



Far left Tim Fairfax Newspaper Reading Room, level 3 Left (Detail) Ritchie Ares Dona, *Book Chandelier*, 2006, Knowledge Walk

Reference Services

A range of reference services are provided for all clients, including research services, training and provision of online resources. The reference collections of the State Library enable an interactive environment between clients and staff to meet client information, educational and leisure needs. The collections are made accessible physically and virtually to serve our statewide client base.

The primary focus of Reference Services staff during the past year has been the successful and seamless delivery of services to clients. Up until November 2006, services and collections were delivered to clients around the state from multiple locations across Brisbane. Extensive planning, service coordination and training were undertaken in preparation for the relocation to the new premises. A marked increase in the usage of services and in client numbers has followed the relocation.

Highlights

Infozone: a new model for state libraries

The Infozone is located on level 1 of the new building. This relaxed environment provides 42 computers for public use with access to the internet and a range of other software. The computers are available to all visitors and are very popular with students and international visitors. There are no membership requirements and internet/computer usage is limited only by a timeout function. Due to the popularity of these computers a queuing system is being implemented. Wireless access is also available, along with extensive study spaces. Food and drink are permitted, and there is access to the River Decks, which overlook the Brisbane River. A selection of free magazines and daily newspapers are also provided.

The Listening Circle allows visitors to connect to two separate channels which feature music selected by Reference Services staff. Content is changed weekly.

The Infozone space is shared with The Corner and kuril dhagun Indigenous Knowledge Centre.

To increase access to our collections and services

The State Library actively promotes and implements strategies aimed at improving, upgrading and broadening the levels of client access to the State Library's collections and services. The State Library seeks to optimise the mix of client autonomy and staff assistance thereby encouraging improved access. A range of programs and activities that enable expansion of digital collections and services have added to the excitement of the State Library's growing online presence.

Reading Rooms, levels 2 and 3

Open access collections were reviewed to provide more direct client access to high-demand material.

Additional public computers are available in the reading rooms on levels 2 and 3 of the State Library building. In order to provide certainty of access for clients wishing to make use of the State Library's collections, particularly online material, these computers are time-limited and require membership of the State Library.

Processes to ensure consistently high standards of reading room presentation have been established. Information guides are also available both in hard copy and online to guide users to collections.

The Tim Fairfax Newspaper Reading Room provides a comfortable environment for clients to access the daily news via newspapers, Foxtel or online. The State Library has a trial subscription to *Press Display* which provides access to current issues of over 200 international newspapers online. This subscription supplements papers available through the State Library subscription to *NewsBank* which contains full text newspapers, including good coverage of Australian titles.

Adaptive technology

To accommodate clients with a disability, software which scans and reads text or web-based material aloud has been purchased, along with other equipment which enlarges print-based text. This technology is available on level 3 and will be duplicated on other floors.

AskNow!

Now in its fifth year of operation, the *AskNow!* chat reference service continues to be an important commitment for Reference Services. One of its key strengths, the collaborative arrangement between Australian states and territories, was the theme of a paper presented at the *Australian Library and Information Association (ALIA) Click06 Biennial Conference* in September 2006. Carmel McInerney, National Manager of the service, and Libby Fielding, the State Library's *AskNow!* coordinator, presented *A big Ask! Reference, time zones and the art of cooperation* to a large audience at the Perth Convention Exhibition Centre.

Other *AskNow!* initiatives in the past financial year include:

- State Library involvement in two costing exercises – one designed to establish the unit cost per online reference enquiry and another to establish the total cost of providing the service;
- engagement of consultants in October 2006 to investigate the level of support from Australian state education authorities for a dedicated student service;
- launch of a new, redesigned *AskNow!* website in November 2006;
- development of a targeted marketing strategy; and
- launch of an *AskNow!* instant messaging pilot service in November 2006.

The instant messaging service, offered as an alternative way to access *AskNow!*, was initially trialled by the National Library of Australia. As from May 2007 the State Library has been assisting with the monitoring of this innovative service.

Radio program

Reference Services staff prepare and deliver a monthly program of classical music derived from the State Library's collection on Brisbane radio station 4MBS.

Micrographics

New microfilm reader/printers which allow clients to digitise, save and email content on demand have been very well received by researchers. A far greater proportion of the microform collection has been provided on open access, allowing clients to assist themselves. There is extensive demand in this area, particularly from family historians who appreciate the depth of the collections and staff expertise.

Electronic access

During 2006-07, Reference Services provided access to electronic databases for Queensland residents and a *Statewide Access Service Plan* was developed. A review is under way to investigate the feasibility of transferring serial subscriptions from print to electronic versions.

Public Library Services

Loans to public libraries

During 2006-07, Public Library Services loaned a total of 302,723 items to Country Lending Services libraries and IKCs as part of the exchange service. The total interlibrary loans from State Library collections to public and academic libraries were 81,449. Books in languages other than English (LOTE) are an important part of the collections, and 2006-07 saw a total of 60,294 LOTE loans to public libraries, for use by their communities.

Enquiries from public libraries

Public Library Services received 105,102 requests for specific materials not currently held in the collections of public libraries. Via a dedicated enquiry desk, Public Library Services staff handled 3,986 queries from library staff on topics ranging from circulation to special needs. Over 1,100 professional advisory queries were also received by senior staff.



Heritage Collections

Highlights

After relocating from temporary accommodation at Cannon Hill in October 2006, Heritage Collections reopened on level 4 with expanded facilities which include the Margaret and Cathryn Mittelheuser Reading Lounge, the Fox Family White Gloves Room, the Bank of Queensland Heritage Collections Learning Room, the Talbot Family Treasures Wall, an Australian Library of Art showcase, a dedicated Fellowship Study and meeting rooms.

Client numbers have increased by 150% compared with the previous year at Cannon Hill. Most encouraging has been the substantial increase in the number of Aboriginal and Torres Strait Islander visitors.

There has also been an excellent response to the new program of talks and training delivered by Heritage Collections staff covering topics such as *Queensland ghosts* (aimed at children), *Fashion illustration* and *Discover archival records and manuscripts*. Talks about the artists' book collection have been popular with school groups. Staff member Brian Randall's talkback radio program on Brisbane suburbs, with

Madonna King on ABC Radio 612, was delivered each week until December 2006. Heritage Collections staff were also invited to a special Queensland Day event at Government House on 6 June to deliver two presentations on *Queensland heritage in the John Oxley Library*. A temporary display was assembled for the occasion which was well received by over 400 representatives from the community organisations who attended.

The March issue of the quarterly *Artlink* magazine, entitled *The Word as Art*, was launched at a State Library event. The *Artlink* issue explored the practice of text-based art in all its forms within Australia and the launch highlighted the State Library's superb collection of artists' books. The launch of the magazine was held in association with Griffith University's Centre for Public Culture and Ideas on 14 March 2007.

As part of the celebrations to mark the reopening of the State Library at South Bank, an illustrated book, *Between the covers: revealing the State Library of Queensland's collections* by Professor Kay Saunders and Dianne Byrne, was launched. Celebrating the diversity of the collections, *Between the covers* was published by Focus Books.

Queensland Heritage Online

The Queensland Heritage Online (QHO) initiative continues the *Picture Queensland* digitisation and outreach digitisation training initiatives. Over 37,000 photographic and other images are now available online in *Picture Queensland*. Usage of the *Picture Queensland* resources has increased markedly; *Picture Australia* referrals for June 2007 totalled 20,908, compared to 10,918 in July 2006.

As a result of the outreach training program, the number of external organisations displaying their images on *Picture Queensland* has increased from seven to 13 over the past 12 months. A total of 1,900 images from external organisations are now available.

During 2006-07, two training visits were conducted on Erub (Darnley Island) in the Torres Strait in conjunction with the *Taking IT On* project. Thirty members of the community received digitisation training and a significant collection of documentary heritage materials was identified.

The third component of QHO – the *Motion Picture Project* – has resulted in 120 motion picture films from the collection being cleaned, repaired and rehoused. Fifteen of these films have been transferred to master and access formats (including DVD copies) and nine films are now available for viewing on *Manuscripts Queensland*.

The State Library has delivered a significant upgrade to the *Manuscripts Queensland* service, with the addition of over 18,000 series and item records to the database. These records enable more refined searching, allowing users to find specific items more quickly. These additional records represent the full holdings of about 500 original material collections (from a total of about 6,000 collections). Increasingly, digital images and transcriptions of items from collections will be available with their descriptive finding aid. The newest digital features of *Manuscripts Queensland* are the *Voyage of the Rattlesnake*, showcasing the diaries of Charles James Card, and the *Archer Family Papers*.

Right Image of *Union* created by Len Shillam, 1960, ACC 6015/9, Australian Library of Art, State Library of Queensland **Far right** (Detail) Pieter Goos, *Oost Indien*, 1690, from *The Australian early map portfolio*, a copy of an original in the Mitchell Library, Sydney. MAPS 804 00000 e 1567, Maps Collection, State Library of Queensland

John Oxley Library

PANDORA

State Library contributions to PANDORA, Australia's web archive, continue to grow in strength. One highlight this year was the archiving of a collection of websites related to the 2006 Queensland State Election campaign. Other collecting areas included multicultural Queensland, the environment and water crisis, and Queensland festivals and events.

The websites archived are selected in accordance with the State Library Collection Development Policy priorities, the PANDORA selection guidelines, and to fill identified gaps in the collection of contemporary material.

John Oxley Library Fellowship

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

The recipient of the 2006 John Oxley Library Fellowship, announced in September 2006, was Dr Celmara Pocock, a Postdoctoral Research Fellow at the University of Tasmania. Dr Pocock will use State Library resources to research populist writer Henry Lamond, known for his efforts to conserve and promote the Whitsundays and Great Barrier Reef during the 1920s and 30s.

Dr Martin Buzacott is the recipient of the 2007 John Oxley Library Fellowship, announced in June 2007. The Fellowship assists Dr Buzacott to access the resources of the John Oxley Library for research into *Miraculous Mandarins: A Musical History of Queensland*, the first written publication on Queensland's classical music history.



Australian Library of Art

Len and Kath Shillam website

In 2003, Queensland sculptor Leonard Shillam donated a collection of papers, catalogues and photographs relating to his life and work, and that of his late wife, Kathleen. The donation also included five maquettes for sculpture, and an early original sculpture by Kathleen Shillam. Len and Kath Shillam are perhaps best known for their sculpture of the *Pelicans* in the water mall outside the Queensland Art Gallery, but their work can be found in public spaces around southeast Queensland and in collections throughout the country.

In September 2006, the *Len and Kath Shillam Papers* website was launched, providing information about the collection, their lives, work and influence on Queensland sculpture and sculptors. A total of 268 images of the Shillams and their works were made available through *Picture Queensland*. Excerpts of transcripts from a videotaped interview with Len Shillam shortly before his death in September 2005 are also available.



Maps collection

During 2006-07, the Maps Collection became available to clients via staff-assisted access in the John Oxley Library for the first time in over three years. The Maps Collection features historical and current published maps, atlases and other cartographic materials relating to Queensland, other Australian states, exploration, the United Kingdom and with representative coverage of the modern world.



Both images from *Illumination*, opening of the new State Library, 24 November 2006

Development of new Strategic Policy

During 2006-07, the State Library commenced a review of its strategic direction in anticipation of the completion of the redevelopment of the State Library building and in recognition that there had been significant achievements made against the outcomes of the State Library's strategic policy document, *Smart libraries build smart communities: Future Directions of the State Library of Queensland*. The new strategic policy is to be called *Enriching the lives of Queenslanders*, and will replace *Future Directions* as the State Library's vision and policy statement.

There have been major format and content changes to the previous policy resulting in three strategic objectives: Learning for all; Queensland memory; and Community connections. A consultation draft approved for limited distribution by the Minister for Education and Training and Minister for the Arts was undertaken in June 2007 and the feedback from local government, Queensland Government agencies and various cultural institutions has been incorporated into the policy. There has also been considerable work in amending the State Library's strategic and operational plans to coincide with the new policy directions.

Enriching the lives of Queenslanders will provide the ongoing policy framework for the State Library over the next five years.

Expanding Horizons

Expanding Horizons: Positioning Queensland Public Libraries for the future 2007-2011 is a positioning paper which outlines a statewide strategic vision for Queensland public libraries over five years. The development of *Expanding Horizons* is a collaborative effort between the Queensland Public Libraries Association, the Local Government Association of Queensland and the State Library of Queensland. The document aims to develop the fundamental position of libraries as contributors to a fair, socially cohesive, economically strong and culturally vibrant society in Queensland.

The content and action plans encompassed within *Expanding Horizons* are based on the findings of statewide consultations with a range of representatives from local government throughout Queensland, including library staff, senior managers and local government councillors. In all, 118 people participated in workshops, online discussions and teleconferencing. Between November 2006 and January 2007, consultative workshops were held in Thuringowa, Cairns, Rockhampton, Maryborough, Darling Downs, Sunshine Coast and Brisbane. The *Expanding Horizons* consultations identified four themes of welcoming spaces; connecting people; leisure and learning and embracing technologies. These themes will be the focus for public libraries for the implementation of the document. A draft was distributed to the public library network for consultation in May 2007 and the final document is expected to be released in early 2007-08.

To provide
leadership

Local government reform

In March 2007, the Queensland Government formed the Local Government Reform Commission to undertake a review of local council boundaries, with new councils to be formed following local government elections on 15 March 2008. A joint submission from the Queensland Public Libraries Association, the Local Government Association of Queensland and the State Library of Queensland was prepared for the Commission. Key information was placed on the State Library's website and general advice was provided to support public libraries while the review was being undertaken. The State Library is supporting public libraries through the changes as they transition to new council structures and local government reform will be a priority for Public Library Services in 2007-08.

State Library of Queensland Awards

In January 2007 the *State Library of Queensland Awards* were relaunched. With a prize of \$5,000 each, these Awards acknowledge individuals and organisations who have made significant contributions to the development and appreciation of Queensland's history and achieved excellence in working for and supporting libraries.

Library Board of Queensland Award

This Award recognises the achievement of excellence in the work of libraries or distinguished support for libraries in Queensland. The 2007 recipient is Helen Partridge for her leading role in contributing to and establishing a synergistic relationship between research, professional associations and the education of library professionals.

John Oxley Library Award

This Award recognises the contribution by an individual or institution to the development and appreciation of the history of Queensland. The 2007 recipient is the Queensland Family History Society Publications Group for the outstanding value of their publications which raise the profile of Queenslanders from all walks of life who have contributed to our history, not just the leaders in politics and business.

Public Library Services

The Queensland public library network includes a total of 337 library service points across the state, comprising 149 Country Lending Service libraries, 173 independent libraries and 15 IKCs. The delivery of services from this network is achieved through a strong partnership between the state and local governments.

Public libraries are housed, equipped and staffed by local governments. The State Library supports the public library network through the provision of funding and a wide range of services and initiatives. Independent library service providers receive cash grants, training, specialised resources and support services, including advice on best practice. For local governments serving populations of 20,000 or less, the Country Lending Service model offers an alternative scheme in lieu of cash grants. The State Library provides training, advisory services and a range of support services to the Country Lending Service, as well as supplying and exchanging fully processed book stock.

Public Library Services collections number almost one million items and these are available to all Queensland public libraries to satisfy requests for material not held locally. These collections include adult literacy, books in languages other than English, talking books and other formats. A wide range of electronic resources is also widely utilised.

Funding for public libraries

In 2006-07, a total of \$19,103,000 was provided to local governments operating free public library services in Queensland. As part of this funding, the public library grants for the purchase of resources and services by independent libraries included an additional \$146,415 for the transfer of funds for Dalby-Wambo and Jondaryan Shires, as they changed from Country Lending Service to independent status from 1 July 2006. Accordingly the funds allocated for the collections and services supporting the Country Lending Service scheme reduced by a similar amount from the previous year to \$1,822,684.



The remainder of the funding included:

- Centralised Services Grant funds of \$765,760 for specialised resource collections for loan to all Queensland public libraries;
- the Country Lending Service Grants, totalling \$46,500, providing \$500 for local governments participating in the Country Lending Service;
- Indigenous Library Services funds of \$1,090,320 for the provision of Indigenous library services throughout Queensland; and
- a further \$250,000 from the Library Strategic Development Grant pool for local projects.

Service level agreements

Current Service Level Agreements between the Library Board of Queensland and each local government operating a library service covered the period 1 October 2004 to 30 June 2007. These Agreements detail the respective responsibilities of the State and local governments in the provision of library services in Queensland.

A compliance requirement for local governments operating library services is the submission of a strategic plan to the State Library by 30 June 2007. To assist library staff develop these plans, guidelines were placed on the State Library's website, and training sessions were conducted both face to face and via teleconferences. The resulting high increase in the number of libraries with strategic plans helps to ensure the ongoing enhancement of library services and recognition of their vital role within local government. The Library Board of Queensland and local government reports were collated and analysed for the 2005-06 year and indicated a high level of compliance across the state.

Left Left to right Martin Buzacott, John Oxley Library Fellowship recipient; Helen Partridge, Library Board of Queensland Award winner; and Ann Swain on behalf of the Queensland Family History Society Publications Group, John Oxley Library Award winner

Country Lending Service training

Each year, Public Library Services provides training to support Country Lending Service library managers to operate a library. A two-part training course is offered, in which the first part concentrates on collections and exchanges and the basics of managing a library, while part two focuses on programming, services for the community and working with local government. The five-day courses are held in Brisbane.

The training supports library staff with limited library experience, and often in isolated places, to operate their libraries. They aim to build on staff skills, increase the range of services being provided in a Country Lending Service library, and develop the skills required to run a library.

In March 2007, the Library Administration and Management (1) training program was attended by 26 staff from a wide range of locations across the state. The course was held for the first time at the new Cannon Hill premises. The Library Administration and Management (2) training program was held in May 2007 with 12 Country Lending Service staff attending. Both training courses included tours of the new State Library and other new public library buildings, and allowed for one-on-one discussions with attendees as required.

The number of major courses was limited this year, due to closures for the relocation of the State Library. Nevertheless, a number of regional training visits were made to specific libraries, including Richmond, Cloncurry, Julia Creek and Charters Towers.

A number of Public Library Services staff were trained in the use of web conferencing software which will improve the scope for remote training sessions and meetings. In turn, this will enhance communication and greatly extend the availability of training across the state.

Country Lending Service library automation

From July 2006, licence arrangements for the Aurora Library Information Management System, used by many Country Lending Service libraries, were transferred to local governments. The Library Board of Queensland paid a one-off grant to each participating council to assist with the transition. See Appendix D for details.

During 2006-07, a further five Country Lending Service libraries installed automated systems, bringing the percentage of automated sites to 95%. Successful installations occurred at Balonne Shire (Thallon and Bollon libraries), Inglewood Shire (Inglewood and Texas libraries) and Mornington Island. Public Library Services coordinated the scheduling of the required data sets to ensure the successful implementation of new installations and the ongoing requirements for regular data files to ensure the continued operation of Country Lending Service automated sites.

Online Public Access in Libraries training

The Online Public Access in Libraries (OPAL) training project delivered an impressive 117 courses to 1,020 public library staff throughout Queensland in 2006-07. Held in Kingaroy, Longreach, Emerald, Townsville, Mt Isa, Pittsworth, Stanthorpe, Normanton, Clifton and Brisbane, these training courses focused on developing the IT skills of library staff.

Internet training courses covered both introductory and advanced searching, and specific courses included:

- *Blogs, wikis and feeds;*
- *Communicating Instantly with Customers;*
- *Podcasts, Vodcasts & MP3s;*
- *Multicultural Bridge Training;*
- *Using SLQ Web Conferencing Software;*
- *Family History Resources on the Internet;*
- *Train the Internet Trainer;*
- *Finding Information in the 21st Century;*
- *Newspaper and Current Event Resources on the Internet;* and
- *Emerging Technology.*

Participants received workbooks containing information from the course, websites and training exercises. Fortnightly newsletters containing resources of interest to library staff, information professionals and educators continued to be sent to all Queensland public libraries.

Public library standards

In April 2007, a Public Library Standards Steering Committee was established to drive the ongoing review of the *Guidelines and Standards for Queensland Public Libraries*. This document helps to ensure consistent standards of service provision across Queensland and assists libraries in the development of best practice. The Committee aims to ensure that it continues to serve current needs through liaison with the public library network to identify areas requiring review and the development of any new Standards. The Committee will establish a forward timetable and appoint working groups to conduct research and prepare drafts for consultation next year. In addition, the format of the current document has been examined and work commenced in 2006-07 on a major redesign of the Standards to more accurately reflect current trends in local government.

Newsletters for public libraries

Public Library Services continues to produce a range of online newsletters to communicate news, developments and best practice research to public libraries. The newsletters are emailed regularly to libraries and are available on the State Library's website. Contributions from public library staff are encouraged, as is the filling of a guest editor role for specific issues. The newsletters include:

- *Off the Shelf* – a quarterly public library best practice bulletin for sharing information on current trends and topical issues. It highlights national and international developments, best practice and innovation.
- *SLQ Links* – a monthly newsletter that provides updates and highlights of the State Library's current projects plus general information and assistance to staff in the public library network.

Library Strategic Development Grants

Library Strategic Development Grants encourage the development of innovative projects which enhance the delivery of public library services in their communities. Networking and partnering within communities is emphasised, as is community engagement and social cohesion. The 2007 Library Strategic Development Grants were awarded in December 2006. A total of 43 applications were received from across the state, with judges selecting 23 successful projects to a value of \$250,000. The projects covered a wide range of topics including library outreach, Indigenous services, IT developments, creative writing, local history, refugee support and community wiki development. Please refer to Appendix E for the list of 2007 winning projects.

Interlibrary Loan Union Catalogue Project

This pilot project, which began in October 2005, trialled a decentralised interlibrary loan model for Queensland public libraries, based on use of a union catalogue. An evaluation report, produced in July 2006, found that the pilot significantly reduced turnaround time for interlibrary loans, greatly improving client service delivery. The report also noted some negative implications including increased workloads in libraries and increased freight costs for Public Library Services. Key recommendations from the evaluation report included the investigation of search capabilities, with the aim of working towards seamless single search options and the development of a new freight model.

During 2006-07, 44 libraries had their holdings available on the union catalogue and a further eight provided access to participants via the Online Public Access Catalogue (OPAC). In addition, 54 libraries used the union catalogue to request items during this period. Union catalogue software has been extended and a project officer engaged to progress the recommendations of the evaluation report.

Library forums

Collections forums were held in September 2006 and May 2007 and attracted participants from all over the state. These provided opportunities to network with colleagues, share ideas, visit state-of-the-art library buildings and debate and discuss new ideas in collection development and management.

The May 2007 forum, titled *Getting more books faster*, focused on strategic purchasing of library material and attracted over 42 participants. Library vendors were invited to provide their expertise and opinions on the publishing industry and future trends in the supply of library material. Further exploration of these ideas will be made through the Statewide Materials Procurement Committee, which formed to represent Queensland libraries.

Two meetings of the South East Queensland Interlibrary Loans group were held throughout the year, at Redcliffe Library in October 2006 and at the State Library in May 2007. Discussion topics included copyright, book clubs, *Libraries Australia* and the collections and services of the State Library in its two locations.

The State Library hosted two Local Studies Librarians' Forums in August and November 2006. Topics included heritage services, digitisation training and archives kits.

In order to ensure that regional areas of Queensland are kept informed and can provide input to the Queensland public library network, Public Library Services staff also attended regional meetings for public librarians. During 2006-07, Public Library Services staff travelled to far north Queensland and the Darling Downs to discuss topical issues, services and developments with regional librarians.

Charles Sturt University Project Focus Group

In May 2007, the State Library conducted a focus group to provide input for a study on the impact of the retirement of baby boomers on public libraries. This important study, driven by Public Libraries Australia and undertaken by Charles Sturt University, will provide vital information for the planning of public library services to this large and significant community group. Its findings will be of great benefit to Queensland public libraries.



Library Facilities funding

Library Facilities funding changes were introduced from 1 July 2006 and grants are now available within capped rounds through the Regional Centres Program and Rural Living Infrastructure Program. Additional funds for local governments under the Q150 Legacy Infrastructure Program were also made available within the same timeframe with the successful projects being ready for opening in early 2009. The Department of Local Government, Planning, Sport and Recreation announced the first round of successful applicants in January 2007.

Funding across the Regional Centres Program and Rural Living Infrastructure Program is no longer guaranteed for library projects. Successful applicants must demonstrate how the funding will provide genuine regional benefits, including benefits to social and tourism infrastructure. Local governments must now prioritise their applications before submitting them to the Department of Local Government, Planning, Sport and Recreation.

The State Library, through its Public Library Services program, is monitoring the effects of the new funding arrangements on the development and maintenance of the facilities for public libraries across all local governments. A checklist for new library buildings has been developed and made available on the State Library website to assist local governments with the planning of a new library building or undertaking a significant library refurbishment program. The checklist is designed to be of assistance for the duration of the planning process, through to the opening event and beyond.

Public Libraries in Queensland Statistical Bulletin

The 2004-05 and 2005-06 Public Libraries in Queensland Statistical Bulletins were completed during the year. Statistics from over 330 service points were collated within these bulletins, enabling the availability of detailed benchmarking data for Queensland public libraries. In conjunction with the Queensland Public Libraries Association, the State Library introduced a more streamlined approach for the completion of the data forms in electronic format. This streamlined process enabled improved collection and process phases and ensured data collection was relevant, meaningful and easy. The Queensland Public Libraries statistics are incorporated into the National and State Libraries Australasia (NSLA) statistical bulletins annually.

Resource Discovery

Systems Librarian Forum

The *Systems Librarian Forum* coordinated by the State Library's Resource Discovery Unit and hosted by Brisbane City Council attracted over 40 staff from public, academic, government and specialist libraries. State Library staff gave presentations on information and communication technology and systems applications in libraries.

Collection Preservation

Conservation clinics

Conservation clinics offer members of the public the opportunity to access the expertise of State Library Collection Preservation staff in the preservation and conservation of personal items. Individuals were invited to bring prized or neglected possessions before a State Library panel of experts to seek advice on how best to maintain, display and enjoy them. Four State Library staff, expert in different areas of conservation, spent up to 20 minutes answering questions, offering advice and referring clients to information in the State Library collections.

Conservation clinics take place each month and have attracted people of all ages. The clinics have provided an opportunity for a range of items to be examined, including old photographs, books, letters from the 1940s, a silver vase and a child's dress from the 1830s.

Preservation workshops and clinics

Collection Preservation staff presented a three-day basic book repair workshop for two staff from Gladstone City Library. This training provided library staff with the skills and knowledge to carry out basic repairs within the Gladstone Library System.

Reference Services

Library Skills training

Library Skills programs, designed to equip clients with the skills necessary to access collections, have proven extremely popular, particularly with secondary and tertiary institutions. Positive feedback has ensured that programs were fully booked weeks in advance.

Other popular client training programs included *Discover SLQ online* and *Family History – getting started at SLQ*. *Discover SLQ online* highlights the State Library's constantly developing website as a portal to an enormous range of information, while *Family History – getting started at SLQ*, helps clients to begin their journey into this increasingly popular area.

Public Programs

Client Training Strategy – Public Programs (Creative Communities)

Public Programs developed the *Client Training Strategy 2006-2010*, in consultation with various units throughout the State Library, to provide a framework and guidance for future training provision to the community and public library staff.

Through the framework of the *Client Training Strategy*, the State Library encourages lifelong learning through building the Queensland community's capacity for unmediated and independent access to the collections and services of the State Library. A comprehensive program of client training has been delivered by experienced staff in the new State Library since January 2007. Over 24 sessions have been attended by over 700 participants. Courses included *Discover SLQ online* and Conservation clinics.

In addition, the *Client Training Strategy* encompasses the State Library's commitment to rural, regional and remote Queensland. Regional training was delivered during the year through the OPAL training, reaching 1,020 public library staff; the *Taking IT On* program, which delivered training to staff and community members in IKCs throughout Queensland; and the Heritage outreach also delivered digitisation training to 70 participants.

Multicultural Services Strategy: embracing diversity

The *Multicultural Services Strategy* has provided guidance and driven the development of public programs, collections and services relevant to Queensland's multicultural community throughout 2006-07. A brochure outlining the major initiatives of the strategy was distributed to public libraries, multicultural communities, key government agencies, education and community support agencies throughout Queensland.

The *Multicultural Services Strategy* is also available on the website.

Collection Access

Training within the community

During the year, Beth Paul, Collection Access, delivered a course in the Diploma of Library/Information Services program at Morningside Institute of Technology entitled *Obtaining information from external and networked sources to meet customer needs*. Due to her extensive experience as a trainer and her knowledge of library systems, Beth took up the opportunity to teach this course as an extra-curricular undertaking. Since teaching the course, one of her students has successfully completed a work experience program in the interlibrary loans unit in Collection Access.

Goal 4

To develop and manage our collections



Far left Sally Golding, Collection Preservation Left Steve Scamp, Resource Discovery

Through judicious planning and attention to historical trends and current needs the State Library continues to meet its commitment of service to the Queensland public by curating the state's documentary heritage and by providing excellent reference sources.

Reference Services

Significant acquisitions

During the year, the State Library acquired a significant donation of 1,700 choral music scores. This donation was the personal collection of the late Dr John A Nickson, who was prominent in Brisbane music affairs for many years. Most of the collection is not held elsewhere in Queensland and its acquisition ensures that these scores are now available to all Queenslanders.

John Oxley Library

Significant acquisitions – published materials

Throughout 2006-07, several items of significance were acquired, including *Etude sur Les Dialects Neo-Caledoniens, Australiens et Autres. Noumea: Imprimerie Caledonienne, 1899*. This work is credited with playing an instrumental role in abolishing blackbirding in the South Pacific and Australia by assisting the missionaries, courts and magistrates in communicating with the local peoples and helping to prevent them falling victim to the trade.

A set of the first three *Mary Poppins* books in the first American editions was recently purchased from an overseas dealer. The author of *Mary Poppins*, P.L. (Pamela Lyndon) Travers (1899-1996) is a Queensland author, born in Maryborough. A specific goal of the John Oxley Library is to strive to collect the complete body of work of Queensland authors, including all domestic and foreign editions.

Travel and tourism posters reveal the development of the tourism industry in Queensland. A number of travel and tourism posters have been acquired:

- *Qantas Empire Airways. Shipboard Comfort, Airways Speed* c1938;
- *Visit Colourful Queensland* c1939;
- *Brisbane – Redcliffe Travel by Rail and Road Co-ordinated Service* c1930s;
- *Australia. So Near By. Qantas. Australia's Overseas Airline* 1960s;
- *Royal Hayman. Great Barrier Reef. Now Is the Time for Your Hayman Holiday* c1960s; and
- *Orient Line Tropic Cruises Papua Fiji Rabaul Noumea* c1930s.

Significant acquisitions – original materials

A priority for Heritage Collections staff has been the processing of collections following their relocation back to South Bank from the Dutton Park repository. Some previously inaccessible material is now available through the catalogues. Particularly noteworthy are some panorama photographs of:

- the old Victoria Bridge taken from the south side of the river c1874;
- Brisbane's welcome to the Prince of Wales in 1920 showing crowds gathered where the City Hall now stands;
- Brisbane, taken from the Observatory in the 1880s;
- crowds at the Exhibition grounds c1910; and
- the Brisbane CBD area taken from River Terrace at New Farm.

Other material 'rediscovered' and now catalogued includes:

- a drawing design (placed second) from the architecture firm of Hall & Dods for the proposed new Telegraph and Post Office in Brisbane;
- a collage poster of the Mount Jukes Coffee Plantation in North Queensland;
- an aerial photograph taken during World War II of bomb shelters in Ann and Eagle Streets;
- a large collection of photographs submitted by architectural firms for awards in the 1960s and 1970s; and
- line drawings of many of Brisbane's historic buildings by well-known artist Kenneth Jack.

Other significant acquisitions

Clyde Collins Papers

A collection of original scores, sheet music, scrapbooks, LP recordings and correspondence documenting the career of composer Clyde Collins was also acquired. Clyde Collins was arguably the state's most popular musician in the 1950s and 1960s, and the compositions which he produced are unique in that many were inspired by local personalities and events. The collection is wide-ranging including rare home recordings and a variety of unpublished material (screenplays, musical scores and an autobiography). This is a unique archive assembled by a prominent Queensland musician who was also a pioneer of television.

John Watts necklace

This 18-ct gold necklace by Sydney goldsmith Christian Qwist was commissioned by Queensland squatter John Watts, c1867-70. The necklace features five openwork carved gold hinged pendants, one depicting the Queensland coat of arms, the others emblematic of the products of Queensland. Each is a photo-locket revealing a hand-coloured portrait, presumably members of John Watts' family. The necklace complements manuscript holdings of John Watts, *Reminiscences*, which provide contextual background.

QISEO Works of Art

Disbanded in 2003, the Queensland Institute of Senior Education Officers Incorporated (QISEO) was a union for inspectors from the Department of Education. QISEO collected 16 works of art to commemorate the service of Senior Education officers who passed away while on duty. Originally housed in Education House, they were generously donated to the John Oxley Library by the Department of Education.

Catherine Bateson Papers and Natalie Jane Prior manuscripts

Collections of literary manuscripts, correspondence, reviews and other material from two very popular children's writers have also been acquired.

Catherine Bateson grew up in a second-hand bookshop in Brisbane and has achieved a number of prestigious awards for her novels for young people. *Rain May and Captain Daniel* was the winner of both the 2003 Children's Book Council of Australia (CBCA) Book of the Year: Younger Readers and the 2003 Queensland Premier's Literary Awards. *Painted love letters* was awarded a CBCA Honour Book recognition. Natalie Jane Prior is the author of the popular *Lily Quench* series, with other well-known books including *The Paw* and its sequels (illustrated by Terry Denton), and the non-fiction favourite, *Bog Bodies, Mummies and Curious Corpses*.

Dr Barbara Piscitelli AM Children's Art Archive

This collection consists of approximately 4,000 works by children from Queensland, Vietnam and China between the ages of 12 months and 12 years. The collection represents views of children on topics such as their identities, social worlds and human rights relevant to understanding the lives of children, contemporary Queensland's cultural identity, and as a comparative study with children in Asia. A selection of digital images from the collection were featured in *The Corner* and are accessible on our website.

John Immig photographs

A collection of over 1,000 documentary study photographs and original negatives taken in April 2006 has been acquired. These photographs include a large number of Innisfail and the surrounding areas after Cyclone Larry. John Immig is a photojournalist and documentary photographer born in Amsterdam, The Netherlands. His work is of topical, historical and social interest and is keenly collected by several institutions throughout Australia, including the National Gallery of Australia, the National Library of Australia, state libraries in Victoria, South Australia and New South Wales, and in private collections. John Immig's photographs have been published in magazines and exhibited in galleries in Australia and overseas.

Australian Library of Art

Significant acquisitions

Dorothy Lamour's life as a phrase book, a play by Noelle Janaczewska, was a significant acquisition in 2006-07.

This play is presented as a concertina book by Wayzgoose Press. It is five metres long when unfolded and features linocuts by Mike Hudson and typography by Jadwiga Jarvis. The Australian Library of Art has copy number nine of an edition of 30, of which 25 were for sale. Illuminations by hand on some pages make each copy unique.

Three publications from Electio Editions, the newest press on the Australian Private Press scene, were purchased for the Australian Library of Art which collects comprehensively the works of Australian Private Presses:

- *Leonardo on nothingness*;
- *Kairos: where there is poetry*; and
- *The flowery meadow*.

One of the most celebrated Australian colourplate books, considered to be an outstanding artistic testament to the age of Macquarie, was acquired. Entitled *Views in Australia or New South Wales, & Van Diemen's Land Delineated, in Fifty Views, with descriptive Letter Press, Dedicated by Permission, to The Right Honble. Earl Bathurst, &c. &c.* by J. Lycett, Artist to Major General Macquarie, late Governor of those Colonies, published by J. Souter, London, 1825.

Maps collection

Significant acquisitions – digital maps

The State Library participated in the *Australia on the Map 1606-2006* initiative to celebrate the 400th anniversary of European mapping in the Australasia region in early 2006. To complement the collection of early maps of this period, digital copies of two important manuscript maps were purchased during 2006-07 and are now available through the online catalogue. *Dese Pascaerte vertoont de wegh* (c1670) was acquired from the National Library of Austria, and *Mar del Sur. Mar Pacifico* (1622) from the Bibliotheque Nationale de France. These maps are considered highly significant for the history of the *Duyfken*, the former showing the route taken by the *Duyfken*, and the latter the first known map to record some of the place names given during the voyage. *Mar del Sur. Mar Pacifico* also shows the outline map of western Cape York Peninsula.

Resource Discovery

During 2006-07, the State Library's collections were relocated to the South Bank site. The Voyager library management software tracks the location of physical items and enables clients to request these items. Therefore, the system was regularly updated to reflect the movement of stock between sites and new locations.

New workflow systems were developed as a result of the relocation to the South Bank and Cannon Hill sites. Public Library Services collections are processed at Cannon Hill by the Resource Discovery Unit staff on a roster basis. This procedure ensures minimal handling of collection items with the result that collections are processed and made available to public libraries more efficiently.

The implementation of a panel contract for preferred suppliers continued during 2006-07. Electronic exchange of order and cataloguing data was enabled with eight preferred suppliers. New workflow processes were implemented including a quality control protocol to ensure shelf-ready collections met State Library standards. Backlogs were significantly reduced and most new acquisitions are processed and made available for clients within five working days.



Collection Access

Services provided by Collection Access during 2006-07 included:

- management of stock movement and loans;
- supply of collection items from storage;
- maintenance of collection items, for example housing, shelving, labelling;
- registration of clients; and
- provision of the *AV Online* service.

This year brought significant changes to the work of the Collection Access service. Prior to October 2006, staff worked across seven locations and services were delivered according to local requirements. Collections were dispersed across six sites during this time and access to many collections was restricted while some collections were inaccessible. The relocation to the new building has provided an opportunity for staff to establish improved access and more consistent service delivery across the collections.

Collections

The new building has been a catalyst for significant changes in the way the State Library's collections are stored. With the exception of a small number of newspaper titles held at Cannon Hill, the State Library's State Reference Library and Heritage Collections are all located in the South Bank building. Prior to reopening, the content of some collections determined how they were stored. Now, collections are stored according to criteria such as size, item type and frequency of access, thereby maximising the use of the available storage space. Such changes in storage management have impacted the identification and retrieval of some collection items, and staff are working to resolve these issues. Improved tracking systems are also being implemented to ensure the correct location of an item is always known.

Approximately 181,000 collection items are now available for open access by the public, including selected music and heritage items which were previously available only on request.

Access services

Staff have registered 7,500 new patrons at the State Library since November 2006, bringing the total number of patrons to 21,000. Patrons receive an e-services card which enables access to a range of services including:

- offsite access to electronic databases;
- bookings for, and access to, public computers;
- requesting collection items held in storage areas; and
- paying for printing and photocopying services.

Over the year, a requirement to supply proof of identity and residency was implemented as part of the registration process. To cater for onsite visitors who wished to register but did not have the necessary documentation to hand, a temporary Welcome Card was available from 25 November 2006 to 31 January 2007. This service proved to be very successful with some 2,000 cards issued during the opening period.

During the three years of redevelopment, ongoing access to the State Library's music and audiovisual collections was made possible by their location at the Queensland Conservatorium and the Queensland College of Art respectively. This aspect of the State Library's partnership with Griffith University drew to a close when the collections were returned to the State Library. The State Library gratefully acknowledges the support provided by Griffith University during this time.

Implementation of the *AV Online* service was initiated in June 2007. The service enables the streaming of audiovisual collection items to clients via public access computers, or to a listening lounge. Video content is now available and audio content will become available after video streaming is fully operational.

The State Library joined the *Libraries Australia Document Delivery* service in July 2006. Due to the limited availability of collections from July 2006 to April 2007, interlibrary lending activity was reduced. However, since restoring full document delivery services in April 2007, there has been a significant increase in demand for items from the State Library's collections.

Collection Preservation

Conservation of the collection

The conservation program of the State Library carried out specialised conservation treatment to 171 Heritage Collections items. Approximately 6,000 fragile collection objects were placed in protective enclosures for relocation and future safe storage from the transition sites into the new State Library building.

In addition:

- 132 linear metres and 9,874 objects linear metres of incoming collections were inspected, cleaned and frozen where necessary, as part of the Integrated Pest Management program;
- 812 collection items were condition-reported and prepared for exhibition;
- 81 significant collection items had archival enclosures constructed for the provision of long-term preservation; and
- 1,698 books were bound/repared for future access by library clients.

Digitisation of the collection

A range of collections were conserved and digitised during 2006-07 and these digital images were made available online. The digitisation of collection items included an array of images on varying photographic formats, such as original manuscripts, including the *Henry Phipps Diary* and the *Archer Letters*, as well as motion picture films depicting moving images of Queensland's memory dating back to the 1920s.

Preserving Queensland's historical newspaper collections

This year the State Library captured 214,311 frames of original Queensland legal deposit newspapers on preservation microfilm. This was carried out as part of the responsibilities as a participant in the Australian Newspaper Plan facilitated by the National Library of Australia which is responsible for the preservation and ongoing access to Australian newspapers.

Protecting the collections

The State Library implemented guidelines for the consumption of food and beverages within its facilities which were developed as part of its risk management and integrated pest management requirements. These guidelines are one component of an overall mitigation strategy to prevent the risk of pest outbreaks damaging State Library collections.

Events photography

The State Library's photographers captured a series of significant events including:

- symbolic handover of the new State Library to the Premier;
- the *Illumination* opening event and opening weekend activities;
- opening of the Loris Williams room;
- Philip Bacon photographed at the Philip Bacon Heritage Gallery;
- opening of the *National Treasures, Sport and War, New Ground* and *Broken Links* exhibitions;
- the Young Presidents' Organisation Foundation Dinner;
- the Government House Indigenous Library Services presentation;
- *My dream room*, Pat Flynn and Cartoon and Animation Workshops;
- *Social exclusion* and the *Politics of spin* events from the *Introducing...* series; and
- holiday activities in The Corner.

Preservation enquiries

The State Library's Collection Preservation staff responded to 1,014 various public enquiries relating to the preservation of documentary heritage material collections during 2006-07.

Public Library Services

The Public Library Services collection totals 974,134 items for use by public libraries, with 93,434 items added to the collection during 2006-07. In July 2006, 38,500 items were permanently allocated to the shires of Dalby-Wambo and Jondaryan, as part of their transfer to independent library status.

The State Library has initiated the convening of a public library advisory committee to advise the Library Board of Queensland on statewide procurement models which will assist libraries and improve the value for money of their book purchasing. This advisory committee will develop guidelines for procurement procedures and improve practices associated with supplier-delivered materials.

As a trial for the direct delivery of material from supplier to library, plans were put in place for the latest instalment of the *Harry Potter* series, *Harry Potter and the Deathly Hallows*, to be the first title sent directly to libraries. Public libraries throughout Queensland received their copy on the first business day after the worldwide release date in July 2007. It is expected that with more planning and negotiation, this fast track direct delivery will become a regular means of book procurement in Queensland.

Public Library Services also provides access to four statewide electronic databases for public libraries. Covering a range of subject areas, these heavily used resources help to improve equity of access to current information across the state.

From August 2006 to March 2007, the State Library partnered with Audio Read to trial the use of their service in Country Lending Services libraries and IKCs. Audio Read is a complete digital audio system which delivers audio content to users via a portable audio navigator. The content includes popular fiction and nonfiction titles, newspapers and other news services. During the trial, seven Country Lending Services libraries and two IKCs used the Audio Read technology to complement the audio books lent to their vision-impaired library clients. The pilot project was successful with over 60% of users preferring the new format. With further investigation, it is likely that this format will become a regular feature in Public Library Services collections.

The provision of multiple book sets to adult reading groups in public libraries has continued to be very popular this year, with over 60 title sets available for loan. More than 20 libraries are regularly using the sets and steps are under way to list holdings from other libraries on State Library's website to further improve selections.

In response to the The Courier-Mail Little Big Book Club initiative, the junior title selections have also been collated into sets for loan. It is expected that this collection will continue to expand to include reading sets of other thematically arranged material for primary and young adult groups to promote the love of reading.





Far left Nadine McDonald-Dowd, kuril dhagun Indigenous Knowledge Centre **Left** Sidney Furber, Collection Preservation

Goal 5

To enhance the skills and knowledge of our staff

The State Library recognises the need to continuously enhance the skills and knowledge mix of its staff and strengthen internal consultation and communication.

To support the achievement of this goal, the State Library continues to operate a People and Learning program that is responsible for the development, implementation and evaluation of learning and professional development programs within the State Library. The People and Learning program also develops and delivers strategic human resource projects and provides support and advice in relation to managing organisational change. The State Library utilises the services of the Corporate Administration Agency through a Service Level Agreement for administrative human resource management functions, such as payroll services.

Staff numbers

As at 30 June, 2007, the State Library employed 347 staff (including permanent, temporary and casuals) which equated to 288 full time equivalent people.

Workforce planning

Workforce planning is a dynamic process which the State Library regularly reviews. During the 2006-07 financial year, the State Library undertook a project to address issues such as the aging workforce, how to attract and retain new staff, how to increase the diversity of the workforce and how to develop relevant skills for the workforce of the future. The project resulted in a number of recommendations and work was carried out during the year to put some of the measures into place.

Some of the initiatives that have been implemented during the year include:

- development of a phased retirement policy;
- promoting the benefits of working at the State Library on the website;
- the targeted advertising of vacancies to Equal Employment Opportunity (EEO) target networks;
- an improved induction process for new staff; and
- partnering with the Australian Library and Information Association to promote library and information services careers at the Careers Expo in Brisbane.

Right Post Office and railway station at Goomeri, 1910, ACC 88-6-6, John Oxley Library, State Library of Queensland



Organisational realignment

In the latter part of the financial year, the State Library commenced work on a realignment to move the public programs, visitor services and marketing and communication functions together to enhance the State Library's ability to attract and engage new audiences. The realignment involved the development of a new program known as 'Public Programs'. Full implementation of the realignment is set for the 2007-08 financial year.

Learning and development

Throughout 2006-07, the learning and development program focused on leadership development, enhancement of client service skills and orientation to the redeveloped South Bank building and its operations. An induction program for new staff was also offered throughout the year.

In addition to the training provided by the Resource Discovery Unit, a range of other internal training sessions were provided to staff including:

- Web Authoring Matrix – Content Management System. This training program was updated during the year in consultation with staff and new training packages were developed to cater for the expanding web development requirements.
- Voyager – annual staff training was undertaken in search and circulation modules of Voyager.
- ENCompass – staff training was undertaken to assist Heritage Collections staff indexing in the ENCompass module.
- Training in the use of Library of Congress Subject Headings and ClassWeb was provided to Heritage Collections staff.

In all, 1,473 attendances were recorded at 141 staff training sessions across the State Library, resulting in 6,060 hours of training during 2006-07.

Equal Employment Opportunity

The State Library continues to uphold the principles of equal employment opportunity through the EEO Consultative Committee and by utilising positive human resource management practices. The EEO Committee comprises a representative from each of the target groups and meets quarterly.

EEO Consultative Committee members at the end of the 2006-07 financial year were:

- Margaret Crouch (People with a Disability representative);
- Suvi Kauppinen (Non-English-Speaking Background representative);
- Jo-Anne Driessens (Aboriginal and Torres Strait Islander representative);
- Judy Wythes (Women's representative);
- Sharon Kasacous (Women's representative);
- Trish Barns (Union representative); and
- Bruce MacGregor (Director of Organisational Effectiveness), committee Chair.

During the financial year the EEO Consultative Committee reviewed its terms of reference in response to changes in government reporting requirements for small agencies. Specific achievements of the EEO Consultative Committee during 2006-07 include the successful implementation of a carers' room at the new South Bank building and approval of a *Breastfeeding in the Workplace* policy.

Conferences

State Library staff attended a diverse range of conferences to enhance both their professional development and industry knowledge. During 2006-07, State Library supported 29 staff to attend 21 conferences, including:

- Governments and Communities in Partnerships;
- ALIA Biennial Conference;
- International Association of Music Libraries Annual Conference;
- Reading Matters;
- Workplace Relations Summit;
- 6th Australian Print Symposium and Works of Art on Paper Curators' Forum;
- 2007 National Oral History Conference;
- Local Government Association of Queensland Conference;
- Partnerships Conference;
- Queensland Council for Adult Literacy;
- Information Online Caboolture Learning Communities Forum;
- Community Engagement Forum;
- Reading Between the Lines;
- Indigenous Libraries Conference; and
- Third Place Forum.

A number of staff made presentations at conferences. Details of presentations can be found in Appendix F.

Traineeships

Three trainees were engaged within the State Library during the 2006-07 year. These trainees are from key EEO target groups: those from a non-English-speaking background, and Aboriginal people and Torres Strait Islanders. All trainees are undertaking study towards the Certificate III in Library and Information Services.

Communication

The State Library continues to conduct regular staff information sessions which staff are encouraged to attend. The briefings are held approximately every two weeks and provide a forum to update staff on activities both within the State Library and externally. Each staff information session is opened with a brief update from the State Librarian.

Since relocating to South Bank, fortnightly briefings for front-of-house staff have also been held. These briefings provide staff with an update on events, exhibitions and services available at South Bank to ensure quality client service.

In 2007, a monthly *Emerging Technologies* briefing session was introduced to provide staff with information about new technologies and their application. The sessions encourage staff to explore new technologies and remain informed about the technology used by State Library clients. The sessions are supported by a 'wiki' (a piece of server software that allows users to freely create and edit web page content using any web browser) which encourages active participation and an online resource for staff.

As well as the regular staff information sessions, a monthly staff newsletter, *People Matters*, is published online.

Public Library Services

Public Library Services staff have participated in a wide range of development activities this year. These included attendance at training sessions in change management, leadership, supervision, public administration, early literacy, emerging technology, software applications, web development, web conferencing, client service, reference work, first aid, staff rehabilitation, workplace health and safety, managing depression, and audience development. All staff participated in training and orientation of the new locations at Cannon Hill and South Bank.

During the period of suspension of services, while Public Library Services relocated to Cannon Hill, staff undertook professional development visits to surrounding libraries. These visits provided staff with first-hand experience and a greater understanding of the libraries Public Library Services serves and the issues they face in delivering services. For many, this was the first time they had been able to visit a client library and meet the staff with whom they regularly communicate.

Recognition program

The State Library staff celebrated many achievements throughout the year. The following awards were conferred in recognition of these achievements.

December 2006 Annual Awards

Length of Service

Eileen Jeffries was acknowledged for 30 years of service with the State Library.

Shirley Collier, Willie Prince and Letitia Day were acknowledged for 20 years of service with the State Library.

Karren Pickering, Helen Boardman, Alex Cutts, Sharon Paterson and Stephanie Ryan were acknowledged for ten years of service with the State Library.

Client Service

Three nominations were received in the Client Service category and the winner was Lyn Thompson. Lyn was presented with the award for her significant achievements which have seen the communities she worked with deliver exceptional results to their residents.

Innovation

Two nominations were received in this category and the winners were Leanne Kelly, Robert Barty, Jo-Anne Driessens, Deb Miles and Nadine McDonald-Dowd who were presented with the award for their significant efforts in the development of kuril dhagun, the first State Library Indigenous Knowledge Centre in Australia.

Leadership

Five nominations were received in the Leadership category and the winner was Dr Karin Walduck for her significant efforts in ensuring that ICT services were available in the new building.

Social Contribution

Two nominations were received in the Social Contribution category and the winner was Sharon Kasacous. Sharon was presented with the award for her significant contribution to staff morale.

Staff Choice Award

The Staff Choice Award involved staff voting for their choice from all nominations received throughout the year in the Most Valuable Contribution category. The winner of this award was Greg Carmichael for his exceptional and valuable support in managing the relocation of State Library staff into the new building.

Most Valuable Contribution – Quarterly Awards

September 2006

Four nominations were received and the winner was Dianne Byrne. Dianne was presented with the award for her tireless efforts in bringing the new State Library book, *Between the Covers*, to fruition in time for the relaunch of the new building.

December 2006

Seven nominations were received and the winner was Greg Carmichael. Greg was presented with the award for his exceptional and valuable support in the relocation of State Library staff into the new building.

March 2007

Eight nominations were received and the winner was the Millennium Library Project team (Tory Jones, Astrid Waugh and Desley Wieland) for their contribution to the project management of the redevelopment of the State Library.

June 2007

Eight nominations were received and the award received joint winners. Darryl West was judged a winning nomination in recognition of his professional and social contribution to State Library. Robert Barty and the Conference team, consisting of Alisha Perrett and Roxanne Dennis, were also presented with the award in recognition of their dedication in organising the highly successful 5th International Indigenous Librarians' Forum in Brisbane in June 2007.

Right Sharron Duncanson, Reception, level 1 **Far right** State Library staff at *Illumination*, opening of the new State Library, 24 November 2006



Employee unions

Regular consultation with unions continued throughout 2006-07 with Agency Consultative Committee meetings every two months. The State Library of Queensland Union Committee also met regularly throughout the year.

Collection Access

Collection Access staff have been outstanding in meeting the challenge of operating in the new environment. Training sessions have been conducted across the State Library and within Collection Access to ensure staff are familiar with the new services and facilities. Staff have also participated in two workshops (August and May) to discuss service delivery options and processes in the new work environment. Procedures are being created and revised as necessary to reflect the changes in service delivery. A continuous training and development program is being implemented to ensure staff have the knowledge and skills to apply organisation and work unit policies and procedures, and to respond to collection management issues.

Reference Services

In order to accommodate additional service points in the new building, a cooperative service model was developed. Appropriately qualified staff from other areas of the organisation were recruited to work at information desks on levels 1 and 2 for short periods each week. Extensive training for over 60 people was conducted to ensure all staff were familiar with the new layout, processes, procedures and equipment. Positive feedback has been received on the benefits of exposing more staff to a front-of-house experience.

Because of the large area covered by each level, front-of-house staff rove the floors, equipped with portable phones and a range of information brochures.

Volunteer program

During 2006-07, over 100 volunteers were engaged in a variety of projects at the State Library.

Volunteers provide valuable support in many areas including events and exhibitions, Reference Services, Heritage Collections, The Corner and the Australian Library of Art.

A total of 40 volunteer guides have been engaged in conducting tours of the building and exhibitions since the opening of the new building. Volunteer guides made a major contribution to the success of the new State Library's opening exhibition, *National Treasures from Australia's Great Libraries*.

The State Library recognises the commitment and enthusiasm of our volunteers and the invaluable support provided with such generous spirit. A full list of volunteers can be found at Appendix I.

GOAL

To add value to our services through effective resource management



The effective management of the State Library's resources is enhanced by continuously improving the effectiveness of its internal infrastructure, processes and resource allocation and its statutory and regulatory compliance.

Far left Alexia Saeck, Marketing and Communications, the face of the opening marketing campaign 'Discover many reasons to visit' **Left** Andrew Daddo, Channel 7 presenter and children's author, launches the *Summer Reading Club*

Information and communications technology

Information and Communications Technology Services (ICTS) played a major role during 2006-07, not only for the new public access services implemented in the redeveloped State Library, but also for all the staff relocations that occurred preceding this.

The relocation of staff and public services into the new State Library building at South Bank, the move of several units to Cannon Hill and Indigenous Library Services staff relocating in Cairns all required significant planning, preparation and testing to ensure a smooth implementation. As part of the deployment of staff and services into the new State Library building, the ICTS unit has also undertaken migration of services from temporary accommodation and decommissioned obsolete services.

The relocation of staff to South Bank involved moving computers, printers and telephones and was achieved with minimal interruption to services. Staff were able to resume services with a general downtime period of only one day. At the same time, the number of staff printers in use was able to be consolidated, taking advantage of the administration hubs that had been incorporated into the new building design.

At Cannon Hill a new PBX telephone exchange was installed, ensuring an ongoing reliable telephone service that has been integrated into the rest of the State Library's network. The network infrastructure was also upgraded to accommodate the 30 staff moving in.

ICTS was also responsible for the relocation of the computer network when staff in Cairns relocated from the Far North Queensland Tropical TAFE Campus to the Reef Terminal in Cairns.

Public access services

The opening of the new building saw the introduction and expansion of a range of new and existing electronic services.

During the transition period, the State Library's main public area, the Infozone, provided limited access to electronic services through approximately 40 Public Access Computers (PACs). The relocation to the new building saw the number of PACs expanded from 40 to 140 including the creation of a dedicated training room with 26 PACs, a family history area with 12 PACs and dedicated PACs with adaptive technologies.

With the increase in the number of PACs came a requirement to offer clients an equitable solution for booking a PAC. A PAC booking solution was implemented allowing clients to book a PAC for up to two hours at a time. Other options included allowing clients to use the new Infozone PACs for up to one hour without booking.

The existing pay printing and copying system was upgraded and expanded from two printers and three copiers to eight printers and eight copiers with the inclusion of colour options and a significant reduction in copy and printing charges for clients.

A wireless capability was implemented on level 1 to provide increased accessibility to the State Library's electronic services with the intention of expanding the service over time. The wireless signal is available in many parts of the building, including the Knowledge Walk, where clients can be seen using the service both during and outside opening hours.

The Corner has a number of services including three PACs with access to a website designed specifically for children allowing them to draw and play games. The PACs were fitted with child-friendly keyboards with large colourful keys. Other services include a video projector to allow the display of works produced by the children.

Clients now have the ability to listen to the State Library's audio collection through a variety of means. The level 1 Listening Circle allows clients to listen to a selection of audio content chosen by the State Library's music staff. A weekly program is developed which is available for a one-month period. In addition, clients may opt to use the level 3 Listening Stations whereby they can call slip an audio item from the collection and have it played over the network to a listening station that a staff member assigns to them. The client has the ability to remotely control the content from the station without having physical access to the player or the collection item.

ICT infrastructure

The focus for ICT infrastructure has been the progressive and final commissioning of the new network infrastructure within the redeveloped State Library building. The core switching and routing infrastructure is Quality of Service capable and Power Over Ethernet switches have been installed to allow for powering of future Internet Protocol handsets.

The new telecommunications infrastructure was implemented and commissioned in 2006-07. It includes the connection of over 300 telephone extensions, the Reference Services' 'Ask a Librarian' and the ICTS Call Centre capabilities, a change to a more self-managed interactive voice response (IVR) system, including redevelopment of the IVR structure, and the installation of a new reception telephone console.

ICTS has also undertaken a number of key infrastructure projects to ensure that the technical environment is contemporary and robust. These included the successful upgrade of a core aspect of the ICT system environment with the migration of CITRIX from XPE Feature Release 3 to CITRIX Metaframe Presentation 4 (P4). This upgrade has significantly expanded the organisation's capacity to deliver services to the public through an increased number of public access devices.

As an ongoing operational activity, ICT staff have also been implementing systems and procedures to maximise ICT availability and to minimise recovery times, if and when required.

Voyager library management system

Voyager is a fully integrated library management system, with comprehensive functionality to support the State Library's operations. It offers modules for cataloguing, acquisitions, serials, circulation, call slip and reporting. Voyager is a product of Endeavor Information Systems Inc (EIS). The software provides clients and staff with access to the State Library's collections and is a key enabler in bringing clients and collections together.

During 2006-07, a systematic program of upgrades to the Voyager library management system has progressed according to projected timelines:

- In December 2006, the successful acquisition of EIS by the venture capitalist company, Francisco Partners was announced. The acquisition resulted in the merger of EIS with Ex Libris Group. Discussions regarding the software, implementation and conversion are under way with Ex Libris staff.
- The State Reference Library and John Oxley Library Voyager catalogues were merged in September 2006 to form the South Bank Collections catalogue. The new catalogue provides a single search option for clients for over one million titles and is effective and efficient for staff.
- Improved infrastructure has supported a multi-phased upgrade of Voyager software from V2001.2 through V2003.1.1 (Unicode) to V5.0 for all hosted services and the migration of the Lyris ListManager to a more current version in June 2007.
- Location maps were introduced in Voyager in March 2007. The maps in the South Bank catalogue provide clients with the general location of collection items.

Public Library Services

ENCompass digital library management software

During 2007, collection records for manuscripts were converted to ENCompass and made accessible to clients. Advanced features were added to the search facility to assist with searching. New enhancements included addition of icons to display the digital content of each record, such as manuscripts and collections.

Website

Activities for the website included the implementation of recommendations from the 2005 usability testing. In November 2006, to coincide with the reopening of the State Library, new information architecture was implemented. A new theme, Our Services, was put in place providing quick access to State Library services. A new home page was introduced which included Quick Links, a feature requested during usability testing. Ongoing analysis of the home page and feedback demonstrates that the changes have been well received by clients. New branding was implemented in the website design and webcasts were introduced in May 2007. Through the webcasts, Public Program events have been recorded and are streamed via the website for clients who missed the 'live' event.

SLiQnet

Usability testing of the State Library's intranet, SLiQnet, was undertaken during 2006-07. The testing demonstrated that the redesigned site has positive acceptance from staff. Minor changes to the architecture and home page were identified and are in progress. An Instant Messaging option was added to the home page – to allow staff to 'chat online' with the SLiQnet web manager. The option is used by staff to help locate information in the intranet and is providing useful feedback for ongoing improvement of the site.

Relocation to Cannon Hill premises

Following months of planning and an extensive remodelling of the Cannon Hill site, 24 Public Library Services staff moved into their new location in early December 2006. Staff of Qld.Comm Books and the Microfilm Unit moved in shortly after, bringing the total staff number to 32. Part of the relocation process involved a major collection deselection exercise, with over 180,000 old and little-used volumes being removed from the collections.

During the relocation, normal services to libraries were suspended. This gave staff the opportunity to work more closely with the collections, devise new workflows and to participate in structured professional development. In addition, Public Library Services staff were actively involved in training and orientation of the new South Bank building and actively participated in opening celebrations.

Collection Preservation

Commercial Preservation Services

The State Library's reformatting programs provided external clients with duplicates of Queensland's pictorial memory and 1,094 reels of microfilm of Queensland newspapers, produced from master negative holdings.

Art Indemnity Australia

A key component of the slq Gallery was the audit and establishment of a Commonwealth Indemnification for the State Library. In achieving the indemnification status, key planning and management provisions were developed including protective security policies and security operating procedures, and a comprehensive emergency management plan.

Business Services

Qld.Comm Books

Qld.Comm Books is a business unit within the State Library that provides items in Languages Other Than English to libraries in Australia and New Zealand. The unit achieved its operational goal of a surplus of almost \$56,000 during the financial year. During the year the unit further expanded operations into New Zealand with the start of provision of services to the Waitakere Library near Auckland.

Business Research + Solutions Queensland

BR+SQ is the State Library's fee-based document supply and research service, serving authors, design firms, legal firms, publishers, mining companies, environmental consultants, utilities and many other small and large businesses throughout the state and overseas.

In the past 12 months, BR+SQ has continued to contribute to the economic development of Queensland by providing crucial and timely information to businesses. The unit has:

- satisfied 346 client enquiries comprising research projects, industry overviews, literature searches on many different subjects and complex information provision;
- provided service to 38 members in Australia and abroad;
- satisfied 317 requests for document supply – scholarly journal articles, books, conference papers, patents and standards sourced from Australian and overseas collections; and
- continued to partner with the Department of State Development in assisting new businesses via a reciprocal referral service.

Organisational Effectiveness

Corporate Administration Agency

The State Library maintains a Service Level Agreement with the Corporate Administration Agency for the provision of corporate transactional functions, including payroll services and internal auditing. The Corporate Administration Agency is a shared service provider to Cultural Centre statutory authorities and other government agencies. Regular meetings are held between senior managers from the Corporate Administration Agency and its key Cultural Centre clients, including the State Library.

Internal Audit

Under the direction of the Library Board of Queensland's Finance, Audit and Risk Management Committee, the State Library maintains an internal audit function which it resources through the Service Level Agreement with the Corporate Administration Agency.

During the year, the main internal audit activities comprised audits of:

- assets and portable and attractive items;
- intellectual property and copyright;
- purchasing and cataloguing of CLS materials; and
- collection disposal.

These audits did not identify any significant deficiencies in administrative processes. Audits such as this provide the opportunity for the organisation to review its governance arrangements in various areas.

Finance, Facilities and Administration

Finance, Facilities and Administration provides financial, administrative and facilities services to the State Library in conjunction with the Service Level Agreement with the Corporate Administration Agency.

Records Management

The State Library has centralised its recordkeeping practices utilising *RecFind* as its records management system and manages information and records for the State Library in accordance with the *Public Records Act 2002* and *Information Standard 40*.

Managing and keeping records is an essential role for those involved in the conduct of state government business. State Library recordkeeping procedures are accessible by all staff via the State Library intranet site.

Marketing and Communications

The role of Marketing and Communications is to develop and implement marketing and communication strategies that raise the awareness, patronage and profile of the State Library's services, collections and public programs.

Marketing and Communications support is provided across the organisation including managing media, advertising, graphic design and production of print material and web/multimedia design and contributes to market research initiatives.

Highlights for 2006-07 include marketing the successful exhibitions *National Treasures from Australia's Great Libraries* and *Sport and War*; publicity for the new State Library opening; a suite of new corporate publications promoting the State Library and its services; and new corporate branding using the poinciana flower.

The State Library's opening marketing campaign, 'Discover many reasons to visit the new State Library', was launched in the weeks prior to the opening of the new building. The campaign invited people from all walks of life and ages to discover the many experiences to be had at the new State Library by choosing their own combination which is relevant and of interest to them. An integrated marketing strategy utilising bus and press advertising, publicity and publications, all with the campaign tag line and the cube graphic illustrating the different options, have contributed to the overall success and popularity of the new State Library.



Media partnerships were formed with Channel 7, Ourbrisbane.com and *Brisbane's Child* which contributed to raising the profile of the new State Library. Channel 7 support included stories in *The Great South East*, film production and involvement by TV personalities Ernie Dingo, Andrew Daddo, Shane Webcke and Sharyn Ghidella. The State Library was also proud to welcome Jimbour Wines as the official wine sponsor.

In 2006-07, Marketing and Communications generated media coverage worth \$965,224 in public relations dollar value and 949 media mentions.

Policy and Planning

Policy and Planning is responsible for policy development, performance measurement and reporting, facilitating risk management and coordinating evaluations of the State Library's performance both onsite and online.

Policy and Planning is responsible for the development of the State Library's Strategic Policy and the Strategic and Operational Plans in conjunction with the Executive Group. In addition, Policy and Planning ensures that the State Library meets its statutory reporting obligations comprising the Ministerial Portfolio Statements, both financial and non-financial, Parliamentary Estimates briefs and the preparation of the Annual Report, as well as managing Ministerial and departmental liaison and correspondence.

Risk Management

The State Library is continuing to implement a risk management framework consistent with the Australian Standard and best practice. Risks are managed by risk owners and monitored by the Library Board's Finance Audit and Risk Management Committee through quarterly risk mitigation reports. During 2006-07 the risk management framework was improved to establish a stronger link to the State Library's Operational Plan.

In early 2007, a new Library Board of Queensland reporting framework was implemented. Some refinements to the framework will continue into the 2007-08 reporting period. The new framework focuses on reporting strategic initiatives on the highest level, with periodic reports to the Library Board on each of the State Library's key priorities, as well as any other significant policy or performance highlights or exceptions. The Strategic Initiatives Report will also be 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 opened in November 2006 as part of the State Library's redevelopment. As an ongoing commercial interest, The Library Shop provides revenue for investment in the service delivery activities of the State Library.

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

Professional Memberships

National and State Libraries Australasia (formerly Council of Australian State Libraries)

National and State Libraries Australasia (NSLA) is the peak body representing state and territory libraries and the national libraries of Australia and New Zealand.

In 2006-07 the State Librarian attended NSLA meetings in Perth, Sydney and Hobart and hosted the June meeting in Brisbane.

State Library staff across all programs served as members of NSLA committees and working groups to examine issues in relation to copyright, consortia and licensing, digital services, performance measures, reference issues, public programs, communications and collection management.

The State Library convenes the NSLA Indigenous Library Services and Collections Working Group. The Public Libraries Working Group published the National Public Libraries Statistical Bulletin for 2004-05 and received data for the 2005-06 bulletin during 2006-07.

Australian Library and Information Association

The State Library is a member of, and takes an active role in, the Australian Library and Information Association (ALIA). Rachael Browning, Team Leader Arts and Humanities, Reference Services, was elected to the ALIA Board of Directors until May 2007. Other State Library staff participate in the Public Libraries Reference Group, Children and Youth Services Queensland Group, the Library Technicians Queensland Group, the New Graduates Group, the Professional Mentoring Program and *Quill*, the ALIA Queensland newsletter.

Queensland University Libraries Office of Cooperation

The Queensland University Libraries Office of Cooperation (QULOC) is a collaborative organisation which provides a framework for information exchange, best practice development, cooperative activities and the promotion of common interests which support the teaching, learning and research needs of member institutions. Membership comprises 13 university libraries from Queensland, New South Wales and the Northern Territory, and the State Library of Queensland maintains an observational status within QULOC.

Queensland Public Libraries Association

The aim of the Queensland Public Libraries Association (QPLA) is to facilitate cooperation amongst Queensland public libraries on behalf of their local governments. This cooperation is achieved by providing a forum for sharing challenges and ideas and for solving common issues in a constructive and creative manner. The State Library is a member of QPLA, which provides nominated representatives to serve on the Library Board of Queensland's Public Libraries Advisory Committee.

Public Libraries Australia

Public Libraries Australia (PLA) is an organisation representing the interests and advocating for public libraries on a national basis. Ms Sylvia Marshall, Library Manager Dalby-Wambo Shire Council, is the elected Queensland representative on the national Board of Directors. Currently, Tania Paull, Director, Public Library Services of the State Library of Queensland, is an appointed director of PLA, acting as a representative of NSLA.

Queensland Users of Libraries Australia Group

Queensland Users of Libraries Australia Group (QULAG) provides a forum for all library staff interested in library issues pertaining to *Libraries Australia* and interlibrary loans. *Libraries Australia* is an internet-based service which provides access to the national database of material held in Australian libraries, known as the Australian National Bibliographic Database. In addition, *Libraries Australia* supports cooperation and resource sharing within the Australian library community through the delivery of MARC records and the provision of a document delivery service.

South East Queensland Interlibrary Loans Group

The South East Queensland Interlibrary Loans Group involves membership across southeast Queensland public libraries. The group meets quarterly to discuss issues relevant to interlibrary loans in public libraries, including technology, improving turnaround time, alternative procedures and cooperative agreements.

Australian Institute for the Conservation of Cultural Materials – Queensland Council

Australian Institute for the Conservation of Cultural Material (AICCM) is the peak body for materials conservation practice in Australia. AICCM has an ongoing interest in raising both the profile of the conservation profession and promoting the skills and professionalism of its members. Its aims include promoting and improving the scientific and technical knowledge of the profession and providing information and recommendations to government and organisations on matters relating to the conservation of cultural material.

Reporting

Ethics implementation

As required under section 23 of the *Public Sector Ethics Act 1994*, the following details actions taken during the year 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):

Both the Library Board and Staff Codes of Conduct are available on the internet and intranet.

Section 20 (Inspection of codes of conduct):

Both codes are available to the public on request and are available on the State Library's website at www.slq.qld.gov.au/about/pol

Section 21 (Education and training):

Staff were trained in the *Code of Conduct* in August and November 2006 and March and June 2007. *Code of Conduct* training for volunteers was held in May 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 this section of the 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 matters of public interest. No public interest disclosures were received during the year.

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 locations where required. Fire evacuations and emergency procedures training were provided to all staff moving into redeveloped facilities at South Bank and Cannon Hill. 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 incidents were recorded during 2006-07.