

## Part 3: Outcomes in 2010–11

# State Library of Queensland Strategic Plan 2010–14

---

*State Library of Queensland Strategic Plan 2010–14* defines major strategies for achieving the State Library's three outcomes defined in *Enriching the Lives of Queenslanders — Strategic directions for the State Library of Queensland towards 2012: Learning for All, Queensland Memory: today for tomorrow, and Community Connections*.

*State Library of Queensland Operational Plan 2010–11* identifies activities, performance measures and targets relating to each established strategy. No modifications were made to the Strategic Plan 2010–14 or the Operational Plan 2010–11, or directions given by the Premier and then Minister for the Arts nor the Minister for Finance and the Arts during 2010–11.

---

---

<b>Vision</b>	Enriching the lives of Queenslanders
<b>Mission</b>	Creatively engaging people with information, knowledge and community
<b>Values</b>	<ul style="list-style-type: none"><li>■ Respect for people and knowledge</li><li>■ Commitment to lifelong learning</li><li>■ Integrity and efficiency of service</li></ul>
<b>Key Goals</b>	<ul style="list-style-type: none"><li>■ Expanding <i>Queensland memory</i></li><li>■ Extending access and participation</li><li>■ Fostering learning and literacy</li></ul>

---

### Performance

Indicators	Measures
Collection growth	<ul style="list-style-type: none"><li>■ Physical items added to the collections</li><li>■ Items digitised by State Library</li><li>■ Online titles in statewide databases</li><li>■ Increase in community created content</li></ul>
Collection usage	<ul style="list-style-type: none"><li>■ Use of physical items</li><li>■ Use of online resources</li></ul>
Visitation	<ul style="list-style-type: none"><li>■ Total onsite</li><li>■ Total online (page requests to websites)</li></ul>
Participation	<ul style="list-style-type: none"><li>■ Total participation in public programs (exhibitions, events and learning)</li></ul>
Regional reach	<ul style="list-style-type: none"><li>■ Total borrowings from public libraries</li><li>■ Indigenous communities with a library service</li></ul>
Client satisfaction	<ul style="list-style-type: none"><li>■ Satisfaction with collections, services and programs</li></ul>

---

## Key Objectives and Strategies

Key Objectives	Strategies
1. Optimising learning and engagement with collections and services	<ul style="list-style-type: none"> <li>■ Enable and empower our clients to fulfil information and knowledge needs</li> <li>■ Enhance the long reach of our services, programs and collections to develop audiences and increase the depth of engagement</li> <li>■ Deliver public programs to engage clients with our collections and services</li> <li>■ Cultivate and link communities of interest</li> <li>■ Build partnerships to leverage resources and expertise, and to develop new audiences</li> </ul>
2. Capturing Queensland memory for current and future generations	<ul style="list-style-type: none"> <li>■ Build the <i>John Oxley Library</i> as a keeping place for the stories, knowledge and cultures of the people of Queensland</li> <li>■ Increase community created content in collections</li> <li>■ Preserve and manage collections for current and future generations</li> <li>■ Lead the development of a collaborative distributed collection of <i>Queensland memory</i></li> </ul>
3. Keeping Culture Strong	<ul style="list-style-type: none"> <li>■ Improve collection, preservation and access to Aboriginal and Torres Strait Islander knowledge, information, resources and culture</li> <li>■ Open new Indigenous Knowledge Centres (IKCs) in remote Aboriginal and Torres Strait Islander communities</li> <li>■ Support the network of established IKCs</li> <li>■ Continue to develop kuril dhagun as a showcase for the IKC network and a centre for excellence in engagement with Aboriginal people and Torres Strait Islanders</li> </ul>
4. Advancing The Edge and the digital agenda	<ul style="list-style-type: none"> <li>■ Harness digital technologies to transform and activate services, programs and collections</li> <li>■ Support and promote inquiry, creativity and innovation through digital culture, focusing on sound, screen, sustainability, art, science, design, performance and new writing</li> <li>■ Provide pathways into creative industries</li> <li>■ Develop green initiatives with key private and public sector partners</li> </ul>
5. Promoting reading, writing and ideas	<ul style="list-style-type: none"> <li>■ Lead the development of <i>A State of Writing</i>, a collaborative partnership promoting reading, writing and ideas throughout Queensland</li> <li>■ Initiate and support public discussion and debate</li> <li>■ Encourage the development of Queensland writers</li> <li>■ Build recognition of the State Library's key role promoting reading, writing and ideas</li> </ul>
6. Developing State Library as a leading centre for design knowledge in the Asia-Pacific	<ul style="list-style-type: none"> <li>■ Establish the Asia-Pacific Design Library as the best publicly-accessible collection of design resources in Australia</li> <li>■ Develop a digital portal for aggregating and syndicating design resources</li> <li>■ Offer a rich program of design activity including exhibitions, events and designers-in-residence</li> <li>■ Promote research and understanding of best practice in library design</li> </ul>
7. Support the ongoing development of vibrant public libraries	<ul style="list-style-type: none"> <li>■ Continue to implement <i>Expanding Horizons</i> in partnership with the Queensland Public Libraries Association and the Local Government Association of Queensland</li> <li>■ Increase the recognition of the role of public libraries in learning and community engagement</li> <li>■ Develop State Library's role in supporting the development of childhood and adult literacy statewide</li> </ul>
8. Growing our organisational capability and infrastructure	<ul style="list-style-type: none"> <li>■ Strengthen resource management and corporate governance</li> <li>■ Ensure our staff and volunteers possess the knowledge and skills required to deliver our strategic objectives</li> <li>■ Enhance internal communications supporting staff understanding of strategic directions and facilitating organisational change</li> <li>■ Develop systems and process supporting evidence based decisions</li> <li>■ Increase self-generated revenue</li> <li>■ Support fundraising by the Queensland Library Foundation</li> <li>■ Promote the ongoing enhancement of major capital assets</li> <li>■ Raise the State Library's profile, through improved branding and a more strategic approach to communications</li> </ul>

## State Library planning framework

### Summary of 2010–11 Operational Plan

Major activities for achieving **Optimising learning and engagement with collections and services** include:

- Further develop resource discovery approaches and the delivery of services through social media
- Align our public programming with strategic objectives and deliver the Public Programs Forward Plan
- Develop long reach strategies
- Develop partnerships with community, business, arts/cultural, educational, philanthropic, government and non-government organisations to meet our strategic objectives
- Continue to build international partnerships in the Asia-Pacific region, including Shanghai and Papua New Guinea

Major activities for achieving **Capturing Queensland memory for current and future generations** include:

- Collect the documentation of Queensland's historical and contemporary society, including through legal deposit
- Enhance the accessibility of heritage collections
- Lead the National and State Libraries Australasia project *Community Created Content*
- Enable individuals and public libraries to contribute digital content
- Undertake physical and digital collection preservation programs and progress the implementation of the *Queensland Digital Content Strategy*
- Explore the development of a collaborative distributed collection

Major activities for achieving **Keeping Culture Strong** include:

- Implement the *Keeping Culture Strong strategy*, including the delivery of innovative learning programs
- Promote and foster the adoption of the Protocols for *Aboriginal and Torres Strait Islander Collections*
- Explore the application of the Queensland IKC model within the international arena
- Develop an ICT strategy for showcasing community-created content developed in IKCs

Major activities for achieving **Advancing The Edge and the digital agenda** include:

- Deliver digital programs in the areas of sound, screen, sustainability, art, science, design, performance and writing
- Develop, extend and promote *The Edge's* resident and catalyst programs
- Deliver a *New Journalism/Writing 3.0* program.
- Partner with MAAP and Shanghai Library to deliver the Light from Light project
- Host the *Tipping Point*, an international conference on sustainability
- Develop 'mobile strategies' to extend the client base
- Explore the application of participatory media such as crowd sourcing to enhance reference enquiry service

Major activities for achieving **Promoting reading, writing and ideas** include:

- Deliver *A State of Writing* programs, with a focus on regional Queensland
- Develop a publishing-on-demand service
- Sponsor and host festivals, awards and events focused on reading, writing and ideas
- Identify the State Library's role in addressing the literacy needs of children and adults
- Work with the Department of Education and Training to develop and deliver programs which support curriculum needs
- Deliver programs through *The Corner* at State Library and throughout regional Queensland



Young musicians day camp.  
Brotherhood of the Wordless perform  
at State Library, April 2011.



There is plenty of space for quiet study at John Oxley Library, level 4.

Major activities for achieving **Developing State Library as a leading centre for design knowledge in the Asia Pacific** include:

- Design and manage the fit-out of a distinctive *Asia-Pacific Design Lounge*
- Publish *The Library Book* to record the history and interpret the qualities of the award-winning State Library building
- Establish the *Queensland Design Archive*
- Partner with the Department of Education and Training to implement a three-year program for the development of online teaching resources
- Facilitate and promote design research, activity and dialogue

Major activities for achieving **Supporting the ongoing development of vibrant public libraries** include:

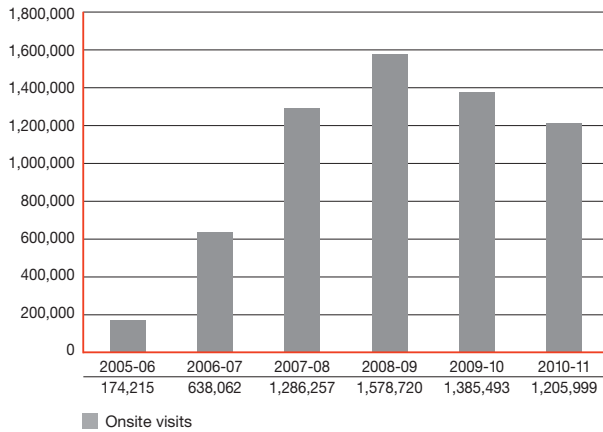
- Deliver regional programs to public library staff and IKC coordinators to build professional capabilities within local communities
- Administer grants to public libraries and conduct the triennial review of the *Public Library Grant* funding methodology
- Develop a new service delivery model for State Library services to public libraries
- Provide public library standards and guidelines, including a new performance management framework, to promote best practice and encourage improvement
- Identify the State Library's role in addressing the literacy needs of children and adults

Major activities for achieving **Growing our organisational capability and infrastructure** include:

- Review future needs of corporate support systems to increase their efficiency and integration with the new service delivery model
- Lead the National and State Libraries Australasia project *Collaborative Collections*
- Implement a *Workforce Plan*, the *Staff Survey Action Plans*, and the *Public Sector Capability and Leadership Framework*
- Implement the *ICT Resources Strategic Plan 2010–14*
- Implement a major organisational realignment to match structure and resources to key objectives
- Implement the *Queensland Library Foundation Strategic Plan*
- Develop a master plan for the ongoing enhancement of the State Library building
- Deliver the *Marketing Plan*

# 2010–11 Key Performance Indicators

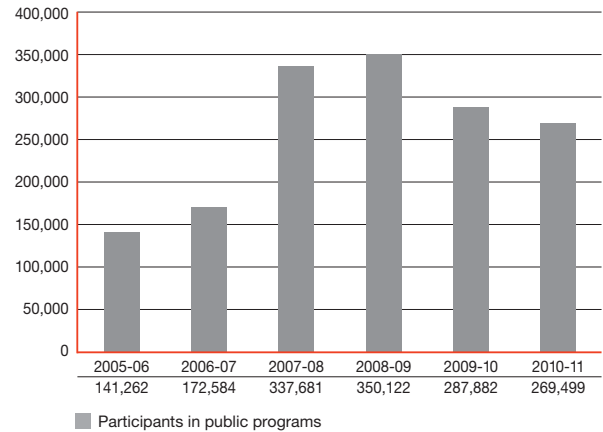
## Onsite visits



■ Onsite visits

Onsite visits increased greatly on opening of the new State Library building in November 2006. The fall in visits in 2009–10 resulted from reduced public programs while developing sustainable strategies focusing on long-term audience development. In 2010–11 the State Library building was closed for 35 days during a normally busy period after the January 2011 flood, resulting in the fall in figures. Extended closure of Cultural Centre car parks also affected onsite visits and participation in programs.

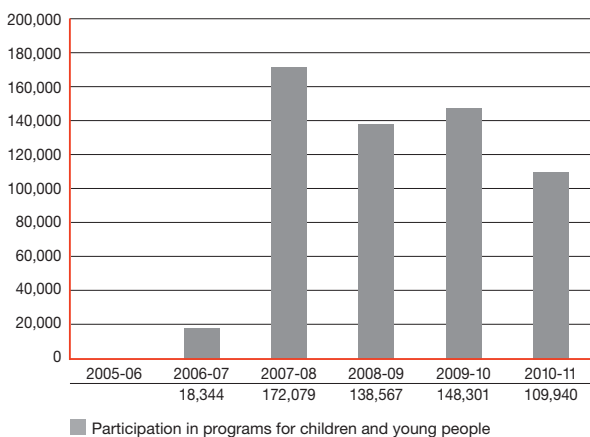
## Participants in public programs



■ Participants in public programs

Public programs include events, exhibitions, programs for children and young people and State Library participation in major cultural festivals, such as the *Brisbane Writers Festival* and *Out of the Box*. The fall in participation in public programs in 2009–10 was due to a reduced offer while developing sustainable strategies focusing on long-term audience development. The fall in 2010–11 was due to the impact of the January 2011 flood.

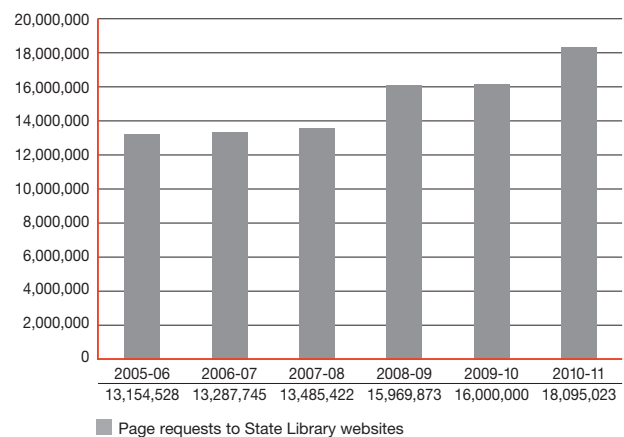
## Participation in programs for children and young people



■ Participation in programs for children and young people

State Library began offering programs specifically for children and young people in 2006–07. The results for 2007–08 and 2009–10 include participation in *Out of the Box* festival events at State Library. The fall in 2010–11 is principally due to the impact of the January 2011 flood, including cancellation of the summer school holiday program.

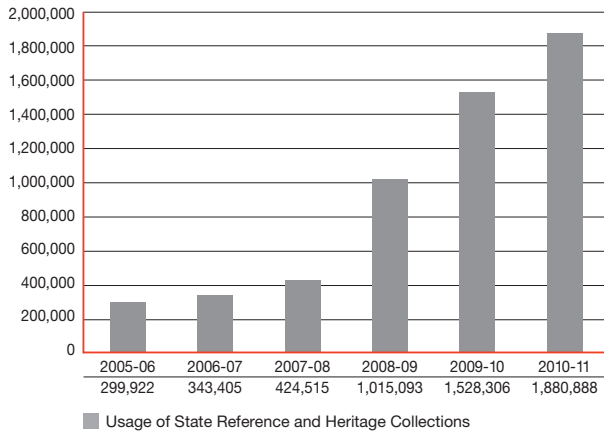
## Page requests to State Library websites



■ Page requests to State Library websites

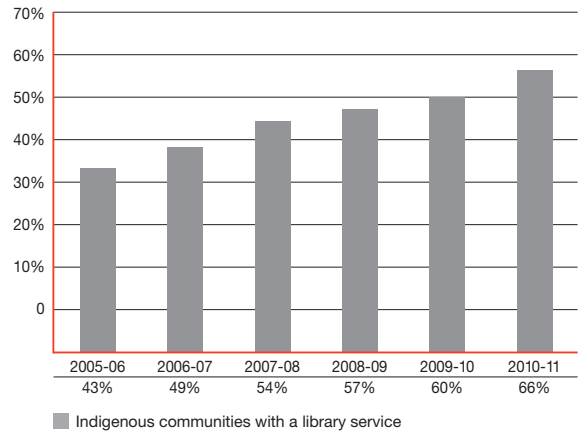
Traffic to State Library's websites grew significantly in 2008–09, mainly associated with interest in public programs. Realignment of programming resulted in no growth in 2009–10, however strong growth was registered in 2010–11, largely attributable to increased use of online collections.

### Usage of State Reference and Heritage Collections



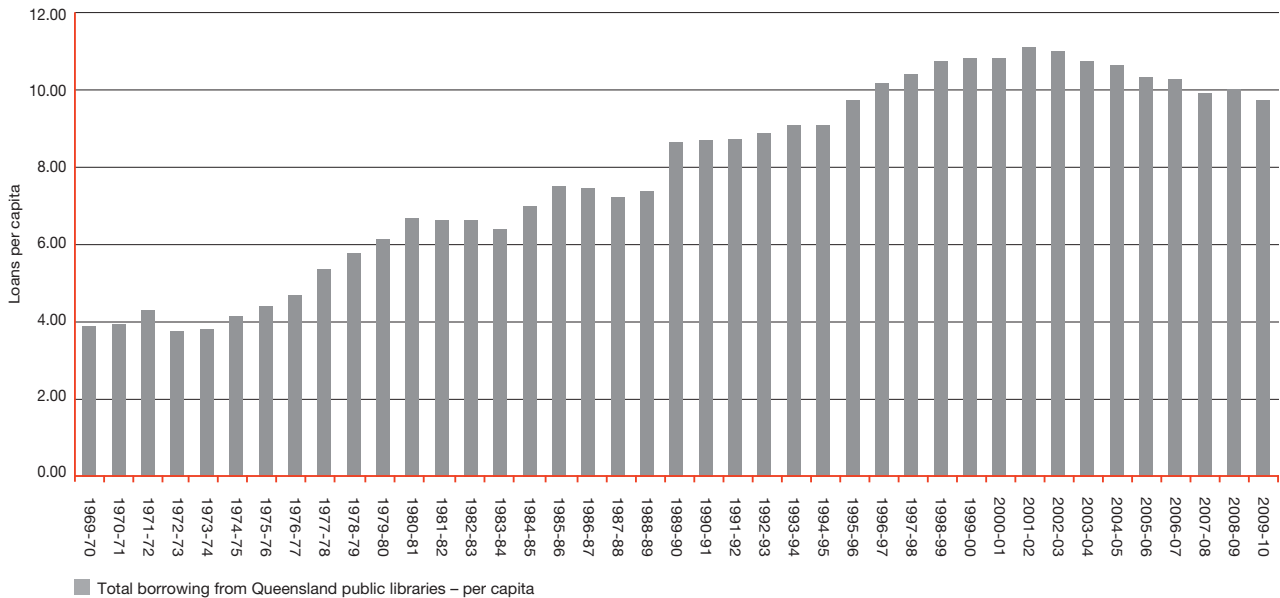
Use of State Reference and Heritage Collections continued to increase dramatically in 2010–11, due to the continued impact of the 2008–09 introduction of software enabling improved access to online collections and the growing popularity of several subscription database products.

### Indigenous communities with a library service

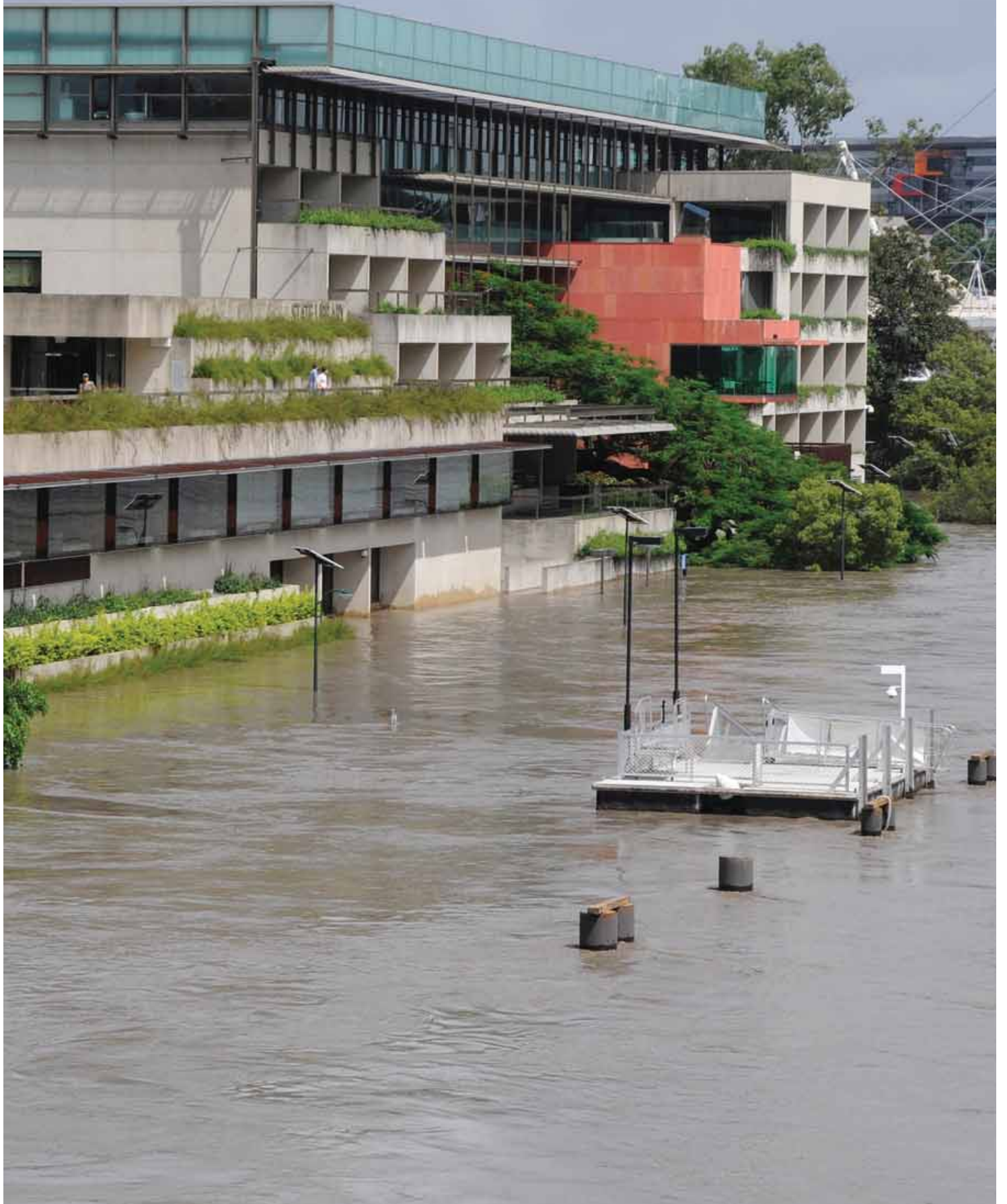


The definition of *Indigenous communities* is pre-local government amalgamation Indigenous Councils established under Deed of Grant in Trust legislation in the 1970s and 1980s, plus the Thursday Island Shire Council. Twenty-three of these communities now have library services, including twenty communities with IKCs and three communities with CLS libraries.

### Total borrowing from Queensland public libraries – per capita



This chart shows borrowing of physical materials only, which has declined an average of 1.6% per year since a peak in 2001–02. Figures do not reflect online use of materials and services, which has increased rapidly over that time.



# The impact of the Brisbane floods, January 2011

In January 2011, low-lying areas of Brisbane were inundated in one of the city's largest floods in living memory. The redevelopment of the State Library building in 2006 ensured that onsite repositories were on the upper levels. This proved invaluable when flood waters rose in Brisbane on Tuesday 11 January, as the vast majority of collections remained unaffected. Swift action also saved collections material in cold storage and quarantine, and the majority of assets stored in the basement level. As a precautionary measure, staff moved collection items to higher floors and moved non-collection items to heights that were considered safe.

State Library's Crisis Management Team decided to close the building at 4pm, and move furniture and equipment from the basement level of The Edge the next day. While the floods were projected to peak at 2pm the following day, flood levels were revised upwards and by 1.30am on Wednesday water had begun to enter the River Pump Room. At 3am, a number of staff began moving equipment and furniture in The Edge to higher ground, finishing the task before the river level reached The Edge.

The water peaked one metre short of the 1974 flood levels, 460mm higher than the adjusted 1974 flood levels provided in the planning stages of building. Level 0 of State Library and The Edge were affected, including the power substations, loading dock, The Edge staff area and audiovisual store, quarantine and storerooms.

Recovery began the following day, led by Arts Queensland. Due to workplace health and safety considerations, access to State Library by staff was minimal.

However, the disruption of online services was minimised, with access to the website restored on 14 January and access to online collections restored four days later. Reference Services staff resumed the telephone and instant messaging reference services as soon as possible, using State Library's online resources (databases, e-books, the One Search catalogue and the Internet). These services were offered by subject specialists each weekday to provide immediate assistance where feasible.

The South Bank building itself remained closed for a month. The South Bank building reopened to staff on Monday 14 February and to the public on Wednesday 16 February. However, the car parks remained closed until April. It is estimated that this closure resulted in 130,000 lost visits, based on visitation during the same period in 2010.

The Edge operated from The Studio exhibition space throughout March and moved back into the building in late April, celebrating its official reopening on Saturday 7 May.

During the closure, the majority of staff not directly involved in recovery operations were allocated projects which could be performed remotely or interacted with clients offsite. Activities included:

- Collection Preservation staff advised the public on how to stabilise and salvage their flood-damaged personal treasures. A series of Info Guides was produced prior to the Brisbane floods to give affected Queenslanders step-by-step procedures on salvaging memorabilia in areas where no power was available.

- The Queensland Memory team put out the call for natural disaster related materials to add to the collection, resulting in donation of footage and photographs of the event.
- State Library provided more than 100 hours of programming in Brisbane's public libraries over a four-week period, including 37 arts-worker-led sessions within public libraries at Annerley, Brisbane Square, Chermside, Inala, Indooroopilly, Kenmore, Mount Ommaney, Toowong and West End, and flood-affected Jindalee State School.
- The Edge Visitor Services Officers worked in the community collecting stories of young people affected by the floods.
- Staff restructured the storage of 1,407 linear metres of Queensland newspapers at Cannon Hill, improving the accessibility of this collection.
- Collection Preservation and Information Services staff worked from Queensland State Archives, expanding on existing partnership arrangements for scanning and conservation activities.
- Public and Indigenous Library Services staff acted as a conduit for information on public libraries and Indigenous Knowledge Centres affected by floods and Cyclone Yasi, passing on offers of assistance and reducing communications traffic.

There was also an opportunity for a small number of staff to work on projects onsite while the building was unoccupied. Staff:

- appraised 120 boxes of glass plate negatives and selected items for digitisation, increasing the accessibility of these historic images
- completed a stocktake of the General collection (89,353 items)
- began work on a stocktake of the Music Albums, and barcoding and stocktaking the Children's literature collection
- conducted a stocktake and fresh arrangement of shelf content in The Library Shop.

The Library Café provided a basic café service for contractors and staff working in the Cultural Centre precinct during the recovery period

While the planning and action of the State Library Crisis Management Team has been praised, the team recognises there is always room for improvement and has taken lessons on board to update the strategies surrounding crisis management

## Cyclone Yasi

State Library's Cairns office was fortunate to escape damage when Cyclone Yasi crossed the coast south of Cairns on Thursday 3 February 2011. The Cairns team secured the site and prevented loss during the event.

# Optimising learning and engagement

State Library's key role in the lifelong learning journey of our clients is strengthened through the learning opportunities provided online and in person. State Library aims to engage the diverse Queensland community with information and with each other to further their ideas through discussion and debate.

There is a renewed focus on audience participation and co-creation through digital technology, which is influencing the design and delivery of programs. Digital technology is also increasing the reach of State Library programs to improve access to its programs for regional and remote communities.

The creative array of public programs creates pathways for clients who come from all walks of life to explore the multifaceted services offered by State Library. These exhibitions and events serve to build the profile of State Library as a keeping place for stories, knowledge and culture. They encourage community-created content which can be incorporated into Queensland's memory.

A signature event for the year, *Ideas 2011*, directly contributed to State Library's goal of "promoting reading, writing and ideas". *The Nielson Design Lecture* series, which attracted an award from the Australian Business and Arts Foundation, is helping to establish State Library of Queensland as a leading centre for design knowledge in the Asia-Pacific region.

## Learning Programs and Workshops

A rich program took place in 2010–11, with 1,859 participants across 216 learning sessions. This included 57 library skills sessions conducted for 1,344 students. One of the highlights of the learning calendar was Indigenous Family History, which took participants through key collection items such as Birth, Death and Marriage indexes, cemetery records, the Norman Tindale genealogy sheets, and family trees that are part of the Margaret Lawrie Collection of Torres Strait Islander materials. Other sessions conducted include *Google, Blogging for beginners* and monthly family history sessions.

In 2010–11, the focus shifted to connecting with groups around the state using online technologies. As such, learning programs in their current format will no longer be conducted onsite.

A good example of this shift in focus is *Looking @2.0*, an online skills course to help participants use web 2.0 technologies. Approximately 1,500 people took part in the first round, and 2,000 signed up for the expanded and updated second round beginning in May 2011, with 120 public libraries participating. Eleven modules covered topics such as online communication, publishing, gaming, finding news sources, sharing and remixing photos, and archiving. The course is designed to help Queenslanders discover the online world and information sources with confidence.

A partnership with the Department of Education and Training's OneChannel has allowed State Library to connect with teachers across the state via web conference. This method has enabled communities in regional and remote areas to connect with South East Queensland activity.

## Community Programs: Exhibitions

Exhibitions throughout the year have incorporated collection material from State Library as well as artworks sourcing information and inspiration from these collections. Touring exhibitions from partner institutions have also formed part of the exhibition schedule.

## slq Gallery

### WINDWELLS: CHANNELLING + DIVINING

(26 June – 17 October 2010)

Contemporary artist Pat HOFFIE's installation *WindWells: channelling + divining* was inspired by research undertaken at the John Oxley Library — a journey that started with windmills and water divining and ended with spiritualists, serendipity and scandal.

**Audience: 10,350**

### OF LOVE AND WAR

(6 November 2010 – 6 March 2011)

The first stop for this travelling exhibition from the Australian War Memorial, the exhibition included images from the John Oxley Library and explored themes such as love, loss, relationships and communication during wartime from World War 1 to the present day.

**Audience: 7,751**

### LUMIA: ART/LIGHT/MOTION

(9 April – 5 June 2011)

An extraordinary collection of hand-crafted electronic creatures and installations created by artists Priscilla Bracks and Gavin Sade responded to the visitors and their environment to provoke thought about human nature, our actions and impact on our world. This exhibition attracted diverse audiences, encouraging adults and children alike to engage with the works and interfaces.

**Audience: 12,963**

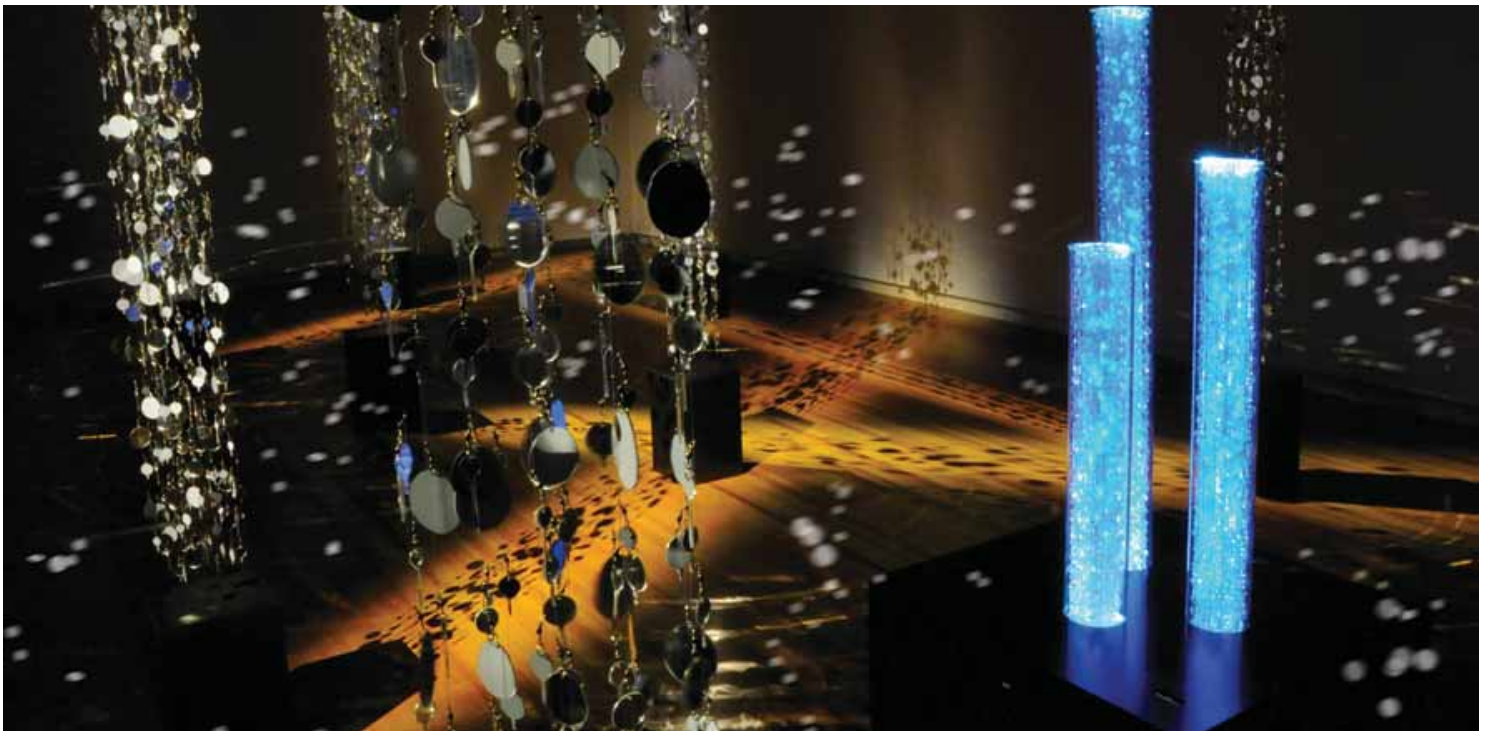
## Philip Bacon Heritage Gallery

Philip Bacon Heritage Gallery is committed to showcasing the diversity and depth of State Library's Heritage Collections and featuring significant collections from valued partners such as the National Museum of Australia.

### THE LINDSAYS: ARTISTS, WRITERS AND PUBLISHERS

(14 August 2010 – 28 November 2010)

Highlighting one of the most artistic families in Australia's literary history, this showcase included work by Norman, Lionel and



*Lumia: Art/Light/Motion* attracted almost 13,000 visitors over two months.

Ruby, from State Library's Lindsay collection of Pat Corrigan. Rare illustrations, original publications and family letters featured; from much-loved book *The Magic Pudding* to the deluxe limited edition publications of Fanfrolico Press, providing an insight into the family's endeavours in the publishing field, their role as illustrators and contribution as poets, authors and publishers. This exhibition also travelled to the Toowoomba Regional Art Gallery allowing Queenslanders in regional centres access to this significant collection. *The Lindsays* was the most visited heritage collection in the Philip Bacon Heritage Gallery to date.

**Audience: 10,404**

**BEHIND THE LINES: THE YEAR'S BEST CARTOONS 2009**  
(11 December 2010 – 13 March 2011)

State Library was the final touring venue for this satirical exhibition from the National Museum of Australia, showing how the country's top cartoonists depicted Australia's political scene in 2009. It traced major events of the year including the Black Saturday bushfires, fighting the recession, Australia's relationship with China, debate over the Emissions Trading Scheme, the swine flu pandemic and the arrival of refugees.

**Audience: 3,346**

**ART IN ARCHITECTURE: THE WORK OF ROBIN DODS**  
(16 April – 13 June 2011)

The exhibition celebrates State Library's acquisition of 283 historically significant, and often beautiful, items in the Robin Dods collection. The exhibition showcased 21 works from the collection alongside other ephemera on loan from the Dods family and guest curator Robert Riddel.

**Audience: 4,164**

**Talbot Family Treasures Wall**

The Talbot Family Treasures Wall continues to showcase items from State Library's Heritage Collections.

**TRUTH TO TELL: CARTOONS OF AJ HINGSTON 1907-1910**  
(18 September 2010 – 13 March 2011)

Profiling the cartoons of Arthur Hingston, originally published in the weekly Truth newspaper, collection material was rotated during December 2010 to refresh the display for the public and fully use the collection.

**SONGS FROM THE HEART**

(14 April – 11 September 2011)

Songs from the heart is a display of sheet music from the State Library's collection, dating from the early 20th century until the late 1950s. Countless songs have been written about love and romance, but these were chosen for their beautiful covers, each a fine example of an era in music publishing and design.

**kuril dhagun display walls**

Displays at kuril dhagun Indigenous Knowledge Centre, a space to explore our Indigenous heritage, have included:

**BAGU WITH JIMAN, THE STORY**

(21 February – 23 June 2011)

Based on the traditional firesticks of the Giringun rainforest Aboriginal people in the Cardwell region of North Queensland, these artworks of clay, timber and string evoke the spirit of the old people.

**YOUNG LEGENDS**

(1 May – 30 June 2011)

The achievement of Indigenous young people celebrated through multimedia, photography, writing and other works.

**Community Programs: Events**

Complementing all major exhibitions, State Library presented a series of programs to allow participants to engage further with the collections and connect with the artist. These specialist events include curators' talks, topical seminars and artist workshops, as well as the highly popular *Tea and Music* events. These events attracted an audience of 1,500.

State Library has a number of signature branded events that continue to deliver a diverse range of talks, debates and conversations to encourage and stimulate discussion, ideas and new meaning-making.

**DEEPEN THE CONVERSATION**

*Deepen the Conversation* invites influential thinkers, designers and artists to share their knowledge and ideas with the Queensland community. This particular series is delivered simultaneously via webcast to allow regional and remote audiences to participate in these conversations regardless of location.

The series attracted speakers such as Helen Glad, granddaughter of Norman Lindsay and trustee of the National Trust Norman Lindsay Gallery and Museum, Queensland Theatre Company director Michael Futcher, *The Courier-Mail's* pre-eminent cartoonist Sean Leahy and former High Court judge Michael Kirby. In 2010–11 audience participation both online and onsite continued to increase.

**Audience: 1,780 over 10 events**

#### SLIQFLICKS

State Library's long-running and successful film program was revitalised to explore new ground which more closely aligns to the focus of State Library and its events. The free program aims to engage the audience as co-creators/curators, support Queensland Memory collections and content, and improve learning, partnerships and connections.

**Audience: 300 over eight programs**

#### ASIA PACIFIC DESIGN LECTURE SERIES

Asia Pacific Design Lecture Series is an annual series delivered in partnership with Queensland University of Technology and the University of Queensland which encourages discussion and debate around a diverse set of design and industry-relevant topics. In 2011 attendance was twice that of the previous year.

**Audience: 2,697 over 15 events**

### Partnership Projects

#### QUEENSLAND MULTICULTURAL FESTIVAL

State Library, in partnership with the Department of Communities, Multicultural Affairs Queensland, hosted the children's/family precinct at the *Queensland Multicultural Festival* in October 2010. *State Library's Stories in the Parkland* and *The Corner in the Parkland* promoted State Library and Queensland public library services, collections and resources to Queensland's culturally and linguistically diverse communities. More than 50,000 people attended this year's festival. State Library was one of the major sponsors of this year's festival.

In the lead-up to this event, State Library hosted the Premier's Multicultural Photographic Awards. The awards celebrate the strong cultural heritage of Queensland's communities with the theme 'a multicultural future... for all of us'.

### Children and Young Peoples' Programs

The popular series of young peoples' programs often ties in to the exhibitions on display to allow younger visitors to get as much out of the experience as other age groups. These included:

#### WINDWELLS WINDFARM

More than 8,000 children and families participated in the *WindWells Windfarm* DIY workshops over the spring school holidays, which helped them to access and understand the State Library's collections as used by artists Pat HOFFIE and Stefan Purcell in the *WindWells* exhibition. Children and their parents were encouraged to visit the installation in the slq Gallery before creating their own kinetic sculpture with garbage materials in the Knowledge Walk.

#### BOOKBINDING WORKSHOPS

Two-hour hands-on workshops allowed school groups to work alongside State Library's highly skilled Collection Preservation staff to bind their own book using basic hand bookbinding techniques. They also toured the Collection Preservation work areas and saw demonstrations of hand bookbinding by members of Queensland Bookbinders' Guild. This hands-on experience added context to the group's visit to the *Finely Bound* exhibition which showcased traditional, contemporary and artistic hand bookbindings by both amateur and professional bookbinders.

### Services

It's not just events that bring clients to State Library — there are plenty of services which help them to better engage with our collections and empower them to find the information they need.

As our online tools change, so does the way we deliver these services. For instance the national online reference service, AskNow!, closed in December 2010. AskNow! was a collaborative online chat service which brought together the skills of reference librarians from State Library with other NSLA libraries to service the online needs of clients. State Library, like other libraries across Australia, runs its own instant messaging reference service as part of its suite of services and the closure of AskNow! will allow a more focused approach to this service.

Clients now have access to a range of e-readers on level 2, allowing them to learn more about these devices and what they can offer. Four iPads, a Sony Reader, a Kindle and a Kobo became available for public use from November. The iPads connect to the State Library wifi to allow access to online resources. The other e-readers have a selection of classics such as *The Art of War* and *Huckleberry Finn* pre-installed to give clients a taste of the new technologies available for readers.

While State Library staff do a wonderful job of providing services, a host of volunteers also help behind the scenes. In 2010 State Library celebrated 20 years of its volunteer program. Three exceptional volunteers who have participated since the program began were among those volunteers awarded with long service certificates. Volunteers contributed a total of 16,797 hours to 30 projects across State Library in the 2010 calendar year.

# Capturing Queensland memory

State Library of Queensland, through the John Oxley Library, is the primary repository for material and information that records and illustrates the diverse cultures, history and development of Queensland. State Library's renewed focus on this is reflected in the Queensland memory strategic initiative, ensuring our Queensland content continues to grow, and is preserved and managed for current and future generations.

State Library will particularly focus on securing more material through legal deposit as well as facilitating and collecting community-created content.

State Library is also leading the development of a collaborative distributed collection of Queensland memory. This will improve access to important Queensland content in collections located across regional Queensland, as well as material held in both national and international collections.

In 2010–11 the focus has been laying the groundwork for this distributed collection model, through research, approaching potential partners and testing some methods of accessing distributed collections. Projects such as donating images to Wikimedia Commons and supporting a residency of local studies librarian Pat Gee have helped to test strategies which may be incorporated into this model.

## Queensland Business Leaders Hall of Fame

The Queensland Business Leaders Hall of Fame, located in the reading room of the John Oxley Library, showcases contemporary and historical information about some of Queensland's leading business achievers. Visitors can access digital stories about each inductee at the Hall of Fame story booth.

In 2010, the nine inductees to the Queensland Business Leaders Hall of Fame were:

- Jack Hutchinson AM
- Kate Mary Smith (1847–1932)
- Graham Turner
- The Hon James Tyson MLC (1819–1898)
- Bundaberg Distilling Company
- Golden Circle Limited
- Queensland Institute of Medical Research
- Ray White Group
- Xstrata Mount Isa Mines.

## Digital content accessibility

In December 2010, State Library provided Wikimedia Commons users free and open access to approximately 50,000 out-of-copyright Queensland images from its digital collections. This was one of the largest collections of content made available to Wikimedia Commons, an online repository of free-use images, sound and other media files, by any institution and the largest donation by an Australian cultural institution. This important donation has enabled Wikimedia community creators to apply their knowledge and expertise to enhancing image descriptions, which can then be imported to the State Library catalogue.

This is the first of a series of projects with Wikimedia Foundation in 2011 and State Library will explore further opportunities to work with the Wiki community to help describe, identify and transcribe some of its digitised content.

State Library has been investigating use of iTunes U (Apple) which is a section of iTunes dedicated to scholarly and lifelong learning content, to enable sharing of its digital data. Discussions with Apple to date have included the use of iTunes U as an ongoing distribution channel for webcasts and podcasts of public events, heritage content, out-of-copyright films and learning programs.

These projects represent the next step in making Queensland memory content more accessible to rural and remote Queenslanders and to potential clients across the world. Through ongoing digitisation projects, the amount of available heritage content continues to increase. Significant resources digitised and made available online this year have included:

- the *Longreach Leader* newspaper, as the result of a successful collaboration with the Longreach Regional Council and the National Library of Australia
- around one thousand colour pages of *The Queenslander*
- part of an extensive and significant collection of 298 architectural plans by 19th–20th century Brisbane firm Hall and Dods.

## Engaging clients

The value of State Library's content is in its use. As custodians of this unique collection, State Library collaborates and proactively builds communities of interest around the unique documentary heritage in the John Oxley Library collection. This is achieved by sharing information through seminars and online, and by offering learning opportunities for clients.

In 2010–11 these have included:

- a two-day *Young Historians Workshop* for 10 students studying year 11 and 12 History, run in collaboration with the Queensland History Teachers' Association
- a *Writing Historical Fiction* workshop, run by the Queensland Writers Centre, through which aspiring writers were given tips on drawing material from the John Oxley Library collection
- Indigenous workshops
- conservation and preservation workshops
- collection familiarisation tours.

The successful *Out of the Port* series, delivered in partnership with the Queensland Department of Environment and Resource Management, has continued to draw large lunchtime crowds. Presentations focus on new Queensland historical research, with topics including Boggo Road Gaol, German heritage in Queensland, floods and Queensland shipwrecks. The *Out of the Port* sessions are also now webcast through the State Library website to expand the reach of this information.

## Collecting now for the future

### DIGITAL STORIES

The online archive of digital Queensland stories continued to grow in 2010–11 with the addition of:

- three interviews conducted with community elders from New Mapoon and Seisia (the Northern Peninsula Area). They tell the stories of the relocation of the community from Saibai (in the Torres Strait) to mainland Seisia as well as the relocation of community members from Old Mapoon to New Mapoon. These recordings of stories took place in conjunction with the Arts Queensland project *Press Play* and State Library's *Culture Love* project. Associated events included recording sessions with local musicians, art workshops with children in New Mapoon and a range of community cultural events
- an interview with artist Luke Roberts by Doug Hall AO, former Director of the Queensland Art Gallery, capturing Roberts' influences and the context of his artwork within Queensland history. The full interview and transcript will form part of the *James Sourris Australian Artists Digital Story Collection* with a short digital story available online
- *Stories from the Playroom*, a series of five stories about a significant live music venue on the Gold Coast, featuring interviews with bar managers, punters, family members of the owners and an air guitar contestant. The Playroom hosted performers such as Johnny O'Keefe, The Ramones and Powderfinger before being demolished to make way for a car park and community space.

Through an array of events and interactive activities, State Library encourages visitors to create their own content which reflects the way they see themselves and Queensland today. It is also recording Queensland stories told online in blogs and collecting the images, music and videos made by Queenslanders.

This new user-created content supplements official historical documents such as the personal and business correspondence, photographs, albums and newspaper clippings donated by Mr Bernard Moroney of Victoria Point which document the life of the Hurst family, who settled in the Nerang district in 1873. Their extensive land holdings remained in the family for 99 years and this donation can aid understanding of life in the late 19th century.

Aspects of the lives of current generations are being collected and documented now to help future generations understand life in the early 21st century.

### PHIL DICKIE COLLECTION

During the 1980s, investigative journalist with *The Courier-Mail* Mr Phil Dickie gathered an extensive collection of research material which helped to lay bare a complex network of criminal activity and corruption in Queensland. This important collection underpinned events that led to the *Commission of inquiry into possible illegal activities and associated police misconduct*, more commonly known as the Fitzgerald Inquiry.

### VOYAGE DE DECOUVERTES AUX TERRES AUSTRALES. HISTORIQUE. ATLAS DEUXIEME PARTIE. REDIGEE PAR MR. L. FREYCINET, CAPITAINE DE FREGATE, COMMANDANT LE CASUARINA PENDANT L'EXPEDITION. PARIS: TARDIEU, 1811

The small folio atlas of maps includes Louis de Freycinet's chart of Australia (*Carte generale de la Nouvelle Hollande*), the first complete map printed of the Australian coast. State Library already held the text in two volumes, so this atlas volume was purchased to complete the set. Arguably the most historically significant Australian maps, this publication is 200 years old in 2011.

### CORINTHIAN CUP

In August 2010 the Brisbane Racing Club Board donated one of Queensland's most important and historic sporting trophies, the silver Corinthian Cup. This was the prize for the Corinthian Handicap, a feature race for gentleman riders which was run at the first race meeting of the Queensland Turf Club at Eagle Farm Racecourse in August 1865. It was presented to Robert George Wyndham Herbert, first Premier of Queensland, whose grey gelding Grasshopper won the event.

### AUSTRALIAN FEDERAL ELECTION 2010

To document the 2010 Australian federal election, the Queensland Memory team collected a range of material issued by political parties and candidates. Websites of political parties and candidates were archived to PANDORA, Australia's web archive, and physical material was gathered. This included how to vote cards, posters, flyers, placards, stickers and badges from political parties, t-shirts, magnets, mail-outs, DVDs, videos and electoral advertisements. This material provides a unique perspective on Queensland's social life, popular culture and political viewpoints.

### NATURAL DISASTERS

Information and material on the recent natural disasters has been collected as part of the John Oxley Library collections. This included information from social networks, websites and blogs, pictorial material, film and personal stories. Many Queenslanders, including professional photographers, also donated their digital images and footage of the events.

A selection of these items was on display during the State Library building reopening celebrations in February 2011. Material included:

- Premier Anna Bligh's speech notes for her two inspiring speeches — 'It will break our hearts, but it will not break our spirit' and 'We are Queenslanders'
- images by professional photographers Troy Hansen (Brisbane), Luke Willey (Lockyer Valley), Jason Starr (Rosalie), Loren Jarvis (Lockyer Valley) and State Library photographers Leif Eikstrom and Josie Huang
- Australia Post stamp set for Premier's Flood Relief Appeal
- ABC film footage.

# Keeping Culture Strong

As an integral part of the Queensland story, State Library is committed to collecting, preserving and improving access to Aboriginal and Torres Strait Islander knowledge, information, resources and culture.

The network of IKCs in remote Aboriginal and Torres Strait Islander communities has continued to expand in this financial year with support from State Library. At South Bank, kuril dhagun Indigenous Knowledge Centre is a showcase for the IKC network and a centre for excellence in engagement with Aboriginal peoples and Torres Strait Islanders through its rich program of events, exhibitions and workshops.

State Library is currently developing an internal strategic framework for Keeping Culture Strong to help the concept become incorporated in initiatives across the organisation.

## Indigenous Knowledge Centres

The network of IKCs continues to grow, with a Palm Island IKC opening in July 2010 and the 21st IKC launched at Woorabinda in March 2011. The Woorabinda IKC is housed in the new state school administration block funded through the Federal Government's *Building the Education Revolution* and represents a significant partnership between federal, state and local governments, and the community.

Internet access at IKCs has also been supported through the Queensland Government's National Partnership Agreement on Remote Indigenous Public Internet Access (NPA RIPIA), implemented through a collaborative arrangement between the Department of Public Works and State Library. Funding of \$440,320 was received for the 2010–11 financial year to support improved Internet connection, equipment and training at 20 remote locations.

IKCs have hosted a range of programs to enrich their communities, including:

### CULTURE LOVE SCHOOL HOLIDAY PROGRAM

Pormpuraaw *Culture Love* worked with the local health organisation's vacation program to support a larger Pormpuraaw culture and language DVD project, continuing as part of the school's regular culture and language excursions. Hammond Island IKC also delivered a *Culture Love* program, with children and young people creating a 'cycle of turtle' mural, individual stories, a shared story 'lost in the deep blue sea' inspired by kits on loan from State Library, and the children's own turtle song.

### COMMUNITY INTERFACE — DIGITAL ARCHIVE

The Keeping Culture Strong Community Interface project has been working with community members in Hope Vale and Wujal Wujal to explore Version 1 of *Ara Irititja* to tag and describe historic and contemporary community content. Hope Vale commenced a wedding project and a photo archive documenting the life of one of the community members and interviews with elders. At Wujal Wujal the IKC coordinator used historic images to create a book published by Balkanu Cape York Development Corporation for the Muramangka Indigenous Rangers All Together conference. Cairns regional office is now part of the team testing the new version of *Ara Irititja* software, allowing input into the broader rollout.

### WRITER AND ILLUSTRATOR WORKSHOP

*Island Treasures: Torres Strait Children Share Stories* was published in 2011. The publication, funded through the Office for the Arts, is a collection of four stories that share Torres Strait Islander cultures to an audience across Australia and is supported with talking stories, cultural and learning notes. This

publication builds on the highly successful workshops held during 2008 and activities through the IKC network and *Culture Love* events to develop the stories into videos and song, with translations into language.

*Island Treasures* will be officially launched at CIAF in 2011 and will be available to all school libraries in Queensland and all public libraries and selected school libraries across Australia.

IKCs in Wujal Wujal and Pormpuraaw have supported workshops at their local schools to produce group stories rich in language which will now be developed into new media during a *Culture Love* school holiday program in 2011. They will be included in the second series of stories again funded through the Office for the Arts.

## kuril dhagun

kuril dhagun continued to roll out its bimonthly talk series, *A Night by the Fire and Yarnin' Time*. These sessions profile Indigenous leaders, elders, performers and story-tellers including Aunty Dawn Daylight, Aunty Ruth Hegarty, Dr Dale Kerwin, Aunty Violet McDermott, Dr Chris Sarra, Walbira Murray, Michelle Witheyman Crump, Uncle Albert Holt, Bridget Garay and Associate Professor Dr Noel Hayman. In December, kuril dhagun presented its annual Murri Christmas. Approximately 200 people attended what has become a signature State Library Indigenous event.

kuril dhagun also hosted several Indigenous exhibitions including:

- *Laura Cultural Dance Festival exhibition*: images from State Library collections, developed into a travelling exhibition for IKCs
- *Gunggari dunthee*: Mitchell country: the unique landscape of Mitchell, Western Queensland, captured in striking photographs by local Gungurri people
- *Bagu with Jiman, the story*: an installation of the traditional firesticks of the Giringun people in North Queensland's Cardwell region
- *The Last Line of Defence*: an interactive installation of miniature sandbags celebrating community resilience in the face of the Queensland floods. Members of the Brisbane Indigenous Community talked about the ongoing impact of natural disasters on country and the need for all of us to continue to heed the signs of change
- *Young Legends*: an exhibition developed in partnership with the Stronger Smarter Institute, celebrating the achievements of Indigenous young people through multimedia, photography, writing and other works.

black&write! fellows  
Ali Cobby Eckermann,  
Linda McBride-Yuke,  
Ellen van Neerven  
and Sue McPherson.

The kuril dhagun digital Welcome Wall, launched in December 2010, displays still and moving digital images from State Library's Aboriginal and Torres Strait Island heritage and contemporary community collections. The wall of 12 LCD screens welcomes visitors as they approach kuril dhagun from the Infozone, showcasing collections and services, including the IKC network. It is the first phase of the kuril dhagun Interactive Experience, which will ultimately include the kuril dhagun Interactive Table and Real-Time Wall.

### black&write! Indigenous Writing and Editing Project

The black&write! Indigenous Writing and Editing Project comprises the kuril dhagun Editing Mentorships and kuril dhagun Writing Fellowships, and is designed to recruit, train and mentor Indigenous editors to develop Indigenous-authored manuscripts.

The black&write! Indigenous Writing and Editing Project was launched as part of the 2010 CIAF by Ernie Dingo and Indigenous author Boori Pryor, thanks to seed funding from Arts Queensland.

Two Indigenous Trainee Editors, Linda McBride-Yuke and Ellen van Neerven, began the kuril dhagun Editing Mentorship program in February 2011. Entries for the kuril dhagun Writing Fellowships also closed in February 2011, with 20 submissions from across Australia judged by Sue Abbey, Melissa Lucashenko and Sandra Phillips. Verse novel *Ruby Moonlight* by Ali Cobby Eckermann and the young adult novel *Grace Beside Me* by Sue McPherson were selected for the inaugural kuril dhagun Writing Fellowships award.

Ali Cobby Eckermann identifies with the Yankunytjatjara of Northern Territory. Eckermann lives in Koolunga, South Australia, where she recently established a writers retreat for Indigenous writers. *Ruby Moonlight* is set in South Australia around 1880. Sue McPherson is a visual artist living in Eumundi, Queensland. Her father is Torres Strait Islander and her mother is Wiradjuri. Written from the perspective of a teenage girl, *Grace Beside Me* is a warmly rendered story of home and family life in a small town.

Because of the quality of the entries, the judges also awarded two highly commended entries:

- *Yoolaji* by Johnnie Kyle-Marshall (Cairns), a collection of poems with an engaging energy and hip hop rhythm
- *The Featherfoot Chronicles* by John Wenitong (Cairns) is a collection of four pieces exploring a lively imagined world of super beings and talking animals.

### Cairns Indigenous Art Fair

State Library took part in the second annual CIAF in August 2010. It presented an exhibition of the Dr Barbara Piscitelli AM Children's Art Archive and the State Library's Children's Art Studio workshops provided both educational and family experiences. IKC coordinators received professional development in the picture diary method, with seven coordinators employed by CIAF in the Children's Art Studio and CIAF evaluation. A filmmaker created digital stories of the Injinoos dancers, the Children's Art Studio and a cultural exchange between Arrente artists and the Ghost Net Weavers.



### NAIDOC Week

NAIDOC Week in July is the celebration of the history, culture and achievements of Aboriginal peoples and Torres Strait Islanders in Australia. The 2010 National NAIDOC theme *Unsung Heroes — Closing the Gap by Leading Their Way*; recognised the part played by the quiet achievers in the Indigenous community, both now and in the past.

NAIDOC week is an opportunity to promote the full range of Aboriginal and Torres Strait Islander history, culture and achievements in State Library services and programs not only to Aboriginal and Torres Strait Islander clients, but to all Queenslanders.

State Library's NAIDOC Week activities included:

- Eight performances of *Chasing the Lollyman*, a one-man show by one of Queensland's funniest Indigenous performers, Mark Sheppard, attracted more than 500 people. The thought-provoking comedy provides a glimpse of urban Indigenous identity and takes a satirical look at the media and popular culture.
- A *Culture Love* workshop took place in Cairns in partnership with NewFlames, Cairns City Council Libraries and Pegasus Recording Studio. Young emerging Indigenous artists engaged children of all ages in music and arts activities on the NAIDOC theme *Unsung Heroes*. On NAIDOC Day children proudly marched behind their Culture Love banner and everyone enjoyed the performance of the hip hop song they wrote celebrating their cultures and families. As a reminder of their contribution to the celebration, all participants received their own copy of the digital story including an mp3 version of their song.
- The Musgrave Park Family Fun Day, which is one of the region's largest Indigenous festivals, is attended by more than 25,000 people from across South East Queensland. State Library has been taking part for many years, and this year staff promoted *Rhyme Time* sessions held weekly at The Corner and public libraries around Queensland, giving out 800 *It's Rhyme Time* books.

### Reconciliation Week

During Reconciliation Week 2011, State Library hosted the Queensland launch of The Smith Family's Reconciliation Action Plan (RAP). The launch was followed by a Reconciliation BBQ where State Library's ongoing commitment to reconciliation was affirmed through the initiation of its own RAP.

## Advancing The Edge and the digital agenda

As digital technologies become more prevalent in day-to-day life, State Library aims to harness some of these technologies to transform and activate services, programs and collections.

State Library and the Queensland State Archives are working together to implement the Queensland Digital Content Strategy – A statement of intent (QDCS), released in February 2010. Key activities identified in the strategy include:

- encouragement and protection for digital content creation
- easy discovery and availability of digital content
- greater sharing and re-use of digital content
- effective management and preservation of digital content
- digital content issues and benefits being widely understood.

Working with public libraries and IKCs, State Library has harnessed digital technology to improve access to information and learning throughout rural and regional areas. This leadership has increased access to technology for Queenslanders to bridge the digital divide.

One example is webcasting live and delayed coverage of major events at State Library — including the *Ideas Festival* and *Out of the Port* series. State Library's use of social media, such as blogging, Facebook and Twitter, has increased to allow more two-way interaction between State Library and its clients. This has been particularly evident in projects such as the *Tea & Me* project, which is driven through interaction on its Facebook page.

Our online resources continue to grow, made accessible through tools such as One Search, which searches both our physical and online collections. While State Library continues to digitise its own collections to be used onsite or through home access, it is also accessing e-resources which are available to all State Library members and, in some cases, public library members throughout Queensland. In 2010–11, State Library gained access to significant new e-resources such as *Who's Who of Australia*, *19th Century British newspapers*, *Music Online*, *Directory of Australian Associations*, *Meanjin Backfile Collection*, *MLA International Bibliography*, *Multilingual Health Databases*, *Oxford Art Online*, *Oxford Language Dictionaries Online* and *Facts on File*.

Many of State Library's innovations in the digital space are developed through The Edge, State Library's digital culture centre. The Edge supports and promotes inquiry, creativity and innovation through digital culture, focusing on sound, screen, sustainability, art, science, design, performance and new writing. The programs provide pathways into creative industries and allow marginalised groups access to technology and training, promoting social inclusion.

State Library is also committed to developing green initiatives with key private and public sector partners through The Edge.

### The Edge

If there's an organisation that defines how a city can create its own high-technology future, then that organisation is The Edge. An offshoot of the State Library of Queensland, The Edge is everything that a 21st century resource centre should be — sexy, courageous, savvy and generous.

Nicholas Searle, ABC Producer, *New Inventors*, 2 December 2010

The Edge is a visionary space. It nurtures and facilitates interdisciplinary collaboration to encourage, realise and celebrate the creative endeavours of young people across science, art and technology. It is a melting pot of ideas and innovation, of creativity and capacity-building. Simply put, it is a place to inspire, to create and to share.

The Edge is designed specifically for young people aged between 15 and 25 years but welcomes people of all ages. It was conceived as a technologically advanced physical and digital space to showcase imagination and creativity, with an online presence extending well beyond Queensland borders. It is a cornerstone of the Queensland Government's *arts culture + me Children and Young People in the Arts Action Plan 2008–2011*.

In 2010–11, The Edge:

- hosted 50,000 onsite visitors and as at April 2011 The Edge website was attracting 13,000 unique visits per month
- delivered almost 400 programs, workshops and events, or about 2,500 hours (of which almost 400 hours was 'social inclusion' programming, working with and in disadvantaged and marginalised communities)
- collaborated and/or partnered with 70 external entities from across community, government, academia, business and industry.



Two participants of the first Creative Community Computing workshops, helping refugees to build their understanding of computers.

Spectators at Robowars.



Highlights included:

#### **CATALYST PROGRAM**

The Edge Catalysts are young people recruited to deliver programming in their areas of expertise. In 2010–11, catalysts were active in the areas of writing, digital visual art, environment and sustainability, and sound. They conducted on- and off-site workshops and events, including Thread Tech, integrating electronics into fashion via the use of LED lights and sensors, and making, distributing and geo-tagging native plant 'seed bombs'.

#### **THE EDGE RELAUNCH**

During the temporary closure of The Edge due to the January floods, most events and programs were relocated or rescheduled, with general operations taking place in an exhibition space in the State Library building. The official 'relaunch' of The Edge on 7 May 2011 began a flurry of activity in the digital space.

The Relaunch epitomised The Edge — the program was an eclectic mix of creative, cultural, technical and geographic diversity. It brought the space to life, showcasing and celebrating the facilities and the creativity spawned in the venue's first year. This included data visualisation, sound and electronics workshops, a sound installation portraying a thunderstorm, a digital art exhibition, interactive games, films, music and dance performances, and a kinetic sculpture designed and built specifically for the event to trigger virtual fireworks to officially declare The Edge reopened.

A mix of curated and raw programming allows The Edge team to deliver its own programs and also allows its community of users and collaborators to bring to fruition their own program ideas. The Edge continues to foster collaborative relationships to further its philosophy of for, with and by young people. In line with this, community-led programming highlights for 2010–11 include:

#### **ROBOWARS**

The Robowars battle in November 2010, a collaboration with Queensland Robotics Club, followed robot building workshops at The Edge in October. Robots and their handlers battled for last-robot-standing honours in a series of short matches with other home-made machines. The competition attracted contestants from metropolitan Brisbane and regional Queensland and New South Wales. An audience of around 1,000 witnessed the event over the two days, with a further 250 viewers watching via webcast.

#### **JABIRU RESPEC YOUTH ARTS PROJECT**

This remarkable project brought together all of the physical and philosophical elements of The Edge. The Edge collaborated with Jabiru REspec, a community organisation offering support and training for young people on Brisbane's northside. A culturally diverse group of young people, with a passion and talent for music, spent two days at The Edge making use of

expert advice, photographic and graphic design equipment, and a recording studio. At the end of their visit, the group had produced and packaged a CD with songs they had written and performed, as well as developing a new sense of opportunity. The Jabiru Crew's live performance was one of the highlights of The Edge's post-flood relaunch.

#### **UNCONVENTION**

The Edge hosted the first ever Australian *Unconvention* independent music conference; two days of forum discussions, workshops and networking events focusing on creating sustainable careers within the local independent music industry. Two hundred young delegates attended and more than 100 viewers watched online.

### **Regional Outreach and Social Inclusion**

Intrinsic to The Edge's program is inclusion in all its forms. As a key part of its programming and activities, The Edge is proactively reaching out to and engaging with socially, economically, culturally and geographically disadvantaged and dispersed communities. Highlights of the program include:

#### **CREATIVE COMMUNITY COMPUTING**

The Creative Community Computing (CCC) assisted people from refugee communities to develop the creative, technical and community development skills that will allow them to introduce information technology to young people in their own communities.

The project builds on the 2010 mervin Jarman residency which targeted refugee and recently arrived migrant communities. It recognises that increased access to, and an understanding of, computers could act as a catalyst for economic, cultural and social development within their communities.

With support from the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), five members of South East Queensland's emerging Burundi and Karen communities took part in the first CCC series at The Edge, learning how to refurbish computers. The workshops focused on:

- basic computer familiarisation
- rebuilding and maintaining recycled hardware
- creative use of ICT
- facilitating ICT workshops in their own community.

The participants became catalysts for change in their communities, passing these skills on to other young people, providing access to computers and improving individual and community digital literacy. This improved the community's access to science, education and the arts through technology. The program's initial success led to an expanded project to cater for women from the Somali, Burundi, Sudanese and Karen communities in 2011.

Graduates from the first course have proposed an Internet café/community workbench in Moorooka to engage the growing African migrant community in the area with contemporary digital culture. In developing innovative models of libraries for the future, The Edge is encouraging self-directed empowerment and increasing social capital for the people of these emerging communities.

#### ISTREET SKILLS XCHANGE

In collaboration with international arts activist mervin Jarman, The Edge launched the *iStreet Skills xChange* program, a key regional outreach and social inclusion initiative through 2010–12. The *iStreet Skills xChange* project provides access to tools which will help young people work creatively, engaging at-risk young people from Indigenous communities and driving community development. iStreet Lab wheelie bins, filled with a powerful suite of mobile media production tools, will be embedded into two marginalised communities in 2011–12. A core group of young people will be trained in the creative use of this equipment and will be mentored to operate each of these labs as a community-owned enterprise. The project is supported by the Queensland University of Technology's Faculty of Science and Technology and the Commonwealth Bank of Australia through the auspicing of the Queensland Library Foundation.

#### LIBRARYHACK QUEENSLAND

From April to June 2011, The Edge delivered Queensland-specific activities for *Libraryhack*, a national competition to encourage the creative use of public domain data from Australian libraries. Two concurrent streams looked at arts mashups through images, music, writing and animation, and data mashups through yahoo pipes and data visualisation. A 'Lock In' event challenged participants with advanced ICT skills to create web and phone applications over 24 hours, driven by State Library data.

Young people in regional areas and from disadvantaged groups were engaged through partnerships with Human Ventures and QPASTT. Photo-Mash workshops demonstrated the use of free, open-source programs to make digital collages with historical photographs.

*Hip Hop Hack* workshops were delivered on site and regionally in Blackall for the *Shockwave Festival*. These workshops combined writing, spoken word, performing and sound-recording modules using old, out-of-copyright scores from the State Library collection as inspiration.

Participants developed their skills in English and digital literacy, and improved their self-esteem, while gaining a sense of belonging at The Edge.

#### 2700 SECOND CHALLENGE

The Edge delivered a series of *2700 Second Challenge* workshops to Artspace program participants at Adolescent Drug and Alcohol Withdrawal Service (ADAWS) — Mater Health Services. These workshops challenge participants to design and create a project of their choice in the allotted time. A trial of supervised Internet access/social media sessions for ADAWS residential clients on a fortnightly basis has also taken place. These sessions aim to familiarise participants with The Edge services and facilities to promote positive online engagement patterns. These workshops were also delivered to young people through Brisbane Youth Service, Albert Park Flexi School, Deception Bay Flexible Learning Centre and QPASTT.

#### Green initiatives

##### TIPPING POINT BRISBANE, 11–13 NOVEMBER 2010

*The Edge* hosted the Brisbane leg of the *Tipping Point* conference tour, which also travelled to Melbourne and Sydney. The conference included a public Open Space event and discussions between an invited group of artists and scientists. Combining science and the arts, participants workshoped creative solutions to the issue of climate change.

##### FLOOD OF IDEAS

Flood of Ideas was a response to the 2011 Queensland floods, providing a public forum for discussion and debate about preparedness for future floods. The project recognised and realised some of the most creative ideas for dealing with the threat of flooding and other natural disasters in our changing landscape. It was delivered in partnership with Healthy Waterways through their Water by Design program, and more than 130 community-contributed ideas were displayed at the 2011 *Ideas Festival*.



Participants in the Young Musicians Day Camp explore the services of The Edge.

# Promoting reading, writing and ideas

---

State Library plays a key role in promoting reading, writing and ideas throughout Queensland. Through collaborative partnerships, such as *A State of Writing*, State Library aims to encourage the development of Queensland writers, and initiate and support public discussion and debate.

---

## Ideas Festival 2011

For the first time in the event's ten-year history, State Library took the lead in coordinating the *Ideas Festival*, a project funded by Arts Queensland. Sessions during the two-and-a-half-day festival explored the themes of happiness, sustainability and food futures, as did the pre- and post-festival events.

The Edge developed the concurrent Fringe Ideas program to explore some of the left-of-centre topics not covered in the main festival, those of Future Sex, Future Body and Future Thinking. The Fringe program included the real-world game with a sustainability theme — *Future City: Climate Zombie Apocalypse* — which challenged a group of young people to survive a (mock) climate change-driven apocalypse. The extremely popular 'Future Sex' debate, featuring Tom Ballard and Alex Dyson from radio station Triple J and renowned sex therapist Bettina Arndt, explored the shifting sexual norms of the technology generation.

The Urban Garden, situated between the main building and The Edge, also attracted large crowds with relevant and engaging workshops running throughout the festival for participants of all ages. Workshops such as Grandscaping, permaculture design, and So Fresh and So Green (a bush tucker cooking workshop) were booked out over the festival. The temporary garden was used as an extension of The Corner both during and after the festival, allowing a hands-on introduction to the topic of food, urban food production and happiness to children.

As part of *Ideas 2011*, State Library was filled with 1,359 people keen to be part of the World's Largest Ballet Class in partnership with Queensland Ballet, in an attempt to set a new world record.

The program showcased State Library as a laboratory for ideas development, giving the community many opportunities to discuss and voice their opinion. More than 31,000 participants engaged with the festival programming, with 95% of participants saying they 'loved' the festival, in particular the contemporary topics explored, the atmosphere and location.

*Ideas 2011* attracted a regional audience of 200, with Ideas Experiments running in Rockhampton and Cloncurry. This seed project will now be evaluated for scalability for the 2013 *Ideas Festival* with a view to encouraging more regional involvement in this signature event.

## A State of Writing

*A State of Writing* (ASW) is a Queensland network connecting readers, writers and ideas. ASW brings together 18 diverse partners from a range of writing industries to create a vibrant online space and program of events, workshops and projects across the state.

State Library was once again the major venue partner for the *Brisbane Writers Festival*. The five-day festival in September 2010 attracted a record attendance of more than 30,000, with all State Library venues housing festival sessions.

The festival incorporated the launch of the website for *A State of Writing* and performances by the 2010 Poet in Residence, Emily XYZ (Emily Moorefield). A New York poet, Emily was based in the Queensland Writers Centre on Level 2 and led consultations, teaching and mentoring as well as featuring at the *Queensland Poetry Festival*.

*Food Tales* was developed as a joint initiative of the Queensland Writers Centre and State Library. It celebrates the many traditions, cultures and memories contained within recipes old and new. The *Food Tales* tour brought words and stories to the tables of more than 300 aspiring writers in a series of luscious narrative feasts in 11 libraries across South West Queensland. These included author talks, creative writing workshops and an opportunity to explore the offerings of each local library. As an added bonus, the workshops included practical digital publishing discussions with the chance for participants to contribute to the *Food Tales* website or even set up their own blog.



---

An audience member asks a question at the *Ideas Festival 2011*.

## Literacy

State Library has taken a lead in supporting literacy development for all Queenslanders. This is evidenced by the new Literacy Framework, developed to inform State Library strategies for service and program delivery in the area of literacy acquisition and literacy support. The Literacy Framework is an overarching set of guidelines to inform governments, public libraries and not-for-profit organisations working in the area of literacy, mapping out a unified approach to improving literacy in Queensland. Extensive internal and external consultation ensured stakeholder needs were captured and incorporated into the framework as it developed. An industry literacy forum, including a presentation by leading social commentator and demographer Bernard Salt, was held onsite at State Library on 6 June as part of the project process.

State Library hosted a Dads Read picnic on Maiwar Green on Fathers' Day, 5 September, in partnership with the 2010 *Brisbane Writers Festival*. Fathers were encouraged to attend the day with their under-eights and families, and were entertained by local author Clare McFadden and the Flying Orchestra band. Sporting hero and father of five Steve Renouf entertained the crowd of 130 families and took part in a storytime with his children.

State Library worked with The Fred Hollows Foundation to distribute culturally appropriate learning materials, books and other resources to IKCs and libraries in Yarrabah, Mornington Island and Thursday Island. Each centre and library received approximately 110 books to enhance their pool of literacy resources for their communities. This initiative is part of the Indigenous Literacy Project, a partnership between The Australian Book Industry and The Fred Hollows Foundation.

Migrant and refugee families have benefited from the New Arrivals Family Reading Pack national initiative, launched by *The Little Big Book Club* under the *Vegemite Little Aussie Reader* program with major partner Kraft. The packs were designed to support migrant families in reading and playing together as a family unit while encouraging children's emergent literacy skills which are transferable across familial and English language. State Library, a member of a national advisory group for the project, worked closely with the Queensland Public Library network and external partners to distribute 3,500 packs to migrant and refugee families throughout Queensland.

State Library coordinated *Opening Doors to Early Literacy*, a regional tour of Queensland by Dr James L Thomas taking workshops and practical demonstrations to public libraries in July and August 2010. Dr Thomas is a highly regarded childhood literacy expert from America, specialising in early literacy

story-time and *Baby Bounce* programs. More than 330 public library staff, parents, caregivers and staff from organisations such as Education Queensland, Playgroup Australia, Smith Family and TAFE attended workshops and practical demonstrations across Queensland.

As part of the continuing partnership with May Gibbs Children's Literature Trust, author and illustrator Briony Stewart conducted writing and illustrating workshops at State Library for school children in years 3 to 7. Five writing and five illustrating workshops were held in August 2010 with 250 students participating. Students were shown how to create the beginning of their own fantastic story or illustration from real things using books and items from State Library's collections.

Author Corinne Fenton conducted writing and poetry workshops, plus a lecture for adults, at State Library during the June school holidays. Three writing and two poetry workshops targeted children aged 9 to 16 years, helping them to develop their skills in story and plot development, and choose the perfect words for their poems. The lecture for adults 'Researching Social History Picture Books' introduced the audience to Corinne's research behind her famous picture books *Queenie: One Elephant's Story* and *Dog on the Tuckerbox*.



The World's Biggest Ballet Class was part of the *Ideas Festival* 2011.





State Library hosted a staged reading of *Paris Dreaming* by Anita Heiss.

Far left: The Queensland finals of the *Australian Poetry Slam*, October 2010.

### School holiday programs

*Summer Reading Club 2010–11* was supported by 202 public libraries and seven IKCs, along with sponsorship by organisations such as *Encyclopaedia Britannica*, *Good Reading Magazine*, *Australian Geographic* and publishers. The Learning Place (Education Queensland) sponsored online author chat sessions and Speakers Ink and Booked Out provided in-kind sponsorship by sourcing authors to participate.

The summer school holiday program, *Animation Station: Read it, Make it, Move it*, included free performances, play spaces, animation workshops and craft activities. A popular children's trail encouraged children and families to access all levels of State Library to discover and be inspired by the many collections and resources that State Library has to offer.

Building on the success of previous years' programs, State Library offered a mix and match program of cartooning, animation, including stop motion, flash animation and manga over two weeks during January 2011. Children and young people from 9 to 16 years worked with professional cartoonists, artists and animators in interactive workshops becoming skilled in these specialised art forms.

Visitation figures collected in the first ten days of the program indicated that the summer holiday program was on track to reach public attendance figures of more than 30,000; however, the program ceased to run from 12 January due to the closure of State Library during the floods. The program was postponed until the Easter school holidays, where it once again attracted strong visitor numbers.

In June 2011, *Story Lab* workshops in writing, illustration, animation, cartooning, manga and poetry brought professional artists face to face with budding artists and writers aged 9 to 16 for fun and creative hands-on holiday workshops.

### The Corner

The Corner is State Library's popular space for children under eight, where they can explore the world of literacy with their parents. The popular *Our Place* theme drew on images from The Dr Barbara Piscitelli AM Children's Art Archive to explore children's identity and sense of place through their own visual language.

State Library's large and varied collections on food and cookery were introduced through The Corner Kitchen Table to provide an age-appropriate entry point to these collections. Daily arts-worker programming provided experiential learning opportunities for children and young people, exploring early learning and development in the areas of health and wellbeing, and community and culture.

More than 150 children and families participated in a lively musical performance by author Craig Smith. Promoting his latest work for children, *The Wonky Donkey*, Mr Smith was touring with *Get Reading* — Australia's largest annual celebration of books and reading.

### Anita Heiss — A Night in Paris

*Paris Dreaming* is the latest black chicklit offering from Indigenous author Anita Heiss, who has published extensively in non-fiction, historical fiction, chicklit, poetry, social commentary and travel articles. *A Night in Paris* was a sell-out ticketed event in State Library's Red Box room on Saturday 30 April 2011. *A Night in Paris* was a 45-minute staged reading of selected excerpts from the new novel performed by local Indigenous actors, followed by a short Q&A. This successful event was the pilot for a biannual series of staged readings.

### Poetry Slam

Would-be poets across Queensland performed their original poems as part of the *2010 Australian Poetry Slam*. Throughout August and September, slam heats and workshops were held in Brisbane, Stanthorpe, Thuringowa, Yeppoon, Gold Coast and Cairns with two finalists from each heat invited to compete in the Queensland state final in October. The final attracted a record crowd with the venue at capacity, interested members of the public filled external library areas to view the performances. The winner and runner-up represented Queensland in the national finals, with a Queenslander taking second place.

# Design knowledge in the Asia-Pacific

---

Design is an area of focus for State Library, following the opening of the new Asia Pacific Design Library in October 2010. The collection of design materials has been expanded and a digital portal is being developed to improve their accessibility. Along with a rich program of design activities, these initiatives are intended to promote research and understanding of best practice in design in Queensland, and particularly in library design.

---

## Asia Pacific Design Library

The Asia Pacific Design Library (APDL), launched in conjunction with the *Unlimited* design triennial in October 2010, was established to house the best publicly-accessible collection of design resources in Australia. It has been steadily growing in popularity. Donovan Hill's vision for the Design Lounge has created an environment that applies principles of boutique book-shopping to traditional library book displays in ways that entice browsing, discovery and exploration, catch clients' attention and promote reading. The seating, tables and screens in the Design Lounge can be reconfigured to suit a range of activities. The central void features a bamboo lighting installation, 'Constellation', by Kent Gratton, the recipient of the Premier's 2010 Emerging Design Leader Award.

APDL's starter collection of books was sourced primarily from State Library's existing reference collection and was supplemented with new titles selected for their relevance within the strategic design categories of Public Places, Design for Better Living, Communication Design, Design Thinking and Fashion. Current design magazines are also on offer in the Design Lounge. The collection is growing steadily, with new books and magazines being added regularly. Additionally, the development of the *Queensland Design Archive* has begun with the Australian Institute of Architects depositing content from their annual architecture awards program. This serves as a model for expanding the collection of professional awards materials of various design disciplines.

To complement State Library's physical design collection, development of the Design On-Line digital portal for aggregating and syndicating design resources began in June 2011.

## Design Minds

The Design Minds, part of the Design On-line portal, aims to produce online resources for design teaching. It has been developed in partnership with Education Queensland, the *Unlimited* design triennial, QUT School of Design, and alumni of the Smithsonian Fellowship who have studied at Cooper-Hewitt National Design Museum in New York. There is collective interest in pursuing projects that produce content associated with design of spaces conducive to learning, particularly in libraries and schools.

## Design Events

APDL supports a rich program of design activity including talks, exhibitions and events. In its first year, it has hosted a range of events with a view to further explore and expand other programs, such as designers-in-residence, as the venue becomes established. Events have included:

### UNLIMITED: DESIGNING FOR THE ASIA PACIFIC

State Library was the major venue partner for the *Unlimited: Designing for the Asia Pacific* design triennial held in October 2010. The program included a range of workshops, exhibitions, installations and public lectures and included the Nielson Design

Lecture as a signature event. The triennial's program attracted key representatives from business, government and the university sector in the fields of sustainability and design. An estimated 6,000 visitors engaged in the program.

The *2010 Nielson Design Lecture* was delivered by eminent British architect, Sir Peter Cook. It attracted a capacity audience of 260 key government officials, industry leaders and the public. In response to a high demand for tickets, the lecture was simulcast into the Knowledge Walk. This was the second annual *Nielson Design Lecture* in a three-year partnership between State Library and Nielson Properties, which received the Queensland award for a partnership between Small to Medium Enterprise and a cultural organisation from the Australia Business Arts Foundation.

The *Pen Plan Parlour* in May 2011 was an interactive workshop encouraging children to speculate on the city of Brisbane over the next 50 years, exploring how they would like to live, play and work. Designed by March Studio and curated by Fleur Watson, the workshops ran over two days and explored themes of sustainability, urbanisation, population density and fun.

### ASIA PACIFIC DESIGN LIBRARY LECTURE SERIES

Developed in partnership with the University of Queensland, the Asia Pacific Design Library lecture series held from March to May 2011 proved to be a huge success with near-capacity audiences at each lecture. Key local and international guest design practitioners and academics explored the series theme of *North by Northwest: local and global architectural culture* through presentations of key architectural works both locally and around the world. The ten-week series attracted an audience of more than 1,800.

### Other design events included:

- *STRIP: exhibition by University of Queensland School of Architecture Graduates* was held in December 2010. It was a public critique and panel session on the future of the Gold Coast, accompanied by an exhibition by UQ final-year architecture students. The panel discussion was attended by 70 people, with more than 200 students and guests attending the exhibition launch and a steady stream of viewers following the launch. This exhibition was also shown in conjunction with the 'Now + When' *Venice Architecture Biennale* exhibition at the Gold Coast Art Gallery in February 2011.
- The University of Queensland hosted an event on the Queensland Terrace to celebrate the career of retiring Professor of Architecture Brit Andresen. An associated exhibition, *Interactions: Andresen O'Gorman Architects*, was installed in the Design Lounge.
- *The Future of Design Thinking workshop*, convened by Eidos, was held at State Library in March 2011.
- State Library hosted the Queensland Premier's Design Awards in partnership with Arts Queensland in June 2011.
- Two talks were delivered as part of the *Deepen the Conversation* series — 'Fashion and Memoir' with Charlotte Smith and 'The return of male sartorial elegance'.



- The QUT School of Design and State Library's *Design Discipline* talks brought together two speakers each week from the core disciplines of the school — industrial design, architecture, landscape architecture and interior design. The ten-week series attracted an audience of 740.
- The University of Queensland architecture students researched and displayed the *Buildings of Queensland* exhibition, held in the Design Lounge. This exhibition presented 'then and now' photographs of buildings from the 1959 book *Buildings of Queensland*, published by the Australian Institute of Architects, and invited public contributions of knowledge and data about these buildings.

---

Asia Pacific Design Library  
(image by Shantanu Starick).

# Vibrant public libraries

State Library plays an important role in supporting the work of public libraries throughout Queensland. This role is outlined in the *Expanding Horizons: Positioning Queensland public libraries for the future 2008–12*, developed and implemented in partnership with the Queensland Public Libraries Association and the Local Government Association of Queensland.

Public libraries play a key role in learning and community engagement, and State Library is committed to developing the capacity of Queensland's public libraries to support the development of childhood and adult literacy. In 2010–11 State Library has focused on developing capacity of public libraries and their staff, and identifying ways to better support the important role they play.

## Service Delivery Model Consultations

In 2010 State Library began implementing a revised service delivery model for public libraries. Its major impact is on 15 local governments which will consolidate their collection rotation to a central library within their multi-branch service. Senior staff visited these Country Lending Service local governments (serving populations under 15,000) to discuss the new service delivery model and its effect on their services. The visits allowed staff a first-hand look at the libraries and the opportunity to talk to senior local government staff about improvements to their service. Workshops on the new model's operational requirements have taken place at various councils throughout the state.

## Public Library Performance Management Framework

A performance management framework is being developed to improve annual statistical returns and outcomes reporting for public libraries. A new automated data management tool will streamline the process and shift focus to the benchmarking and analysis that will facilitate public library development. This framework has strong support from local government.

*Food Tales* toured public libraries in South West Queensland.



### Public Libraries Grants Methodology Review

The Public Libraries Grants Methodology underwent its triennial review to align with State Library's new service delivery model for public libraries. Extensive consultation was conducted with local government, public libraries and other stakeholders.

The new grant methodology will commence in the 2011–14 funding triennium and will distribute more than \$17.8 million annually to help local governments across Queensland provide public library services.

### Expanding Horizons Family Literacy grants

Public libraries were invited to apply for \$250,000 in grants to support the promotion and delivery of innovative family literacy initiatives. Approximately one-third of Queensland's local governments were involved in the 16 applications received, two of which were joint regional applications. The grants were oversubscribed by more than 100%. Eight projects addressing a range of literacy issues were awarded funding.

### Capacity Development Programs for Public Library Staff

A wide range of learning opportunities for public library staff was offered throughout the year, including Brisbane, regional and web-based courses. Highlights included:

- Library Leadership Program
- *Opening Doors to Early Literacy* regional tour for Queensland public libraries
- web-conference tutorials
- Google Plus training in online search techniques
- Database Discovery training in online search techniques
- social inclusion training
- *Thinking e-books: the future of lending for public libraries* forum
- community-based regional capacity development training programs for public library staff delivering library services in the 21st century
- professional development sessions for IKC coordinators in the Aurora library management system.

State Library also hosted the Queensland Public Libraries Association professional development day.

State Library hosted a storytelling workshop (with a focus on multicultural and Indigenous storytelling) with Anne E Stewart, in the lead-up to the Queensland Multicultural Festival. Storytelling caters to all ages and is an important tool for sharing cultural understanding, reflecting issues of social justice and supporting the unique makeup of various Australian communities. This workshop was a professional development opportunity for State Library staff and 55 Queensland public library staff.

### MyLanguage Conference — MyLanguage Your Language in the Digital Age

The inaugural *MyLanguage National Conference* was held in August 2010. It explored how information technologies can be used to enable culturally and linguistically diverse communities to achieve greater social inclusion and maintain cultural and linguistic identity. Partnering with the MyLanguage Consortium, State Library sponsored two staff from the Queensland public library network to attend the conference and roundtable *MyLanguage* meeting.

*MyLanguage* is an ongoing collaboration between the state and territory libraries of Australian Capital Territory, New South Wales, Queensland, Northern Territory, South Australia, Western Australia and Victoria since 2006. *MyLanguage* provides access to more than 60 million links in more than 65 languages via the *MyLanguage* website.

### Local Government Increasing Accessibility Library Initiative

On behalf of 23 small local governments and the IKC network, State Library submitted an expression of interest to the Increasing Accessibility Library Initiative which aims to improve access for people with print disability to print material in a digital format through public libraries around Australia. The submission was one of 61 successful submissions representing 523 library outlets selected by the Australian Library and Information Association.

As a result, State Library worked with Vision Australia to distribute 163 playback devices throughout Queensland.

### Public Library Recognition tour — Let's Talk Recognition

As part of *Reconciliation Week 2011*, State Library invited two public libraries to be part of the week's activities. Logan City Council Libraries and Moreton Bay Region Libraries hosted workshops with representatives from Reconciliation Australia and Reconciliation Queensland to discuss how we can all play our part in reconciliation and make commitments for the future. Participants from local communities were included in the discussions.



# Organisational capability and infrastructure

Through the 2010–11 financial year, State Library strengthened resource management and corporate governance and developed systems and processes to better support evidence-based decisions.

There was a focus on improving the skills and capacity of staff, and improving internal communications processes to help staff better understand State Library's strategic directions. The organisation aimed to increase self-generated revenue and support fundraising efforts of the Library Foundation, along with making a number of capital improvements.

## Leadership Program

The whole-of-State Library Leadership Program, launched in April 2010, focuses on building leadership capability to shape the culture and strengthen performance. The program continued its roll-out in August 2010 with training for all Executive Managers. In May 2011 almost 30 Team Leaders began their leadership development journey, building on many of the same models and ideas in the earlier programs. Ultimately the program will involve all State Library staff, and embed a culture of leadership and engagement throughout the organisation.

## Realignment Project

State Library's Client Services and Collections program has been redesigned, in a process beginning in August 2010. The process involved examining ways to improve services and service delivery across State Library's largest operational program, to better position State Library to achieve its aspirations as a 21st century library. The realignment will ultimately increase focus on unique collections and deliver more intuitive services, broader unmediated online information services, more digital spaces for community creativity and connections, and a new learning and participatory program of events and exhibitions. The new structure and redesigned services will roll out in 2011–12.

## Improving corporate processes and systems

The Corporate Improvement Program has streamlined and enhanced corporate governance processes across the organisation. Staff have been trained in the use of these improved processes with particular emphasis on procurement, governance and contract management, and improved supporting documentation developed. Ongoing improvements are expected with extended staff training for procurement officers and assessment of contract management skills.

State Library also reviewed its future corporate support systems. The review identified practical opportunities for system and service improvements.

## 2010 Audience Research

A survey of onsite visitors was undertaken between August and October 2010, improving understanding of who our visitors are, their needs and expectations, and what they think about State Library. Using customised methods to address the diversity of the visitor population and the wide range of ways they used State Library, the survey collected valuable data. Preliminary

findings were presented to the Library Board in February 2011 and a full report was finalised in May 2011. Findings will inform marketing and ongoing planning processes. The survey was conducted by Footprints Market Research, guided by State Library's Strategic Reporting unit.

## External Communications

In 2010–11, the Marketing and Communications team (including the Design Studio) was merged with the web services team. Renamed Communications, the new team is now well positioned to progress key strategic marketing goals including redeveloping the corporate website, growing the database, and building State Library's profile in the media.

A permanent Executive Manager, Communications was appointed in the first half of 2011 and has launched a major project to rebrand State Library. With the research phase well under way, and the engagement process planned to commence in September 2011, the new brand (including a new visual identity) will be rolled out in early 2012.

Achievements in 2010–11 include: consolidating use of the Raiser's Edge customer relationship management system (including Events and Exhibitions, Queensland Memory, Office of the State Librarian, Queensland Library Foundation, kuril dhagun, and Visitor Services), discontinuing the hardcopy *State Library of Queensland Magazine* (which was not effective in driving physical or online visitation), and good progress towards rationalising and harmonising the multiple ways audiences can 'sign up' to keep in touch with State Library (online forms, e-services card sign-ups, and subscriptions to online and hardcopy newsletters and program guides).

The Communications Team also significantly increased its use of social media (Twitter and Facebook) during the financial year and in May 2011 launched a new, more intuitive, calendar-based *What's On* page on the website. The page enables visitors to the website to see at a glance the range of exciting activities and exhibitions at State Library and enables them to search by date, by event type, or using an internal search box for events of interest.

## Internal Communications

Internal Communications has been in the spotlight in 2010–11, with a temporary Internal Communications Coordinator appointed to improve communication mechanisms within the organisation. This has been particularly important during the redesign of Client Services and Collections, with an increased need for staff engagement over the entire process, from consultation through to implementation. A staff poll in November 2010 showed an increase in satisfaction with how State Library communicates to staff why it makes changes.

The Library Café and The Library Shop are some of the diverse spaces enjoyed by visitors to State Library.

## Corporate Administration Agency

The service level agreement (SLA) with State Library's shared services provider, the Corporate Administration Agency (CAA), is being renewed for a further three years, effective from 1 July 2011. Negotiations between State Library and CAA have resulted in agreed efficiencies to ensure SLA price increases are minimised.

## Services

### THE LIBRARY CAFÉ

As the Tognini's café lease was due to expire in November 2010, State Library undertook a tender process in mid 2010 to identify options for service provision in the café. State Library appreciates the support Tognini's provided during its four years operating the café.

The Mantle Group was awarded the tender and opened The Library Café on 25 November.

Trading hours were extended to 8am to 6pm, seven days a week. Seasonal menus were introduced as were menu items developed to mirror event themes. Planning and design is now underway for a significant upgrade to The Library Café and The Library Shop spaces.

The Library Café provided considerable support to staff working on flood recovery by remaining open while the Cultural Centre precinct was closed to the public.

### THE LIBRARY SHOP

The Library Shop was again the official bookshop for the *Brisbane Writers Festival* in September 2010. It also provided bookshop support for a number of events including the Miles Franklin Award.

An increase in marketing opportunities, including the use of social media, resulted in an increase in sales in response to specific campaigns. Overall sales were affected negatively by the January 2011 floods — the closure of the car park until late April 2011 affected patronage in both The Library Café and The Library Shop. Stock and fittings stored in the basement area were lost during the flood.

In November, The Library Shop's weekday opening hours were extended to match those of The Library Café.

### EDRMS (ELECTRONIC DOCUMENT RECORDS MANAGEMENT SYSTEM)

Recfind 6 was implemented as the new Electronic Document Records Management System (eDRMS) for State Library in 2010–11. Recfind 6 provides a desktop solution for staff to file and search for records, making for more efficient document management.

### ICT SERVICES

State Library's Internet link was doubled from 50M to 100M in March 2011 to better cater for the ever-increasing demands of users. Staff and public patrons, whether using the public access computers in the Infozone and The Edge or one of the increasing number of wifi users, have benefited from the increase in speed. This new arrangement will help to keep up with growing client demand for Internet access within State Library.

The network link between State Library and its Cairns office was also upgraded as part of the Cairns office relocation, to better manage the increasing traffic between the two sites.

State Library worked with Telecommunications, Broadband and the Digital Economy Coordination Office (TBDECO) and consultants Gravelroad as part of a Queensland Government program to enhance wifi access and use in major public places.

Staff can now borrow iPads to help develop and improve their knowledge and understanding of contemporary technology. The iPads connect to State Library wireless for a full online experience. A number of iPads are available to clients on level 2 for use as e-readers.

To ensure systems are maintained at contemporary levels substantial software upgrades to latest stable versions were carried out for all library management applications and business applications. The upgrades to DigiTool and the other library management systems ensure optimum functionality for client discovery and delivery of State Library resources.

## Compliance

### PUBLIC SECTOR ETHICS

Up to 31 December 2010, the Chairperson and members of the Library Board, the State Librarian and all staff were bound by an internal Code of Conduct approved by the Library Board, in accordance with the *Public Sector Ethics Act 1994* (as in force prior to 1 January 2011). The ethics principles and values and the standards of conduct stated in the Code of Conduct were provided to all staff upon induction and available on State Library's intranet site. The Code of Conduct was available for inspection by any person at State Library's offices.

Since 1 January 2011, the Chairperson and members of the Library Board, the State Librarian and all staff have been bound by the whole-of-government *Code of Conduct for the Queensland Public Service* under the *Public Sector Ethics Act 1994* as amended.

State Library's administrative procedures and management practices are developed and conducted with regard to the ethics principles set out in the *Public Sector Ethics Act 1994* and the Code of Conduct.

Public sector ethics training is offered to all staff on an annual basis. Staff have received specific training in the new Code.

### PUBLIC INTEREST DISCLOSURES

Up to 31 December 2010, no public interest disclosures were received or substantially verified under the *Whistleblowers Protection Act 1994*.

With the repeal of the *Whistleblowers Protection Act 1994* and the introduction of the *Public Interest Disclosure Act 2010 (PID Act)* on 1 January 2011, the way in which public interest disclosures are to be publicly reported has changed. From 1 January 2011, agencies are no longer required to report public interest disclosures in annual reports.

Under section 61 of the PID Act, the Public Service Commission (PSC) is now responsible for the oversight of public interest disclosures and preparing an annual report on the operation of the PID Act. From 1 January 2011, agencies are required to report information about public interest disclosures to the PSC. The PSC will prepare an annual report on the operations of the PID Act and the information provided by agencies. The annual report will be made publicly available after the end of each financial year.

### RECORDKEEPING

State Library complies with the provisions of the *Public Records Act 2002*, Information Standard 40: Recordkeeping and Information Standard 31: Retention and Disposal of Public Records. State Library implemented Recfind V6 eDRMS in November 2010.



## CARERS RECOGNITION

State Library recognises and supports the role of carers as outlined in the *Carers (Recognition) Act 2008*.

State Library actively educates all new staff through dedicated induction processes which include information on how staff members can balance their work commitments with carers responsibilities. Internal policies, programs and services are designed and delivered with consideration of the needs of staff who are carers.

State Library acknowledges and supports carers in meeting their commitments by actively offering flexible work arrangement options for staff including part-time arrangements. During 2010–11 a new Flexible Working Arrangement Policy was introduced and promoted to staff. A number of other policies and procedures are in place, such as employee assistance, breastfeeding, working hours, and part-time work arrangements that support staff who have roles as carers. This information is also available to all staff on the State Library intranet.

More than 21% of staff members work part-time for a range of reasons including carers' commitments.

During Carers Week 2010, State Library raised staff awareness of the role of carers through its internal staff newsletter, including making a statement of commitment and promoting ways in which carers are supported.

State Library has gained accreditation from the Australian Breastfeeding Association as a Breastfeeding Friendly Workplace.

Most services and activities at State Library are available free of charge to the public including carers and the people they care for.

Free entry to holders of a Companion Card is provided for carers to events staged by State Library which are ticketed or charge an admission fee. Acceptance of the Companion Card to events staged by hirers of State Library facilities is at the discretion of the venue hirers.

## Human resources

### WORKFORCE PLANNING, ATTRACTION AND RETENTION

As at 30 June 2011, State Library's workforce consisted of 274 full-time equivalent staff. Its permanent retention rate for the year averaged 98%.

Workforce planning at State Library includes undertaking an analysis of the current workforce profile and future business context and determining the staffing complement and profile required to succeed in achievement of strategic directions. Some key strategies include:

- Employing a mix of temporary, casual and contract staff is a critical component to State Library objectives for having a flexible and agile workforce.
- An ongoing commitment to flexible work initiatives is a critical attraction and retention strategy, as demonstrated by an employment status profile comprising over 20% part-time employees.

A Performance Planning Process (PPP) is in place to align the work and development of individual staff to the State Library strategic and operational plans.

An on-boarding program has been designed to integrate new starters into the organisation during their first three months, to prepare them to succeed at their job and to become fully engaged, productive employees.

Recognising good performance and commitment to State Library is achieved through the PPP and is fundamental to good management practice. Most Valuable Contribution Awards recognise teams or individuals who have excelled in client service, innovation or leadership.

State Library continues to provide a commitment to employees' work-life balance by offering flexible working arrangements for employees returning from parental leave, workers requesting part-time employment prior to retiring from the workforce,

flexible hours for employees undertaking study and job-share arrangements in addition to part-time employment options.

State Library has gained re-accreditation as an approved Breastfeeding Friendly Workplace with the Australian Breastfeeding Association and continues to provide an onsite carer's facility.

A key organisational capability supporting State Library for delivery of its strategic directions is leadership. To reach our potential as an organisation, State Library has commenced a leadership development program which is aimed at all employees. The first three stages of the program, involving the Executive Group, Executive Managers and Team Leaders, will be completed in July 2011.

#### EARLY RETIREMENTS, RETRENCHMENTS AND REDUNDANCIES

In 2010–11, there were no early retirements, retrenchments or redundancies.

### Operations

#### INTERNAL AUDIT

An internal audit function is carried out on State Library's behalf by the Internal Audit function of the CAA. The internal audit function is under the supervision of the Audit and Risk Management Committee and is independent of management and the external auditors.

The role of the internal audit function is to:

- (a) appraise State Library's financial administration and its effectiveness having regard to the functions and duties imposed upon the statutory body under section 61 of the *Financial Accountability Act 2009*
- (b) provide value-added audit services and advice to the statutory body, the Audit and Risk Management Committee and State Library's management on the effectiveness, efficiency, appropriateness, legality and probity of State Library's operations. In particular this responsibility includes advice on the measures taken to establish and maintain a reliable and effective system of internal control.

The internal audit function operates under a charter consistent with relevant audit and ethical standards and approved by the Audit and Risk Management Committee (see Appendix C for information on this committee). The internal audit function has due regard to the *Financial and Performance Management Standard 2009*.

In consultation with senior management, a program of internal audits and reviews is developed and undertaken to assess and evaluate the effectiveness and efficiency of the agency's

financial and operational systems and activities. Strategic and Annual Audit Plans are reviewed and endorsed by the Audit and Risk Management Committee and approved by the Library Board. In preparing the audit plans, consideration is given to:

- significant changes to the organisation, systems and activities
- new legislative requirements
- risks identified as part of the agency's risk management process
- results of assessments of internal controls
- previously identified issues.

A Strategic Audit Plan and an Annual Audit Plan are approved by the Audit and Risk Management Committee each year to ensure that the internal audit process focuses on the areas of greatest potential risk to State Library. The effectiveness of the internal audit function is subject to monitoring by the Audit and Risk Committee.

In 2010–11, eight internal audit reports were prepared and submitted to the Audit and Risk Management Committee:

- Grant Administration
- Compliance with *Information Standard 38 (Use of ICT Facilities and Devices)*
- Cash Management Systems
- Corporate Credit Card
- Fringe Benefits Tax
- Disaster Recovery
- Risk Management
- Statutory Compliance.

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

#### EXTERNAL SCRUTINY

The Queensland Audit Office commenced a Performance Management System Audit (PMSA) into the acquisition and accessibility of collections held by the Queensland Museum, the Queensland Art Gallery (and GOMA) and State Library.

A PMSA audit is an independent examination by the Auditor-General of the systems and controls an entity uses to monitor and measure performance, focusing on how well those systems and controls enable the entity to meet its objectives economically, efficiently and effectively.

The draft findings were expected in July 2011 and expected to be broadly positive. The audit report is scheduled to be tabled in Parliament in October 2011.