage. In 2004, PANDORA was placed on the UNESCO *Memory of the World* Australian register.

Many of the 94 Queensland council websites copied into the archive by the State Library have since been removed from the internet. Now captured for posterity, the council websites will be available for future researchers and will make a valuable contribution to documenting the history of local government in Queensland.

A total of 384 Queensland websites were captured and preserved in PANDORA in 2007-08.

## Resource Discovery

The State Library's two catalogues, South Bank collections catalogue and Public Library Services catalogue, provide access to records of South Bank collections and the Public Library Services collection. In 2007-08 there were 1,015,973 searches on our catalogues.

During 2007-08, the State Library made a number of improvements to its catalogues, allowing clients to:

- extend searches to external websites to find reviews, chapter contents, biographical information about authors, other books by authors and, in some cases, the full text of the book. Searches can be extended to Google, Amazon, Libraries Australia and WorldCat
- bookmark titles for easy retrieval
- use the spellchecking feature to ensure that they have correctly spelled search terms.

## Implementation of federated searching and Web 2.0

The State Library made excellent progress in managing its electronic resources over the past year, especially with the implementation of the Get it! service. This service will provide access to more than 15,000 full-text ejournals, ebooks and other online resources.

The program to improve the visibility of the State Library website continued in 2008 with the analysis of the performance of search engines and improvement of metadata. The State Library initiated several projects to improve the visibility of our content:

- creating blogs for the public and staff, including the John Oxley Library blog created for discussions about Queensland history and the promotion of John Oxley Library collections, the *Summer Reading Club* blog and a conference blog for staff
- establishing social networking sites to support the Edgy Advisors as part of The Edge redevelopment project.

Collection records for published materials were updated and made available through Libraries Australia. The next step in this project will be to make records for original materials available through the national database.

State Library website is a major platform for communicating with clients and providing access

to collections and services. Activities relating to our website in 2007-08 included:

- converting websites *Footprints before me*, *Johnstone Gallery Archive*, *Rawson Archive* and the Public Libraries Directory to the content management system to meet the Queensland Government's web standards
- adding the catalogue search into the main website search
- creating additional web feeds (RSS) as an alternative option for clients to receive information.

In 2008-09, the State Library will continue to improve access to its collections by implementing two Ex Libris products, DigiTool and Primo. DigiTool will provide a digital object management system, enabling the State Library to manage and provide access to its growing collection of digital resources.

Primo will provide federated search of local and remote library collections, including published and unpublished items, digital objects, ecollections and commercial databases through the use of a single interface. Primo also offers a number of Web 2.0 features, allowing users to interact directly with the State Library and other users, including tagging and reviewing of content.

## Records for online resources

As part of the State Library's strategy of purchasing more electronic resources, more than 20,000 new records for online resources will be added to the catalogue. These include records for ebooks, electronic publications from the Australian Bureau of Statistics, ejournals and records for authors who appear in the online database *Literature Resource Centre*.

A number of tasks have been completed during 2007-08 to improve the coverage and accuracy of the catalogue:

- adding 'tagging' metadata to titles by significant Queensland authors and to material received by legal deposit. This will allow clients to identify Queensland material
- cataloguing artists' books
- relocating items identified as rare and restricted
- creating records for ephemera held in the Heritage Collections





## Collection Access

In 2007-08, Collection Access staff implemented improvements in access to the State Library's South Bank collections. These include:

- deliveries of items from storage increased from 11 to 17 per day (Monday to Thursday), and from 9 to 14 deliveries per day (Friday to Sunday)
- introduction of a regular service to enable staff to browse collections stored in the repository.

Additional funding enabled the survey project of Heritage Collections to continue during the year, with 86 per cent of the project now completed. Where required, we undertook relabelling of collections to improve the identification of items.

## Access services

Client registrations for *e-services* cards, State Library cards that enable clients to access materials and services, have doubled from 7,500 in 2006-07 to 15,000 in 2007-08. In the first half of 2008, the number of cards issued increased by 25 per cent as Collection Access staff collaborated with staff from Reference Services and The Edge to ensure all clients participating in library skills training, school visits and family history information sessions were given the opportunity to register for a membership card.

In 2007-08, Collection Access supplied more than 5,000 items from the State Reference Library's collections to clients of Queensland public libraries, tertiary institutions and government departments.

## Recording Indigenous knowledge, culture and histories

### Indigenous Library Services

The State Library's Indigenous Library Services acknowledges the moral, cultural, and intellectual property rights of Aboriginal people and Torres Strait Islanders, and confirms this acknowledgment in its strategic policy documents and innovative projects.

Indigenous Library Services, in partnerships with the rest of the State Library and local councils, works to improve library services and collections for Aboriginal people and Torres Strait Islanders through the following activities:

- the establishment of Indigenous Knowledge Centres
- advocacy and program delivery in public libraries
- support in the preservation of documentary and living heritage
- promotion of, and engagement in, reconciliation activities
- participation in national and international initiatives.

Indigenous Library Services works with the Indigenous Advisory Group, a body that provides advice to the Library Board on policy and strategic issues concerning library services provision for Aboriginal people and Torres Strait Islanders.

In November 2007, Indigenous Library Services received the prestigious Premier's Award in Public Sector Management, Partnerships and Reconciliation, for its work in this area. The award acknowledged the work of all staff and highlighted the great achievements that can occur when there is a commitment of an organisation to:

- develop partnerships with external stakeholders to deliver outcomes that meet the diverse needs of Aboriginal people and Torres Strait Islanders
- adopt a whole-of-library approach to Indigenous library services supported by strategic policies
- exemplify and advocate good practices and contribute to new knowledge in the library sector and broader cultural heritage area
- deliver innovative and creative programs and projects that reflect the vibrancy of Indigenous knowledge, culture and histories.





## Queensland Indigenous languages project

In 2007-08, the State Library continued work on the Queensland Indigenous languages project. The project started in 2006 to address the critical state of Queensland's Indigenous languages, the cornerstone of Indigenous cultural heritage.

The project includes training workshops in recording and digital preservation, and has so far resulted in an *Indigenous languages strategy*, a series of web pages with contact details for all language centres in Queensland.

The State Library has been assisting the following language centres to develop new language resources:

- North Queensland language centre
- Korravinga, Hervey Bay
- Nalingu Aboriginal Corporation
- Yugambah Language Museum
- Gamilaroy language program.

The project has secured additional funding from the Commonwealth Department of Environment, Water, Heritage and the Arts for 2008-09. Language workshops will continue, with emphasis on the use of the State Library as a safe repository for language recordings and materials.

## Keeping culture strong

In January 2008, Indigenous Library Services commenced work on *Keeping culture strong*, a state-wide project that supports and encourages Aboriginal people and Torres Strait Islanders to create, preserve, access and share Indigenous knowledge. The project will result in the creation of community-based collections of cultural heritage, managed by a local advisory group and accessible through the library or an Indigenous Knowledge Centre.

Initially, the project will focus on communities with Indigenous Knowledge Centres and will be developed in partnership with Aboriginal and Torres Strait Islander communities to meet local needs.

Between January and June 2008, community consultation commenced with three Indigenous communities: Hope Vale, Erub and Mabuag.

*Keeping culture strong* involves work with the following partners:

- Northern Territory Library's Our Story team
- Queensland Museum
- Education Queensland and Tagai College in the Torres Strait
- Department of Communities
- Pelican Expeditions.

## Protocols for Aboriginal and Torres Strait Islander collections

In 2007 the State Library adopted the *Protocols for Aboriginal and Torres Strait Islander collections*, approved by the Library Board in March 2007. This document ensures that the collection of, and access to, Indigenous materials at the State Library are undertaken in a culturally sensitive manner.

Indigenous Library Services works with other units at the State Library to guide implementation of the protocols, including the development of associated procedures and guidelines.

## Indigenous images cultural clearance project

The Indigenous images cultural clearance project focuses on developing procedures and documentation for community consultation to gain approval for access to digitised Aboriginal and Torres Strait Islander images.

Community consultation has so far taken place in Mapoon, Brisbane, Cherbourg, Cairns, Yarrabah and the Torres Strait. Members of Indigenous communities are being consulted about draft procedures for digitising images of Indigenous Queenslanders for publication on the State Library's *Picture Queensland* website. Clearance for 227 images was received in 2007-08.

## Footprints before me

State Library's new *Footprints before me* website, created in partnership with the Department of Communities, provides access to information and records about Queensland Indigenous families for the purpose of family history research.

Clients can access administrative history and legislation relating to Indigenous Queenslanders, details about Queensland's missions and reserves, and oral history resources.

## Queensland-Smithsonian Fellowship program

Olivia Robinson, a Senior Policy and Project Officer with Indigenous Library Services, has been awarded a Smithsonian Fellowship.

The Queensland-Smithsonian Fellowship Program is a joint initiative of the Queensland Government and the Smithsonian Institution based in the United States of America. The Fellowship Program provides a unique opportunity for Queenslanders to undertake research at the Smithsonian Institution.

This fellowship will enable Olivia to conduct research at the Smithsonian National Museum of the American Indian into Indigenous engagement strategies from March to September 2008.

Olivia, a Bidjara woman whose traditional country is in southwest Queensland, is the first Indigenous Queenslander to be a recipient of the Queensland Smithsonian Fellowship.

The National Museum of the American Indian is a world leader in the development of successful strategies to engage Indigenous people. Olivia's research at three facilities of the National Museum of the American Indian in Washington DC, Maryland, and New York will develop her knowledge and skills in engaging Aboriginal people and Torres Strait Islanders in projects and programs. The research will also develop collaborative projects between the State Library and the National Museum of the American Indian.

# Community connections

The *Community connections* objective promotes the State Library as a place which provides programs for community engagement. Through the framework of *Community connections*, the State Library is committed to forming partnerships with other cultural, community and government organisations to extend the range of its programs.

In cooperation with Queensland public libraries, the State Library is developing the Queensland People's Network. This initiative will be instrumental in the growth of learning communities across Queensland.

## Public Library Services

There are more than 330 public libraries and 17 Indigenous Knowledge Centres in Queensland. The operation and development of their services is delivered through a strong partnership between the State Library and local government.

Queensland local governments provide facilities, staff and equipment for public libraries, while the State Library gives support through funding and a wide range of services. These services include cash grants, specialised resources and advice on best practice. The Country Lending Service scheme supports local governments with populations under 20,000 people. This service offers fully processed book stock which is regularly exchanged, as well as training and support services.

In 2007-08, a total of \$19,502,000 was provided by the State Library to local governments offering free public library services. This funding included:

- \$15,455,851 in cash grants to independent libraries
- \$1,853,877 for Country Lending Service materials
- \$786,664 for specialised resource collections
- \$42,500 in cash grants for local governments supported by Country Lending Service
- \$1,113,108 for Indigenous library services throughout Queensland.

## Expanding Horizons: positioning Queensland public libraries for the future 2008-2012

*Expanding Horizons* is a recent joint initiative by the State Library, the Local Government Association of Queensland (LGAO) and the Queensland Public Libraries Association (QPLA). This new policy identifies key guiding principles for Queensland public libraries, such as:

- fostering the love of reading and supporting literacy and learning in communities
- embracing new technologies, resources and programs to meet the changing needs and expectations of individuals and groups
- promoting community engagement
- cultivating local distinctiveness and cohesion in local communities
- upholding civic values of access and equity.

Following the 2008 Council elections, the policy was distributed to the newly elected mayors and councillors, all local government chief executive officers and public library managers throughout the state. *Expanding Horizons* has been widely accepted by the public library network.

## Local government reform

In July 2007, the Local Government Reform Commission announced a reduction in the numbers of Queensland councils from 157 to 72. This was followed by changes in names of councils to reflect their new geographic area.

Client at Thuringowa Public Library





During this process, the State Library provided support to councils, helping to ensure that public libraries delivered high-quality services to their communities throughout the amalgamation process. Public library staff were encouraged to view the process as a positive change that will provide larger and stronger library services for many councils.

Local government reform was the focus of several collaborative workshops throughout the year, including *Moving forward: local government reform and your library* and *Expanding Horizons: implementing the vision*. These forums identified areas where the State Library, LGAQ and QPLA could work together to ensure the continued delivery of effective and efficient library services.

The reforms have had a major effect on the Country Lending Service (CLS), with 68 libraries from 37 councils changing from this service to the Independent library services model. The State Library has worked with these new councils to plan for exit dates from the CLS, including arrangements for collections and corresponding adjustments to grant payments and assistance with the delivery of library services.

In addition, to support the establishment of newly merged library services, the State Library has commenced work on a review of the 23 Country Lending Services unaffected by amalgamations. This review will explore various options to determine the most effective operational model for delivering quality library services to these smaller communities.

## Queensland public library standards and guidelines

*Queensland public library standards and guidelines* is a valuable tool for public library management. These standards promote consistent levels of service provision and good practice across the state.

In 2007-08, the Public Library Standards Steering Group, comprising representatives from Independent libraries, CLS, the QPLA, a local government representative and representatives from the State Library, reviewed and updated several major sections of *Queensland public library standards and guidelines*. This work was undertaken in consultation with public libraries.

Standards for library staffing and multicultural library services were reviewed and work was undertaken on standards for cataloguing and library technology. A new standard for shared facilities has been developed to reflect industry changes and deal with issues associated with the co-location of libraries with other council or cultural functions.

## Library forums

Public Library Services coordinated a range of public forums in 2007-08 designed to support Queensland public libraries through local government reform, explore the effect of this reform, and develop plans for the future.

In August 2007, Chris Batt, former Chief Executive Officer of the Museums, Libraries and Archives in the United Kingdom, delivered a seminar entitled *Sharing the library experience*. The seminar focused on changes in library management in the United Kingdom and included information about projects and success stories relating to local government reform.

The seminar was followed by a workshop for public library staff from libraries in Thuringowa, Rockhampton, Caloundra and Gatton. Entitled *Creating the horizon*, the workshop participants discussed opportunities that might be created by the Queensland local government reform process and developed strategies for libraries affected by the local government reform.

Following the QPLA annual conference in September 2007, a workshop entitled *Moving forward: local government reform and your library* was held at the State Library. Queensland public library staff from as far afield as Atherton and Bowen attended the workshop.

The State Library held an interactive seminar in March 2008 entitled *The hyperlinked library: trends, tools and transparency*. The seminar was held to promote discussion about ways in which Web 2.0 affects libraries and their users. Funded by the Online Public Access in Libraries (OPAL) project, this seminar was delivered by Dr Michael Stephens from Dominican University's Graduate School of Library and Information Science, and attracted more than 130 representatives from school, public, academic and special libraries.

In April 2008, Chris Batt facilitated two more workshops for Queensland public library and council staff.

The first, *Expanding Horizons: implementing the vision*, focused on the State Library's recently released strategic policy for Queensland libraries. The workshop participants developed ideas for an implementation plan for *Expanding Horizons* and agreed on priorities and actions. Strategies include a review of library standards, development of a Local Government Library Diploma and the *Libraries Matter* advocacy campaign. A *Cultural communities* workshop was held at Highfields near Toowoomba. The workshop was hosted by the newly formed Toowoomba Regional Council, Arts Queensland and the State Library. The workshop looked at developing a model for collaboration across libraries, museums and galleries and the education sector. With guidance from Chris Batt, the 40 attendees undertook cultural mapping exercises and an audit of community cultural resources. Proposed initiatives included development of an integrated cultural precinct, creation of a community portal website to promote events across the region, and an employment strategy for young people and Indigenous residents of Toowoomba.

## Libraries Matter campaign

In February 2008, the State Library formed a partnership with LGAQ and QPLA to develop and deliver a promotional campaign for libraries. The campaign's primary objective was to raise awareness of the role that public libraries play in building strong communities.

The campaign involved distribution of emails to mayoral candidates prior to the March council elections and the mailing of information packages to newly elected mayors and councillors soon after the elections. Packages included fact sheets about libraries and their value in the community and information about the State Library's *Expanding Horizons* strategic policy.



## Directory of Public Library Services

*Directory of Public Library Services*, published on the State Library website, provides contact details for each public library service in Queensland. The directory is a tool that every Queensland public library service can use to promote their online presence.

Using the Online Public Access in Libraries (OPAL) funds, the project has delivered a number of features:

- an online directory where information is updated regularly
- access to library catalogues via links in their directory entries
- ability of Queensland public library staff to maintain their own information online
- a search function for directory information
- availability of online training materials for the maintenance of the directory.

## Information sharing with public libraries

As part of an overall communication strategy, Public Library Services continue to produce regular online bulletins for Queensland public libraries, with 10 bulletins published in 2007-08. The bulletins were made available on the State Library's website and contributions from both State Library programs and public libraries were encouraged.

The bulletins include *Off the Shelf*, a quarterly bulletin for sharing information on current trends and topical issues, and *SLQ Links*, a monthly newsletter providing updates, highlights and information of assistance to public libraries.

## Library strategic development grants

The past financial year has seen the completion of local projects by libraries that had successfully bid for funding in early 2007. These libraries range from very small Indigenous Knowledge Centres (IKCs) on Mabuag Island and Lockhart River to large library services in Brisbane and Caloundra. Information about library strategic development grant projects has been published on the State Library's website to allow information sharing with other libraries.

## Service level agreements for Voyager partners

The State Library has improved existing consortia partnerships with the Department of Premier and Cabinet and the Environmental Protection Agency. In revised agreements, the departments have contracted the State Library to provide hosting services for two new applications, SFX and MetaLib, in addition to the existing Voyager hosting agreement. Queensland Health has renewed its agreement for Voyager hosting services.

## Indigenous Library Services

### National and State Libraries Australasia Indigenous Library Services and Collections Working Group

During 2007-08, the State Library continued its work as convener of the National and State Libraries Australasia Indigenous Library Services and Collections Working Group. The group, with representatives from each state and territory library, the National Library of Australia and the National Library of New Zealand, has been working on leading the implementation of the *National Policy Framework for Aboriginal and Torres Strait Islander Library Services and Collections*.

### Indigenous Knowledge Centres forum

The Indigenous Knowledge Centres forum was held on 13 February 2008, coinciding with the Australian Parliament's formal apology to the stolen generation.

The forum was prompted by a request from the South African Indigenous Knowledge Systems Office to visit the State Library and learn more about the IKCs.

The purpose of the forum was to establish a dialogue that explored the concept and cultural understanding of IKCs, and to help refine the structure of IKCs as effective and sustainable hubs for community cultural development.

Through the workshop the State Library also identified networking opportunities for sharing information and knowledge and potential collaborative projects.

Participants attending *Indigenous Knowledge Centres forum*



## Public Programs

Public Programs, a new State Library program established in October 2007, comprises the following units:

- Marketing and Communications
- Events and Exhibitions
- Visitor Services.

## Marketing and Communications

The responsibility for marketing activities was transferred from Organisational Effectiveness to the newly created Public Programs in late 2007. This restructuring achieved a better alignment with the State Library's strategic direction.

Marketing and Communications provides support services across the State Library in development and implementation of marketing strategies, media management, graphic design, media partnerships, advertising, publications and market research.

During 2007-08, the State Library continued to promote its main marketing message 'Many reasons to visit' in all its communications. Weekly advertisements in *The Courier-Mail* assisted in raising the profile of the State Library's brand, while reinforcing its marketing messages. This was achieved by the promotion of a diverse range of exhibitions, events, children's activities, training and information sessions. All these activities complemented State Library services and collections, contributing to an increase in visits and participation in public programs.

Findings from an audience survey, conducted by Footprints Market Research in 2007, revealed that the State Library is a favourite destination at South Bank. However, 70 per cent of visitors under 35 have never previously visited the State Library. As a result, our marketing activities have been focusing on promoting a redefined library visitor experience by providing more varied reasons for repeat visits by clients under 35.

The State Library's partnership with Channel Seven provided further opportunities for promotion through regular stories in *The Great South East* and Seven News *Flashback*. Other media partnerships included the website *Ourbrisbane.com* and *The Courier-Mail*.

During 2007-08, there were 973 mentions of the State Library in press, on the radio and on television, with a total public relations financial value of \$1,422,207.

The public were regularly informed about the State Library's activities through the monthly newsletter *sqnews*, our quarterly events guide, *What's On*, and the website.

Marketing and Communications, in partnership with the Cultural Centre Cooperative Marketing Working Group and Arts Queensland, produced a Summer holiday guide for December 2007 to February 2008 and a Winter holiday guide for June to August 2008.

We envisaged that these holiday guides would promote the Cultural Centre as a vibrant hub of activity, offering diverse choices for leisure and educational pursuits. The guides were distributed by the State's tourism agencies, including Tourism Queensland and Brisbane Marketing.

## Events and Exhibitions

Events and Exhibitions supports visitors' engagement with the State Library's extensive collections and works in partnership with community groups, businesses, the education and arts sectors, government agencies and public libraries.

In 2007-08, events and exhibitions held at the State Library attracted 112,927 visits and a substantial media profile.

Events and Exhibitions has established a curatorial framework for selection and presentation of future projects. The key themes are 'Quintessential Queensland', 'Multi-literacies and Languages', 'Food', 'Design' and 'Country'.

The award-winning State Library building provides a range of facilities for a diverse program of activities, including:

- three exhibition spaces (320m<sup>2</sup>, 112m<sup>2</sup> and 25m<sup>2</sup>)
- the Queensland Terrace and three auditoriums
- The Studio
- children's spaces: The Corner and The Parlour
- Fox Family White Gloves Room and Bank of Queensland Heritage Collections Learning Room
- River Decks
- Talking Circle
- 13 meeting rooms
- a training room with 25 computers.

## Events

### Film program

In 2007-08, the State Library's free film program included Indigenous films, a co-presentation of avant-garde film with *OtherFilms*, and the following series created to complement the State Library's exhibitions:

- Reel Lives: explorations in biography
- Childhood: the end of innocence?
- School Days: the mythologies and the realities
- Imagining paradise
- Love at a distance.

The film program screened feature films, documentaries and short films, attracting 3,205 visitors in 2007-08.

### Uncovered series

Presented in the Fox Family White Gloves Room, the monthly *Uncovered* series was designed to connect audiences with the many treasures of the State Library's collections.

In 2007-08, *Uncovered* talks presented John Watt's necklace, artists' books, materials about inventions, sheet music, a lecture on Queensland's ghosts and many others.





## Talks

In 2008, our *Introducing...* series of talks was replaced by *Deepen the conversation*, a new series that invites writers and thinkers to inspire audiences in an interview style conversation, followed by questions from the audience.

Guests in the series included authors Christopher Koch, Helen Garner and Sarah McDonald; dramatists Michael Gow, Jean-Marc Russ and Adam Grossetti; and writers on food Maggie Beer, Gay Bilson and Pietro Demaio.

Events were developed in partnership with Griffith REVIEW, *Brisbane Writers Festival*, *Slow Foods* Brisbane and Queensland Theatre Company.

## Queensland Music Festival

As part of *Queensland Music Festival* (OMF) in July 2007, the Listening Circle at the State Library featured *The Musician's iPod*, a selection of music from OMF's Artistic Director Paul Grabowsky, and *Songs of the Continent*, under the curatorship of sound artist Lawrence English.

A special free performance was held in the Knowledge Walk, featuring Wagilak Gujarr/Nyilapidigi songmen and dancers and the Australian Art Orchestra.

## Riverfestival

In September 2007, the State Library worked in partnership with *Riverfestival* to present the following events:

- *Odds and Evens Shower Days*, an exhibition of billboards created by advertising agencies looking at ways to change people's behaviour in water usage
- *Hearing the City*, an original Brisbane concerto composed of the noises of our environment
- the *Brisbane River Audio Stream* installation.

## Australian Poetry Slam

The State Library formed partnerships with public libraries and local festivals to present the Australian Poetry Slam in Queensland from August to October 2007.

A total of 169 participants were involved in poetry slam workshops in Toowoomba, Brisbane, Yeppoon, Cairns, Beaudesert, Townsville and Chermshire.

The Australian Poetry Slam was a partnership with state, territory and public libraries and festivals across Australia. Over 600 poets across the country participated in this highly successful battle of the spoken word.

## Tea and music

In 2007-08, the State Library presented a series of *Tea and music* events, featuring recordings from our music collection. Highlights included a collection of beautifully illustrated sheet music, brought to life by opera singers Jason and Leisa Barry-Smith.

During the *Out of the Box Festival*, the State Library held a special performance for grandparents and grandchildren, featuring the Teapot Ensemble of Australia and Barb Fordham with her new jazz and blues songs written especially for children. These events included a special morning tea on the Queensland Terrace.

## Music and words

In April 2008, The Southern Cross Soloists presented the first of three performances at the State Library celebrating the creation of music and words and the fascinating interaction between the two art forms. The first performance featured the work of three writers: May Gibbs, Judith Wright and Oodgeroo Noonuccal.

## The State Library Awards

The State Library of Queensland Awards dinner was held in slq Gallery on 5 June 2008.

The guests, surrounded by photographs from the *STUDIO* exhibition, enjoyed an evening of fine food and music by Kirstin Berardi and the James Sherlock Trio.

*Nambour Chronicle* digitisation team received the John Oxley Library Award, Winifred Fisher Indigenous Knowledge Centre received the Library Board of Queensland Award and Mr Gordon Grimwade was the recipient of the John Oxley Fellowship.

## Young writers Award

The Young writers Award is open to Queensland residents aged 18-25. The award is funded by the Library Board of Queensland to support talented young writers.

In 2007, a total of 177 entries were received. The judging panel included authors Sue Gough, Suzanna Clarke and Alasdair Duncan, and literary editor Rosanne Fitzgibbon. The winner of the award was Joel Glazebrook for his story *The Broome Closet*. Megan McGrath won the Maureen Donahoe Encouragement Award for her story *Fuel for Loneliness*.

Inflatable poodle in garden to promote *Creating Paradise* summer program



## Exhibitions

In 2007-08, the State Library held a number of exhibitions, highlighting different collections. Exhibitions were accompanied by events such as artists' talks, lectures by curators and critics, guided tours and workshops.

### Reel Rescues (25 May – 2 Dec 2007)

This entertaining exhibition of home movies, silent films and original newsreels presented a time capsule of life in Queensland from the 1920s to the 1970s.

Held at slq Gallery and seen by 14,500 visitors, *Reel Rescues* presented fascinating films, ranging from funny family antics to serious documentaries.

Highlights included the Victory in the Pacific Day celebrations in Brisbane, the 1960 Kingaroy Peanut festival, a political advertisement from the period of silent film, a footage of American ships unloading planes during World War II and images of Brisbane floods in 1974.

*Reel Rescues* displayed films which have been preserved and digitally transferred during the Heritage Collections' motion picture project.

### Paradise (22 Dec – 24 Mar 2008)

Paradise exhibition, seen by 9,700 visitors, was presented as part of the State Library's summer program, *Creating Paradise*. The program included a series of events, exhibitions, films, workshops and family activities that explored ways in which Queenslanders create their own paradise.

The exhibition explored concepts of paradise from the Garden of Eden to 'Second Life', focusing on representations of paradise in the history of Queensland.

Exhibiting items from the State Library's collections, *Paradise* displayed the diversity and strength of our collections relating Queensland's coastal history.

### STUDIO: Australian Painters Photographed by R. Ian Lloyd (4 Apr – 9 Jun 2008)

A touring exhibition from the National Portrait Gallery, *STUDIO* displayed 61 of Australia's most acclaimed painters, revealing sources of inspiration and working methods of Margaret Olley, Rosella Namok, Pro Hart, William Robinson, Gloria Petyarre and many others.

*STUDIO* was the result of a collaboration between photographer Ian Lloyd and art critic John McDonald.

Ian's large photographic portraits took visitors into each artist's studio environment, be it inner city loft, suburban kitchen or the sandy deserts of the Outback. John McDonald interviewed artists about their work and sources of inspiration.

To complement the exhibition, the State Library presented 'In Conversation with John McDonald and Timothy Morrell', a floor talk with Ian Lloyd and John McDonald and visits to studios of four prominent artists, sculptor Stephen Hart, painter Daniel Mafe and book artists Adele Outteridge and Vim de Voss.

The exhibition attracted 6,200 visitors.

### Just Add Water: schemes and dreams from a sunburnt country (20 Jul – 25 Nov 2007)

*Just Add Water* focused on Australia's water management schemes over the past 100 years and considered the current national water problem.

Through visual and interactive displays, visitors gained understanding of past water management and its effects on rural and urban areas.

Brisbane City Council took part in the exhibition through an interactive display which asked the question: 'What can we do about the drought?'. Visitors to the exhibition were able to respond and take home a two-minute shower timer.

*Just Add Water*, a National Archives of Australia touring exhibition, was supported by the Visions of Australia government initiative. The exhibition attracted 5,500 visitors.

Clients attending launch of *STUDIO* exhibition at slq Gallery





**Memoirs: selected photographs from the Daryl Hewson collection (22 Mar – 11 May 2008)**

This exhibition was presented as part of the second Queensland Festival of Photography in 2008. The exhibition explored themes of the past, particularly relating to history and memory.

Daryl Hewson's collection is considered to be the most comprehensive archive of photographic art in Queensland. Among the 40 artists featured in the exhibition were Tracey Moffatt, Joachim Froese and Anne Zahalka.

The exhibition, seen by 5,500 visitors, was designed by Maurice Ortega and Gordon Craig and presented by the State Library in partnership with Queensland Centre for Photography and the Queensland University of Technology's Art Museum.

**Ex Libris (10 Oct 2007 – 28 Jan 2008)**

On 5 October 2007, Pat Corrigan, AM, officially opened *Ex Libris: Bookplates from our collections* at the State Library of Queensland.

The exhibition, displayed at Philip Bacon Heritage Gallery, featured over 100 bookplates from the State Library's Australian Library of Art collection. Many of these bookplates were designed by well-known artists, including Brett Whiteley, Lloyd Rees, Norman Lindsay and Lionel Lindsay.

Owing to generous donations by Pat Corrigan, AM, the State Library now holds a collection of original bookplates by Australian artists such as George David Perrottet, Adrian Feint and Christian Waller.

As part of the exhibition, artist Narelle Oliver conducted seven workshops for children, instructing them how to use the technique of linocut to design their own bookplates. Some of these bookplates were then displayed in the exhibition. The exhibition attracted 9,100 visitors.

Pat Corrigan at the launch of *Ex Libris* exhibition, Philip Bacon Heritage Gallery



**Travelling for love (14 Feb – 1 Jun 2008)**

On 2008 Valentine's Day, the State Library displayed *Travelling for love*, an exhibition of love letters, diaries, photographs and memorabilia from ten Queensland couples who have travelled in and out of Queensland to be with the ones they love.

Over 250 visitors to the exhibition told their story of travelling for love on the interactive story wall. Visitors were also able to send a letter to someone they love.

Several events were held in conjunction with the exhibition, including a film program, talks by authors and a presentation about embroidery. The exhibition attracted 9,900 visitors.

**Talbot Family Treasures Wall**

The Treasures Wall, sponsored by the Talbot Family through the Queensland Library Foundation, is an exhibition space designed to exhibit treasures from the State Library's Heritage Collections.

The following exhibitions were displayed in 2007-08:

**Drawn to the word (23 Jul – 18 Nov 2007)**

*Drawn to the word* exhibited items from the history and art of the book collection of the Australian Library of Art. The collection holds rare and fine books that exemplify the art, craft and history of the printed book.

The display illustrated the development of books as both tools of communication and objects of beauty, revealing the close relationship between the arts of writing and image-making from early antiquities to 20th century collaborations between writers and artists.

**Birds of Australia (8 Dec 2007- 9 Mar 2008)**

Rare early illustrations, historical documents, artworks and museum specimens were brought together in this display that captured people's fascination with Australian bird life.

Selected from the State Library's John Oxley Library and the Australian Library of Art collections, the exhibition included John Gould's book *Birds of Australia*, paintings and photographs of many of Queensland's native birds and artists' books.

The display was complemented by a 19th century glass bird dome case and ornithological specimens from the Queensland Museum.



### Just Gorgeous sheet music (22 Mar – 27 Jul 2008)

The State Library holds an extensive collection of sheet music for voice and piano. The *Just Gorgeous sheet music* display offered an introduction to the collection and highlighted some of the treasures from the Georgian, Victorian and Edwardian periods.

The exhibition explored the history of music publishing and covers for sheet music, featuring theatre programs from the period as well. Queensland Performing Arts Centre Museum collection contributed to the exhibition by lending period costumes.

#### Uncovering the once discovered: Infozone residency and exhibition project

In a partnership between Artworkers Alliance and the State Library, new media artists explored the State Library and investigated new ways of interpreting and responding to the State Library's collections and spaces.

The 2007-08 program displayed the works of five emerging media artists: Chris Bennie, Krista Berga, Matthew Gardiner, Dennis Kratz and Archie Moore.

### Video for the State Library (2 Jul – 30 Sep 2007)

Brisbane artist Chris Bennie's two-part media project presented a video documentary of visitors and staff at the State Library as they shelved books, read and wrote. An MP3 audio tour, which could be downloaded from the State Library's website, linked to a tour of artworks installed throughout the building.

### Where whispers walk (1 Oct – 30 Dec 2007)

*Where whispers walk* was an interactive video installation that responded to the changing landscape of the Brisbane river.

Developed in a collaboration between Dennis Kratz and Archie Moore, the work used emerging technologies to imagine past, present and future visions of Brisbane's central waterway.

### I ME YOU WE THEM (7 Jan – 31 Mar 2008)

Pages from poetry anthologies were reworked by the artist Krista Berga in a work which explored identity.

Visitors to the display were asked to interact by selecting a word from the title text, activating a slideshow of pages reworked by the artist with the selected word as the theme.

### Oribotics [Laboratory] (1 Apr – 30 Jun 2008)

*Oribotics [Laboratory]* by Matthew Gardiner was an interactive installation staged as a garden of robotic origami flowers. The work responded to a keyword search of localities in Queensland and was linked to the State Library's database of photographs. The flowers responded and altered their stages of bloom, depicting images of the selected locations.

### The Sacred Life of Water: images of the life of water in Brisbane's multi-faith communities (31 Aug – 30 Sep 2007)

*The Sacred Life of Water* was a photographic exhibition of works by Anthony Anderton displayed at the Knowledge Walk. The exhibition portrayed the role of water in the practices of Brisbane's multi-faith communities.

Seen as the essence of life, water cleanses, blesses, nurtures, protects and redeems. It serves as a common link between cultures, faiths and traditions.

This exhibition explored how the national water crisis has changed the perception of water as an unlimited resource and an economic commodity. Visitors to the exhibition were encouraged to consider the value they place on water and the role it plays in our community.

*The Sacred Life of Water* was a Riverfestival initiative presented in partnership with the State Library.

#### Travelling exhibitions, kits and loans

In 2007-08, the State Library's travelling exhibition *What We Want: the birth of women's suffrage in Queensland* toured to Robina Library, Runaway Bay Library, Coolangatta Library, Hervey Bay Library and Yeppoon Library.

We developed two travelling exhibitions: *Water, Trees and Roots: stories from the Queensland Vietnamese community* and *Broken Links: the Stolen Generations in Queensland*. Both exhibitions were on display at the State Library in 2007.

### Public Programs partnerships

#### Brisbane Writers Festival

The State Library hosted the 2007 *Brisbane Writers Festival*, with 25,000 people attending the five-day event.

The State Library, in partnership with the *Brisbane Writers Festival*, organised a series of talks featuring significant national and international writers, including Christopher Koch and Helen Garner.

#### Griffith REVIEW

In 2007-08, the State Library continued its partnership with Griffith REVIEW, a literary and public affairs quarterly published by Griffith University.

Griffith REVIEW was created to inform public debate and provide a bridge between the expertise of specialists and the curiosity of readers.

The partnership with Griffith REVIEW saw the delivery of several talks and panel discussions at the State Library, including Marcia Langton's talk about a new agenda for Indigenous relations and a forum featuring participants of the 2020 Summit.

#### Queensland University of Technology

In 2007-08, the State Library established an exciting partnership with the Queensland University of Technology's School of Design.

In the coming year, the partnership will deliver weekly lectures and discussions featuring two designers, one from Queensland and one from another state, invited to share ideas behind their design practices.

## The Edge

The Edge program, designed to foster social, intellectual and cultural development of children and young people, offers spaces, activities and events for young Queenslanders.

The program is currently operational in the newly developed State Library building at The Corner and The Parlour.

The Edge, in collaboration with Backbone Youth Arts, created *An Unexpectedly Mind-Boggling Adventure*, a show for a summer holiday audience. The puppet show was directed by writer and director Scott Witt and featured local actors and creations. It relied on song and simple sets, and was designed to inspire children to create their own play and make their own puppets.

Puppet stations were assembled throughout the Knowledge Walk, for children to make their own puppets to take home. A total of 19,800 puppets were created at the puppet stations over the school holiday period and 8,433 people attended the performance.

## The Corner

The Corner continues to flourish as one of Queensland's most popular places for young children, their parents, educators and friends. This space features books, games, toys and activities organised by artists, as well as children's art selected from the *Dr Barbara Piscitelli AM Children's Art Archive*.

An estimated 65,700 visitors came to The Corner in 2007-08. Highlights of the past year include the following projects:

- *The Shed*: as part of this activity a chook house complete with chickens and eggs was erected in The Corner
- *Me*: this project featured a mirror maze and ear-shaped chandeliers.

Activities coordinated by artists are a popular part of each day. They now cover everything from yoga to song writing. The Corner also hosted a number of special events with a range of partners, including Letters to Santa with Australia Post, projects with Backbone Youth Arts and storytelling workshops with *Brisbane Writers Festival*.



### Partnerships in The Corner:

- *Letters to Santa*: The Edge worked with Australia Post to deliver Letters to Santa last Christmas. Postie Emma, a real postie from Australia Post, visited The Corner every week in the lead-up to Christmas to read stories. Children posted their letters to Mr Claus in the special Corner mail box. We are happy to report that Santa wrote back to everyone
- *Brisbane Writers Festival*: The Corner enjoyed the work of some visiting artists over the weekend of the *Brisbane Writers Festival*. Raymond Walker captivated everyone with Indigenous storytelling and Narelle Oliver conducted fantastic illustration workshops
- *National Simultaneous Storytime*: on 6 September 2007, in libraries from Broome to Brisbane, children read *The Magic Hat* by Mem Fox as part of the annual National Simultaneous Storytime. At The Corner, children read *The Magic Hat* with storyteller Brooke Newall, and then made magic hats of their own.

**Above** Performers from *An Unexpectedly Mind-Boggling Adventure* in The Studio  
**Below** Young girl in mirror maze during *Me* at The Corner





### The Parlour

The Parlour is a special space where children can play new and traditional parlour games in a fun and interactive environment. Popular games at The Parlour include Chess, Mah Jong, giant Snakes and Ladders, Domino, Boggle and Scrabble.

In 2007-08, The Parlour featured special programs every Sunday, including *Family challenge*. This program was delivered in cooperation with the Chess Association of Queensland.

### The Out of the Box Festival and Beware

The *Beware* show, presented at the *Out of the Box Festival*, covered the trials and tribulations of a schoolboy, Danny, as he battled it out with a mad magpie, angry bees and a pesky mosquito, not to mention his brother and sister! Using the form of performative storytelling, music and dance, the award-winning Queensland author and storyteller Pat Flynn and musician Liz Flynn brought the adventurous tale of Danny to life.

Based on Pat Flynn's book of the same name, *Beware* received rave reviews from children, teachers and parents alike at the *Out of the Box Festival* at the Cultural Centre.

### Cat show

Based on the picture book by Mike Dumbleton and Craig Smith, the delightful production of *Cat* took its young audience on an adventure through the exciting, exhausting and downright dangerous life of a fearless feline.

Using song, music and movement, the three-person cast held the audience spellbound as the actors scaled fences, were chased by dogs and got caught under the sprinkler.

The show was produced in partnership with Windmill Performing Arts and The Little Big Book Club.

### The Megaphone project

The Megaphone project was created and directed by consultants Madeleine Flynn and Tim Humphrey and presented in partnership with ArtPlay.

The project was an exciting installation experience that invited children, families and storytellers of all ages to sing, listen, call, respond and physically grapple with these incredible objects.

The interaction with The Megaphone project was a visual and sonic experience, encouraging listening and creating sound in new and exciting ways. The megaphone-making stations were enjoyed by all, with an estimated 12,000 cardboard megaphones being made at the State Library.

Above *Cat* performance, The Edge  
Below Children taking part in *The Megaphone Project*





## kuril dhagun

kuril dhagun, the Indigenous Knowledge Centre at the State Library, explores different ways of collecting and storing knowledge created by Queensland's Aboriginal people and Torres Strait Islanders. kuril dhagun is also a community space to be enjoyed by all Queenslanders in the spirit of reconciliation. Approximately 300 Indigenous community members a month visit kuril dhagun for meetings and events.

In 2007-08, more than 25,000 visitors to kuril dhagun have experienced the diversity of Aboriginal and Torres Strait Islander cultures and histories through a range of programs, such as exhibitions, workshops, film screenings, community gatherings and children's activities.

In 2007-08, kuril dhagun programs included:

### Originals Week

This program, held in May 2008, honoured the original voices of native peoples from Australia and America by exploring identity and cultural pride through ceremonies, performances, talks and exhibitions.

The Originals Week was presented by the State Library of Queensland in partnership with Native Voices at the Autry, United States of America and the United States Consulate General.

### Sacred Legacies exhibition

This exhibition of photographs of the North American Indian by Edward S. Curtis was held at kuril dhagun from May to August 2008. Presented by the State Library and the United States Department of State, the exhibition was opened by the United States Consul Judith Fergin. *Sacred Legacies* illustrated the broad and extraordinary diversity among North American tribes and paid homage to the famed photographer and ethnographer Edward S. Curtis.

### The Red Road theatre production

*The Red Road*, by Arigon Starr, was a one-woman theatre show from the United States, presented in partnership with Native Voices at the Autry. *The Red Road* was the first international theatre production to be staged at the State Library.

### Artist in residence

From November 2007 to January 2008, Alicia Jones worked as artist in residence in kuril dhagun. Alicia created a performance piece for an exhibition space in kuril dhagun on the theme of identity, mission life, ethnographic history of Tasmanian Aboriginals and the process of self-discovery.

### Murri Christmas

Murri Christmas in December 2007 saw the arrival of Murri Claus and his helpers to the State Library. Over 200 people gathered for what will become an annual event at the State Library.

Other innovative programs in kuril dhagun in 2007-08 included:

- a night by the fire series
- community barbecues
- Queensland National Sorry Day event
- film screenings
- exhibitions
- school holiday programs
- book launches
- lecture series.

To develop and deliver its programs, kuril dhagun has been working in partnership with a number of external organisations and agencies, including:

- Native Voices at the Autry
- Aboriginal Centre for Performing Arts
- Kummara Family Association
- Reconciliation Queensland and Reconciliation Australia
- National Sorry Day Committee
- Aboriginal and Torres Strait Islander Policy unit from the Department of Communities
- South Bank TAFE and Brisbane North TAFE
- University of Queensland
- Queensland Museum.

*A night by the fire*, Talking Circle



## Conferences

The State Library hosted the 2007 National Conference of the Australian Institute for the Conservation of Cultural Materials. The conference provided an opportunity for 125 conservators from Australia, New Zealand and the Pacific to share information about the latest developments and challenges within the profession.

The annual Libraries Australia forum was held at the State Library in October 2007.

## International visitors

In 2007-08, the State Library staff welcomed overseas visitors from Korea, New Zealand, Thailand and the United States to view our services and facilities.

## Reconciliation strategy

The State Library's reconciliation strategy confirms our approach to reconciliation through leadership, service delivery and engagement with Aboriginal and Torres Strait Islander communities. All staff are encouraged to participate in reconciliation activities and events.

In 2007-08, reconciliation events at the State Library included:

- end of the year staff barbecue
- lunchtime book talk with Dr Peta Stephenson, author of *The outsiders within: telling Australian's Indigenous-Asian story*
- Queensland National Sorry Day event at the State Library
- NAIDOC celebrations at Musgrave Park in Brisbane.

Reconciliation events have been organised in partnership with the following groups:

- Queensland National Sorry Day Committee
- Reconciliation Queensland
- R4R: External Reading for Reconciliation Group.

Nike Burke, Tom Keneally and Alice Pung attending the *Diversity Writes* event

## Queensland Multicultural Festival and Diversity Writes literary event

The State Library worked with Multicultural Affairs Queensland and The Big Book Club to produce *The Courier-Mail Diversity Writes* literary event in September 2007 and *Stories in the Sanctuary* at the *Queensland Multicultural Festival* in October 2007. These programs developed a greater understanding of the diverse elements that shape our national character and promoted the role of libraries in a multicultural society.

*The Diversity Writes* event, held at the State Library, attracted 260 people. This free event featured interviews by Radio 612 ABC presenter Madonna King with authors Tom Keneally, Alice Pung and Nike Bourke. Highlights included music that reflected the authors' cultural background.

At the *Queensland Multicultural Festival*, held in October 2007, staff of the State Library presented *Stories in the Sanctuary*, with 14 performances attracting over 620 people. The performances included storytelling by author Nike Bourke, *Baby rhyme time* sessions and Getano Bann's songs and dance from the Torres Strait.

## Queensland Multicultural Summit 2007

A two-day multicultural summit, *Multiculturalism: our investment for the future*, was held at the State Library in November 2007.

The summit was presented by Ethnic Communities Council of Queensland in cooperation with Multicultural Development Association, Brisbane City Council and MultiLink Community Services. It was sponsored by Multicultural Affairs Queensland, the State Library and Active Migration. Summit participants exchanged ideas and promoted a vision of the library as a place where ideas are formed, stored, found and exchanged.

Attended by 250 people, the summit enabled culturally and linguistically diverse communities to discuss ideas with corporate and government agencies on themes such as employment, language diversity and citizenship.

With international keynote speakers Philippe Legrain and Jason Yat-Sen Li, and a webcast of selected proceedings, the summit was a great success.





## Public library learning programs

This year Public Library Services doubled the hours of training it offered to country library staff, with a total of four week-long courses held in November, April and May. These courses were attended by 57 public library staff and covered both introductory and advanced level training. A wide range of topics was covered, including community outreach and development, collection development strategies, client service, heritage resources, services to support social inclusion, and information technology and resources. All courses emphasised practical learning and many included visits to public libraries to observe facilities and practices.

### OPAL training

In 2007-08 the Online Public Access in Libraries (OPAL) training project delivered 89 courses to 749 public library staff. Training was delivered in Blackwater, Mackay, Mossman, Goondiwindi, Moranbah, Normanton, Proserpine, Stanthorpe, Collinsville, Gladstone, Atherton and Cairns.

Twelve different topics were offered, covering basic and advanced internet searching, Library 2.0 topics such as blogs, wikis, podcasts and instant communications, specific web resources for local history and multicultural searches and training for internet trainers. Several new courses were introduced this year: social bookmarks, slidecasts, YouTube, Flickr and virtual worlds for libraries.

A highlight of the year was the recruitment and training of five public library staff as regional OPAL trainers. These trainers, recruited from libraries in Mackay, Whitsunday, Mossman, Stanthorpe and Maroochydoore, delivered 20 training courses on various topics.

Throughout the year, OPAL produced a fortnightly online newsletter, What's New, providing library staff with updates on emerging technologies and web resources of interest.

Participants attending CLS training



### slq Library 2.0 Unconference

The State Library hosted Queensland's first library Unconference in October 2007, funded by OPAL and attracting over 120 representatives from other libraries. An Unconference is an event similar to a conference, the difference being that the agenda and presentations are intentionally unstructured to increase participation and generation of ideas. The theme for the Unconference was Library 2.0.

Library 2.0 is a model of online library service that focuses on users' ability to create and change content. Library 2.0 also attempts to involve the library user in the design and implementation of library services by encouraging feedback and participation.

Two months prior to the Unconference, State Library created a wiki to be used as a collaborative website. Many participants updated the wiki as the day progressed, using the wireless network.

After a keynote presentation by Kathryn Greenhill from Murdoch University, participants created the agenda, producing topics of interest for group discussion. Sessions included discussions on 'mashups' and 'widgets', virtual worlds, 'Second life' and the effect of Library 2.0 on staff and library users. Participants agreed that it was the networking, the sharing of ideas and the informality of the Unconference that made the event very successful. Feedback included numerous requests for more Unconferences in future.

### Public Libraries Electronic Resources Group

The Public Libraries Electronic Resources Group, a representative group of public librarians and State Library staff, met six times throughout the year. This group aims to ensure greater collaboration with, and feedback from, public libraries on the following issues: selection of electronic resources, improved identification and evaluation of new products and increased use of online resources.

This year, the group's main achievements included:

- development of an annual schedule for database purchase recommendations
- evaluation of databases using wiki technology
- ongoing promotion of databases to libraries and the public, especially via the annual online database challenge.

# Optimising operations and aligning our culture

## People and Learning

The role of People and Learning is to facilitate change and development of an organisational culture and skills base that supports the achievement of the strategic direction of the new State Library.

People and Learning provides support to State Library managers and supervisors in the area of human resources and manages a learning program for the development of competencies and desirable staff attributes.

A review of People and Learning was carried out in the last quarter of 2007-08 to examine its efficiency and to identify options for better aligning staff skills with the State Library's strategy. The report will be considered and recommendations implemented in 2008-09.

## Staff numbers

As at 30 June 2008, the State Library employed 391 staff (including permanent, temporary and casual staff). This number equates to 295.9 full time equivalent employees.

## Organisational realignment

Public Programs, a new program within the State Library, was established in late 2007.

Following the appointment of the Director, Public Programs, Marketing and Communications and Events and Exhibitions were transferred to Public Programs to achieve a better alignment with the State Library's strategic direction.

## Equal Employment Opportunity

In 2007-08, the State Library continued to uphold the principles of Equal Employment Opportunity (EEO) through its EEO management plan.

## Aboriginal and Torres Strait Islander employment and training strategy

Training and employment of Aboriginal people and Torres Strait Islanders are recognised as imperatives for development of sustainable Indigenous communities. *Our place is your place: Aboriginal and Torres Strait Islander employment and training strategy 2007-2010* outlines State Library's policy for promoting greater cultural awareness and contributing to employment and career development for Aboriginal people and Torres Strait Islanders.

## Traineeships

Keisha Leon, a trainee employed by the State Library 2007-08, has been working at the State Library as part of the National Indigenous Cadetship project. Keisha, a student of design at Griffith University, has been collaborating with Marketing and Communications on developing marketing and branding materials for *kuril dhagun*.

## Staff learning and development

In 2007-08, staff learning and development program focused on three main areas: leadership, client service and job-related skills.

The leadership development program was improved by the introduction of a series of brief information sessions offering managers and supervisors an overview of the most important management issues. These sessions were complemented by *Naked Leadership* and *Recruitment and Selection* training courses. People and Learning also organised a series of *Client Interaction* training sessions for more than 100 front-of-house staff.

In October 2007, the State Library launched *mylearningchoices*, an online learning tool designed to assist employees in finding information about staff development and to promote individual responsibility in the learning process, ensuring a skilled, informed and capable workforce for the future. *mylearningchoices* has been created to offer flexibility, ease of access and quality learning opportunities to all staff.

Heritage Collections staff presented a number of talks to colleagues in 2007-08. These included:

- a talk about recent acquisitions at staff briefings
- informal lectures presenting significant items, such as Sir Anthony Musgrave's silk theatre programs. These lectures offer State Library staff an opportunity to learn more about materials in Heritage Collections and to see these items on display
- a session about Heritage Collections staff's favourite items, presented for Public Programs staff in the Fox Family White Gloves Room. This talk helped to acquaint new staff in Public Programs with interesting collection items.

Reference Services and Heritage Collections staff continue to collaborate in the provision of client training sessions. These joint presentations engender a shared understanding of collections and services.

## Conferences

State Library staff attended a number of conferences in 2007-08. Conference attendance contributed to professional development and industry knowledge of the staff. In 2007-08, the State Library supported 93 of its staff to attend 50 conferences. A number of staff presented papers at conferences. Details about staff presentations and publications can be found in appendix E.





## Recognition Program

The following awards were presented to the State Library in 2007-08:

### Most valuable contribution

#### September 2007

Judy Wythes and Sharon Kasacous receiving the award for their efforts in achieving accreditation by the Australian Breastfeeding Association for the State Library.

#### December 2007

The individual award winner was David Todd for his efforts in the continuous development of the public and staff Standard Operating Environment (SOE).

The team award winner was the Queensland Multicultural Festival Partnerships for developing a partnership with Multicultural Affairs Queensland and The Big Book Club. Team members were: Alison Crisp, Chris Sayer, Debra Cooper, Tania Paull, Laurelle Johnstone, Leonie Berwick, Judy Wythes, Jenny Cossins, Louise Petersen, Stephen Bourne, Jo-Anne Driessens, Serena Coates and Maxine Fisher.

#### March 2008

The winner of the individual award was Jo Ritale for her professionalism, enthusiasm and leadership.

The team winner was the January 2008 school holiday program team for their successful school holiday project. Team members were: Collette Brennan, Denise O'Connor, Clare McFadden, Gavin Sawford, Mia Kempel, Peter de Vries, Astrid Waugh, David Crane, Reina Irmer, Greg Carmichael, Amanda Hayman, Nadine McDonald-Dowd, Roxanne Dennis, Alexia Saeck, David Ashe, Amy Williamson and Rod Howard.

#### June 2008

The winners were Simon Dennes and Jason Richards from Collection Access. These staff members received awards for improving the efficiency of collections retrieval services provided from the Level 4 repository.

On 13 December 2007, at the Christmas staff breakfast, the Chairperson of the Library Board presented 2007 Annual Awards to the State Library staff. Staff received recognition for length of service, client service, innovation, leadership and social contribution.

### Length of Service

Barbara Crowther was acknowledged for 40 years of service with the State Library.

John Blindell and Steve Scamp were acknowledged for 30 years of service with the State Library.

Helen Cole, AnnMaree Darke, Jenni Edwards, Jeff Gray, Timothy Mather, Janie Meadows, Tammy Morley, Robyn Rizzo and Irene Sourgnés were recognised for 20 years of service with the State Library.

Judith Bailey, Sheila Collins, Dennis Duigan, Eileen Dwane, Naomi Elliott, Anita Healy, Bruce Hodsdon, Leang Peou, Sharon Moy and Shane Pickup were acknowledged for ten years of service with the State Library.

### Client Service

Five nominations were received and an individual and a team award presented in this category.

The winner of the individual award was Peter Collins for his commitment and professionalism.

Team award winners were Venue Hire team members Frank Deans, Katie Woods and Lance Sinclair. These staff members received recognition for their valuable assistance in arranging State Library functions.

### Innovation

Two nominations were received in this category and the winner was the *mylearningchoices* project team.

Team members Allison Hodges, Amy Williamson, Rod Howard Judith Bailey, Simon Dennes, Anna Raunik and Leanne Matheson received the award for developing and implementing the State Library's new web-based learning and professional development tool.

### Leadership

Five nominations were received in the Leadership category.

The winner was the Taking IT On team for the challenging project of providing Information and Communications Technology training to remote Indigenous communities.

Team members were: Rose Warsow, Karren Pickering, Astrid Waugh, Donna Knox, Lyn Thompson, Nadine McDonald-Dowd, Jo-Anne Driessens, James Leech and Amanda Jolly.

### Social contribution

Two nominations were received in the Social Contribution category and the winner was Queensland Supporting Timor Leste Libraries team.

Team members Deb Cooper, Rose Warsow, Johanne Weston, Sharon Kasacous and Judy Wythes received recognition for their fundraising work in support of East Timor libraries.

### Staff choice award

The Staff choice award was presented to Angelo Comino from Heritage Collections for the outstanding service to State Library clients.

## Information and Communications Technology Services

During 2007-08, Information and Communications Technology Services (ICTS) consolidated, refined and implemented a number of services at the State Library.

Some of the solutions and technologies implemented and improved in 2007-08 were the following:

- upgrading of the Anti-Spam software
- upgrading of the Citrix environments for staff and the public
- implementation of the Audio Visual Streaming solution
- implementation of a Tickertape sign in the Tim Fairfax Newspaper Reading Room
- implementation of a Blackberry Server
- implementation of redundant internet links to the Cannon Hill office
- initial development of business continuity and disaster recovery documentation
- implementation and delivery of an internet gateway service for the Cultural Centre precinct
- development of an ICT upgrade schedule for planning and documenting and updating of the schedule for infrastructure replacements
- implementation of people counter systems to allow the recording of visitor numbers
- migration from hosted Integrated Voice Routing (IVR) telephone reference desk systems to self-managed systems
- implementation and configuration of email and file archiving technologies
- upgrading of the personal computer booking and queuing systems
- a trial of ICT Support services to the public access areas
- installation of additional microform scanners and printers
- implementation of an ICT Service delivery liaison group for front-of-house staff.

### Public access services

Ongoing efforts have been undertaken throughout 2007-08 to consolidate and improve the services provided in support of public access services.

The number of public access computers and associated support devices rose to 180 during 2007-08:

- Level one: 63 devices
- Level two: 35 devices
- Level three: 67 devices, including 14 microform scanners and printers
- Level four: 15 devices.

## Information and Communications Technology Infrastructure

Ongoing management and maintenance of the ICT Infrastructure and PC fleet and the replacement of out-of-date equipment have been the main infrastructural activities in 2007-08.

Special emphasis has been placed on identifying and implementing solutions capable of providing maximum efficiency and minimising environmental impact. For this purpose, 251 desktop and notebook/laptop devices were replaced during this year and new state-of-the-art devices purchased specifically with energy efficiency in mind. Each of these devices carries an energy label with a minimum of four stars.

To improve the environmental impact realised by purchasing energy efficient devices, we acquired a software package that will enable the automation of shutdown and restart functions during specific time frames. This package will also enable the implementation of corporate power-saving settings for all desktop and notebook/laptop devices.

A number of key infrastructure items were upgraded, replaced or consolidated in 2007-08. These include a number of Windows, Linux and Unix servers; network storage systems and communications equipment. As with the desktop and notebook/laptop device replacement, the focus for ICT infrastructure item replacements has been on maximising efficiencies and minimising environmental impact.

### Library management systems

Ongoing development, upgrades and tuning of Library management systems, such as Voyager and SFX, have been undertaken during 2007-08.

### Information technology training

Resource Discovery has provided training to State Library staff in a variety of applications, including:

- Voyager: searching, circulation and serials
- Matrix web authoring
- ENCompass digital management system
- Lyris: management of mailing lists
- monthly *Emerging media* awareness sessions for all State Library staff.

A formal mentoring program was established between database services staff and the serial services team. Regular update sessions have been implemented for all Resource discovery staff.





## Business Research and Solutions Queensland (BR+SQ)

BR+SQ is the State Library's fee-based research and document supply service that provides research to individual clients and businesses in Queensland and overseas.

After a review in May 2008 of the viability of BR+SQ in the light of declining membership, the State Library advised clients that the service would close on 30 September 2008. BR+SQ achieved much over its 20 years in operation and its past success has been largely due to the support of the business community and to the loyalty of business clients.

In the past year, BR+SQ:

- satisfied 227 complex information enquiries
- supported 33 member companies in Australia and abroad
- satisfied 162 requests for document delivery
- continued to work with the Department of State Development in assisting new businesses through a reciprocal referral service.

## Commercial preservation services

In 2007-08, the State Library's reformatting programs provided external clients with duplicates of 2,503 images of Queensland's pictorial memory and 1,372 reels of microfilm of Queensland newspapers.

## Qld. Comm Books

Qld. Comm Books has been a successful component of the State Library over the last ten years, operating in a competent and responsible way. However, certain external factors have changed the operating environment of this service.

Since the inception of Qld. Comm Books, the market for the provision of library suppliers of Languages Other Than English (LOTE) material has significantly changed. There are now viable and affordable commercial options for the provision of LOTE material to public libraries. There has also been an increase in demand for value-added services from clients, including, at a minimum, an online catalogue, online ordering and online payment facilities.

The growth of viable competitors and the change in market expectations has meant that Qld. Comm Books' competitiveness has decreased, especially in the last three years of trading. This has resulted in the loss of some key clients and a further decision by two clients to reallocate their LOTE funding to other projects.

As a result of the changed operating environment of Qld. Comm Books outlined above, the service closed on 30 June 2008.

## Corporate Administration Agency

The Corporate Administration Agency (CAA) provides corporate support for the State Library including payroll, financial services, facilities services and internal auditing. CAA is a shared service provider to Cultural Centre statutory bodies and other government agencies. Regular meetings are held between senior managers from CAA and its Cultural Centre clients, including the State Library.

## Internal audit

Under the direction of the Library Board of Queensland's Audit and Risk Management Committee, the State Library maintains an internal audit function, sourced through the Corporate Administration Agency.

During 2007-08 the main internal audit activities comprised audits of:

- environmental stability
- business continuity
- workplace health and safety
- IT security
- disposal of Client Services and Collections material
- purchasing and cataloguing of Country Lending Service material.

These audits did not identify any significant deficiencies in administrative processes.

Audits such as these provide the opportunity for the organisation to review its governance arrangements in various areas.

**Below** Clients attending *Brisbane Writers Festival* in Knowledge Walk  
**Right** Clients taking part in *Brisbane Writers Festival*



## Finance, Facilities and Administration

Finance, Facilities and Administration provides financial, administrative and facilities services to the State Library. These services are provided in conjunction with CAA under an SLA.

### Records management

In 2007-08 the State Library's Records noted a 31 per cent increase in the creation of new files, 32 per cent increase in the number of records that were added to the recordkeeping system and 48 per cent increase in file movements across the organisation.

The recordkeeping procedures for the State Library are accessible to all staff via the State Library's intranet.

Highlights for 2007-08 include a marked increase in staff understanding of records management practices, as well as inclusion of a records management component in the State Library's staff induction program.

## Policy and Planning

Policy and Planning is the central point for communication with Arts Queensland and the Minister for the Arts.

The unit provides policy advice and manages the development of strategic, operational and business plans.

Policy and Planning is in charge of the corporate reporting process, including risk management, quarterly reports on progress against the operational plan, the annual report and the non-financial performance indicators in the Ministerial portfolio statement.

Other roles of Policy and Planning include: coordinating, in partnership with Marketing and Communications, the State Library's audience research, providing advice on the development of client surveys, representing the State Library on the National and State Libraries Australasia Performance Measures Committee and overseeing the development of the State Library statistics.

## Risk management

The State Library's risk management framework is consistent with the Australian Standard and best practice. Risks are managed by risk owners and monitored by the Library Board's Audit and Risk Management Committee through quarterly risk mitigation reports.

During 2007-08, the risk register was updated and treatment plans were developed for risks. The risk register is split into strategic and operational risks. Strategic risks link to strategic priorities that are reported to the Library Board and are drawn from the Operational Plan 2007-08. The operational risks are derived from various internal documents as well as issues that have been identified by staff.

In 2007-08, the strategic priorities report was integrated into the State Library's risk management framework to provide consistency in determining an overall risk rating for projects and initiatives.

## The Library Shop

The Library Shop offers a comprehensive range of books that complements the visitor experience of the State Library. It also provides books and products to a unique niche market that focuses on Queensland writers, Queensland history and Aboriginal and Torres Strait Islander history and culture.

The Library Shop continues to support a range of literary events at the State Library. Highlights for 2007-08 included the launch of local author and journalist Matthew Condon's latest novel *The Trout Opera* and debut novelist Simon Cleary's *The Comfort of Figs*. Distinguished authors Helen Garner and Christopher Koch entertained audiences by providing a unique glimpse into their creative process. Other events included interviews with chefs Maggie Beer and Gay Bilson, author and raconteur Hugh Lunn and children's book author James Moloney.

As an ongoing profitable commercial interest, The Library Shop provides revenue for investment in the service delivery activities of the State Library.

The Library Shop is recognised as the official bookseller for the *Brisbane Writers Festival*.



## Public Library Services

### Public library grant methodology review

In 2007-08, a review of the methodology for calculating and distributing State Library grants worth \$17.3 million to Queensland public libraries was undertaken by Morton Consulting Services Pty Ltd.

A review group comprising representatives from local government, the Local Government Association of Queensland, the Queensland Public Libraries Association, Arts Queensland, Queensland Treasury, Department of Local Government, Sport and Recreation and the State Library conducted research into alternative public library funding models and analysed a range of options. The various options were measured against existing and post-amalgamation council boundaries.

The preferred option, developed for the 2008-09 financial year, was based on a revised distribution model with:

- 66 per cent of available funding being distributed as an equal per capita component
- 30 per cent being distributed on weightings reflecting population growth rate and proportion of people aged 60 years and over and zero up to 14 years
- the final four per cent being distributed relative to the proportion of Indigenous population.

The sum of the three components would then be weighted by a location index (derived from the Local Government Grants Commission) and a dispersion index derived from the number of separate library services, including mobile libraries and the population density.

### Service level agreements

Service level agreements between the Library Board of Queensland and each local government provide details about their respective responsibilities in the provision of public library services. As part of the Public Library Grant Methodology Review, a draft new service level agreement and the State Library outcomes report were developed for the 2008-09, reflecting the preference for simpler articulation of the Library Board and Council obligations.

In 2007 consultation was held with selected remote communities in relation to revising the terms and conditions of the Service level agreement between the Library Board of Queensland and the Aboriginal and Torres Strait Islander councils in remote areas of Queensland. Legal advice was secured to draft the new agreement and to ensure both parties to the agreement had detailed but achievable expectations placed on them. As a result of the process undertaken, all of the Service level agreements have been executed and the communities are working to ensure that expectations, goals and targets are met.

### Public libraries in Queensland statistical bulletin

The 2006-07 *Public libraries in Queensland statistical bulletin* was completed in January 2008. Statistics from over 320 service points were collated in this bulletin, providing readily available data for Queensland public libraries. Highlights of the year's statistics include:

- over 40 million loans of resources from Queensland libraries
- 18.7 million visits to Queensland public libraries
- 50 per cent of Queensland population enrolled as library members.

These annual statistical bulletins provide an invaluable resource for the planning of library services, both locally and at the state level, offering important information about Queensland public libraries and their activities.

The Queensland statistics are incorporated annually into the National and State Libraries Australasia (NSLA) statistical bulletins.

Elanora Branch Library



## Reporting

### Ethics implementation

As required under section 23 of the *Public Sector Ethics Act 1994*, the following statements detail actions taken during 2007-08 to comply with the sections of the Act as named.

#### Section 15 (Preparation of codes of conduct)

The *Library Board Code of Conduct* received Ministerial approval in February 2005.

The separate *State Library Staff Code of Conduct* received Ministerial approval in December 2003.

#### Section 19 (Access to ethics principles and obligations and codes of conduct)

The *Library Board Code of Conduct* and the *State Library Staff Code of Conduct* are available on the internet and the State Library intranet.

#### Section 20 (Inspection of codes of conduct)

Both codes are available to the public on request. They are also published on the State Library's website at [www.slq.qld.gov.au/about/pol](http://www.slq.qld.gov.au/about/pol).

#### Section 21 (Education and training)

State Library of Queensland staff were trained in Staff Code of Conduct in September 2007, and in February and May 2008. Code of Conduct training for volunteers was held in July, September and December 2007.

#### Section 22 (Procedures and practices of public sector entities)

The State Library ensured that all administrative procedures and management practices were conducted with proper regard to the *Public Sector Ethics Act*.

#### Whistleblowers Protection Act 1994

The *Whistleblowers Protection Act 1994* provides protection to public sector officers who wish to make disclosures of serious wrongdoing in the public interest. The State Library's policy on this matter sets out the process of reporting such matters. No disclosures were received during 2007-08.

#### Workplace Health and Safety Act 1995

In accordance with the *Workplace Health and Safety Act 1995*, the State Library has Workplace Health and Safety Committees operating at all required locations. Fire evacuations and emergency procedures training were provided to all staff at South Bank and Cannon Hill locations in 2007-08. Emergency control teams are in place at each location and team members have been provided with training to enable them to perform their roles.

No significant workplace incidents were recorded during 2007-08.

## Diversifying our funding

### Queensland Library Foundation

The Queensland Library Foundation (QLF) actively seeks donations on behalf of the State Library to maintain, improve and expand the collections of the State Library, its facilities and services.

QLF is committed to expanding and implementing a range of funding programs such as its Partners program, which acquired the Ray Barrett manuscript collection for Heritage Collections; the establishment of the James C. Sourris Collection with the purchase of *Views of Australia* by Nicholas Chevalier, Samuel Calvert et al.; and provided further support to the John Oxley Library Fellowship awarded to Mr Gordon Grimwade.

QLF also increased its Council members, a key focus being to increase the Foundation's reach into the corporate community of Brisbane to garner further support for our award-winning building, its collections, activities and programs.

### Taxation incentives for the Arts

The State Library staff member Ms Deborah Stumm has been appointed to the Committee on Taxation Incentives for the Arts, the Commonwealth Department of the Environment, Heritage and the Arts Committee that oversees the administration of the Cultural Gifts Program.

Ms Stumm will serve a three-year term as a committee member, contributing her experience in developing collections and acquiring library and archival materials. The Cultural Gifts Program offers tax incentives to encourage gifts of culturally significant items from private collections to public art galleries, museums, libraries and archives.



*Views of Australia* (Detail),  
John Oxley Library,  
State Library of Queensland,  
RBF 994-03 VIE

