

Enriching the lives of Queenslanders

Strategic directions for the
State Library of Queensland
towards 2012



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The **redeveloped State Library** is more than a physical transformation; it is a challenge to perceptions of what a library is, and what a library can be. As the old is literally replaced by the new, bodies of knowledge will be generated, new methods of storing and delivering knowledge will evolve and the way we relate to space and information will change. The State Library will continue to embrace these exciting changes and address them in our strategic directions, policy development, operational plans and through innovative client service delivery.

Key Directions

The State Library is committed to embracing changes to our service delivery to meet the changing needs and expectations of our clients. Our directions build on our past achievements and new developments:

- The **redeveloped State Library** – our building provides diverse spaces for the community to interact with our collections, services and each other
- **New technologies** – the rapid development of internet services and information technology provides us with an enhanced ability to deliver library services to a wider audience and to make global and local knowledge more accessible.

We will align our resources to achieve our key objectives:

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

Our actions will focus on:

- reinventing collections, programs and services to meet changing needs
- expanding programs and facilities for children and young people, including the development of *The Edge*, an ideas and technology centre at the Cultural Centre, South Bank
- implementing the 'Queensland People's Network' initiative to increase participation in the knowledge society
- developing a Queensland Digital Content Strategy
- caring for collections and increasing access through digitisation and public display
- increasing resources for collecting, preserving and making accessible the Library's unique Queensland heritage materials (Queensland's memory)
- strengthening our important partnership with public libraries and implementing the strategic vision *Expanding Horizons: Positioning Queensland Public Libraries for the Future*
- extending library services for Aboriginal people and Torres Strait Islanders.



Minister's Foreword

The State Library of Queensland contributes to the social and economic well-being of all Queenslanders. It plays a vital role in supporting our Smart State policy priorities of education, skills and innovation by providing access to information, collecting Queensland's documentary heritage, and by assisting people to learn, to think creatively and build knowledge.

The opening of the redeveloped library building at South Bank in November 2006 marked the beginning of a new chapter in the story of the State Library. The new building increases the number of spaces for displaying and storing collections as well as for study, research and contemplation. It also offers a diverse range of places and services for discovery and exploration of new interests and ideas.

Enriching the lives of Queenslanders: Strategic directions for the State Library of Queensland towards 2012 sets a solid four year agenda for the State Library to take advantage of this remarkable building within the Cultural Centre, to enhance its delivery of library services; both through opportunities provided by technology and delivering engaging programs for the enrichment and enjoyment of all Queenslanders.

I endorse the State Library's enduring commitment to linking the wider Queensland community to information, knowledge and each other.

Rod Welford
Minister for Education and Training
and Minister for the Arts

“There is not such a cradle
of democracy upon the earth
as the Free Public Library,
this republic of letters, where
neither rank, office, nor
wealth receives the slightest
consideration.”¹

Andrew Carnegie, 1895.



State Librarian's Foreword

The changes unfolding at the State Library of Queensland, heralded by our beautiful building, are informed by a reappraisal of how the institution might benefit the people of Queensland and its diverse communities. This policy, which will guide our endeavours for the next four years, represents the outcomes of that reappraisal.

Libraries are as relevant now as they have ever been. A large reference and heritage library exists as a repository of the intellectual achievements of all civilisations and cultures and is thus an amazing and wondrous place. In this digital age, the role of libraries is pivotal in strengthening the connection of communities to each other, the state, our nation and beyond.

The broad historical mission of the public library movement has been to universalise access to the benefits of literacy. *Enriching the lives of Queenslanders* outlines new strategies for extending Queenslanders' access to information and knowledge, fulfilling the promise of new technologies and strategic partnerships. We are also focussed on actively engaging people with the State Library's rich potential and maximising opportunities to learn and grow.

Enriching the lives of Queenslanders reaffirms our commitment to gathering and preserving the State's diverse documentary heritage with a special focus on our role as the knowledge ancestors of future generations – gathering in the contemporary record of the life of Queensland and its people, including voices that have struggled to be heard.

An overarching theme of *Enriching the lives of Queenslanders* is on linking or connecting, extending beyond the traditional library function of linking individuals with the right resources to creating connections with communities and linking people to each other. Libraries play a vital role in the knowledge society and are part of the cultural, educational and social landscape, sustaining and breathing life into communities. This policy, articulates how the State Library will provide greater opportunities for Queenslanders of all ages and across the state to participate in, and interact with, library programs and collections.

A question that we've constantly returned to over the past few years is what should be the State Library's "voice". The voice and themes articulated by *Enriching the Lives of Queenslanders* affirms the vital importance of ideas, the human imagination and communication. It celebrates community while insisting that the real strength of community lies in diversity and freedom of thought and expression. *Enriching the Lives of Queenslanders* envisages a place in which past and present voices are heard, where the acts of speaking and listening are honoured.

This is an ambitious policy, but one to which we are all committed. I acknowledge the support that we have received from the Honourable Rod Welford, MP, Minister for the Arts. I extend sincere appreciation to the Library Board of Queensland for their dedication, guidance and support, to our stakeholders and to the many staff and friends of the State Library who have contributed to the development of this policy.

I welcome and encourage all Queenslanders to explore, enjoy, be amazed and discover the physical and virtual spaces of your wonderful State Library.

Lea Giles-Peters
State Librarian

Our Vision

Enriching the lives of Queenslanders

Our Mission

Creatively linking Queenslanders to information, knowledge and each other

The State Library of Queensland has been enriching the lives of Queenslanders since 1902. For more than a century we have provided library services to the people of Queensland, become a trusted and essential component of the Queensland community, and delivered innovative programs which have developed our leadership capability. The State Library is the primary collector of Queensland's documentary heritage and is creating a living archive capturing the essence and distinctiveness of Queensland. The State Library is also a major research and reference library, as well as a financial supporter, advocate and partner with local government in the provision of library services for over 330 public libraries.

From 2001, the State Library's strategic direction has been guided by the policy framework set out in *Smart libraries build smart communities: future directions of the State Library of Queensland*. That document articulated our vision for the ensuing years, and saw a major redevelopment of the State Library building through the Queensland Government's Millennium Library Project (MLP). MLP was aligned with the objectives of the Government's *Smart State* policies, and set an agenda for a strong partnership with local governments and public libraries to support the cultural, social and economic development of Queensland communities into the 21st century.

During this period, a number of significant achievements stand out. First, the State Library has provided leadership in ensuring increased access to technology for Queenslanders to bridge the digital divide. Through the Queensland Government's investment in the Online Public Access in Libraries (OPAL) program, the State Library has delivered training and increased the availability of online content. Second, through the establishment of a dedicated Indigenous Library Services unit the State Library, in partnership with Indigenous communities, led the development and establishment of fourteen Indigenous Knowledge Centres (IKCs) in Cape York and the Torres Strait, providing library services to those remote communities for the first time. Third, in November 2006, the State Library celebrated the opening of a redeveloped building, presenting opportunities for enhanced service delivery and community engagement.

New times, new responses

The strategic priorities outlined in this document build on the significant achievements of the past five years. They will guide us towards fulfilling our aspirations of being an innovative library of international standard.

Through our commitment to these ambitions, the State Library seeks to serve and enrich the lives of Queenslanders. New times bring new challenges and the State Library will respond with understanding and innovation in meeting new and emerging needs effectively. State Library will do this by:

- promoting service delivery to Aboriginal people and Torres Strait Islanders
- addressing the needs of our changing population including increased cultural diversity and an aging community
- reaching new audiences, particularly children, young people and their families
- responding to changing work patterns and family commitments which leave limited time for personal development and social and cultural activities
- meeting increased consumer expectations for immediacy and convenience of service delivery
- recognising that a knowledge intensive economy has created greater career mobility requiring enhanced learning throughout life
- responding to changes in educational approaches, including creative and information rich learning opportunities
- using technological innovation and collaborative partnerships to ensure Queensland's memory is collected, organised, preserved and made accessible to the widest possible audience
- optimising the use of new information and communication channels
- making effective use of the increasing volume of information particularly in digital form
- advocating the need for increased broadband access for all Queenslanders.

The State Library is well-positioned to respond to these challenges. Libraries are well-respected and trusted institutions.² The State Library is committed to engaging new audiences, through the development of partnerships and use of innovative technologies. The State Library's skilled and qualified staff and volunteers are committed to providing exceptional service. As broadband networks expand across the State and the services of the internet grow, we have new opportunities to extend the range and convenience of our services to current clients and to reach new audiences.

Learning – Memory – Community

“The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.”³

UNESCO Public Library Manifesto, 2004

Learning, knowledge, information and communication are at the core of human progress, endeavour and well-being. Every Queenslanders should have the opportunity to acquire the skills and knowledge necessary to understand, participate in, and benefit fully from the information society and the knowledge economy.

Successful communities are inclusive, valuing diversity and encouraging participation. Our multicultural heritage is a critical contributor to our identity and self understanding, linking the memories of our state's past to our present lives and future development.

The State Library and public libraries have a key role to play in this process as supporters of intellectual freedom and democratic ideals, and as providers of safe public spaces for engagement and of services that increase knowledge and foster imagination, creativity and community understanding.



Our directions

“Access to knowledge is the superb, the supreme act of truly great civilizations. Of all the institutions that purport to do this, free libraries stand virtually alone in accomplishing this mission.”⁴

Toni Morrison, 1993

Leadership is vital to ensure that successful libraries are visible and innovative. We will continue advocating the need for libraries at all levels of government and continue our role with National and State Libraries Australasia (NSLA). We are committed to promoting State Library services more effectively. We will use the opportunities of new technologies to minimise the barriers for Queenslanders in obtaining the information they want, wherever and whenever they want it.

We will align our objectives with Queensland State Government priorities, in particular:

- *Creative Queensland: The Queensland Government Cultural Policy 2002*
- *Queensland Arts Industry Sector Development Plans 2007-2009*
- Local Government Reform Agenda.

We will support the State Government’s aims of working more closely with the Asia-Pacific region. We will contribute to the capacity building of libraries and learning centres in this region.

In serving a distributed population over a large State, and at a time of rapid technological change, we can achieve more through partnerships. Partnerships enable the sharing of resources, new ideas and innovation. They also provide opportunities to promote efficiencies in service provision and a means to extend our reach. Where leadership is necessary to facilitate desirable new partnerships, we will take the initiative. We will assist public libraries in the pursuit of service excellence by developing and promoting standards and guidelines; encouraging collaborative approaches to minimise barriers for our community; facilitating professional development; and providing training in new technologies and innovative library service delivery.

In implementing this policy we will focus on three desired outcomes towards which we will align our resources:

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

Within these objectives, we will be giving greater focus to the needs of children and young people, Aboriginal people and Torres Strait Islanders, and rural and remote communities. However, we remain committed to continuing service improvement for the aged, people with disabilities, and culturally and linguistically diverse communities.



Learning for all

“The Smart State is a place where knowledge, creativity and innovation drive economic growth to improve prosperity and the quality of life for all Queenslanders.”⁵

Smart Queensland: Smart State Strategy 2006-2007

Queensland aspires to be a place where knowledge is valued, where an educated, informed and literate community fosters inclusion, equity and social cohesion, and where independent thinking, engaged citizens and public discourse underpin knowledge and sustain prosperity. Libraries contribute to Queensland being a “State of Learning”. They assist people to find information in an increasingly complex and information-rich world. Libraries assist in alerting Queenslanders to new opportunities and assisting them to contribute to public debate and democratic processes.

The State Library will develop its learning programs to facilitate the achievement of individual, community, business and government aspirations.

Towards a knowledge rich society

“The success of the developed world will depend on knowledge and creativity. Every citizen must have a right to all the knowledge that they need and the skills to exploit it. Public libraries offer a matchless window into the world of knowledge.”⁶

Chris Batt, 2007

The State Library and public libraries are embedded in the Queensland knowledge economy. We have a key role in supporting learning opportunities; facilitating lifelong learning; complementing formal education systems; and expanding the learning capacity of local communities. We also play an important role in promoting active participation in the debates of a healthy democratic society.

We will contribute to Queensland’s growth as a knowledge-rich society, underpinning both economic progress and the general wellbeing of Queenslanders.

We will:

- extend opportunities for Queenslanders to participate in and contribute to public forums, debates, and discussion
- develop partnerships with Education Queensland, the arts and cultural sector, education service providers and other key stakeholders to promote the development of multiple literacies.

Inspiring active and creative learning programs for children and young people

“If State Libraries are to connect with the young generation and grow with them in loyal and long-standing relationships, then a host of new programs, policies and practices will be required – with a cutting edge, contemporary focus.”⁷

Barbara Piscitelli, 2004

The State Library recognises that the intellectual, cultural and social development of our children and young people is critical to the future of Queensland. Accordingly, *The Edge* – a dynamic combination of spaces, programs and events for children and young people has been developed. The Edge is designed to meet the needs of children and young people, and to develop programs that promote lifelong learning and creative and critical thinking. The program is currently operational in the redeveloped State Library building, through online access, and in public library programs.

We will:

- expand programs and facilities for children and young people
- develop a space at the Cultural Centre into *The Edge*
- deliver programs both onsite and online, and through partnerships with public libraries and other cultural organisations
- foster the skills, creativity and literacies necessary for children and young people to effectively navigate diverse ranges of information, knowledge and culture.



Aboriginal and Torres Strait Islander services

“Indigenous Knowledge Centres are breathing places... they keep our culture strong for our children... look after our traditions, songs, language, stories and artwork... bring back the things that guide us today for the future... combining a meeting place for traditional business with modern library services...”⁸

Richard Gundhuwuy, 2004

The State Library aims to be a leader in the provision of library services for Aboriginal people and Torres Strait Islanders. We actively support connections through the *kuril dhagun* Indigenous Knowledge Centre at South Bank; Indigenous Knowledge Centres (IKCs) in Aboriginal and Torres Strait Islander communities; through collaboration with public libraries, and through the provision of content on our website.

IKCs are operated and coordinated by local Indigenous Councils and promote the love of reading, the value of learning and the transfer of Indigenous skills, knowledge and culture. The State Library partners with local Aboriginal Community Councils or Island Community Councils to develop and support the establishment and operation of IKCs.

We will:

- develop and support self-sustaining Indigenous Knowledge Centres in regional and remote Queensland
- partner with Education Queensland in establishing and sustaining ‘whole of community’ literacy and learning programs which meet the differing needs of the individuals and communities served
- Deliver our *Keeping Culture Strong* project
- build relationships with Aboriginal and Torres Strait Islander communities, based on respect for cultural identity and understanding
- support local initiatives through which libraries and IKCs contribute to learning and skills development.



Collections and connections: reinventing reference and information services

New technologies and expanding online networks are encouraging people to explore and use a widening range of information services.

Search engines provide access to internet resources, and enable integrated searching of the State Library's collections and services. New technology is also facilitating innovative and collaborative approaches to the provision of reference and information services. In combination, these developments now enable us to respond more actively and effectively to community expectations for an 'any information, any place, any time' service.

We will:

- reinvent reference, collections, programs and services to meet changing needs
- develop online facilities through which our clients can create their own content and contribute knowledge
- engage clients with our collections through interactive, integrated and enhanced online catalogues, guides and programs.

Access: aspirations for immediacy and authenticity

New audiences are unlikely to be attracted unless our service delivery meets expectations of immediacy, authenticity and convenience. The State Library is committed to ensuring that clients enjoy an 'authentic' experience by providing opportunities to interact with the treasures of our collections. The State Library will ensure our services support public engagement with the 'authentic' as well as the 'virtual'.

We will:

- provide efficient and effective retrieval and management of our physical documentary heritage
- create opportunities for all Queenslanders to engage with authentic works through innovative programs and exhibitions
- investigate options to develop an integrated search facility for Queensland heritage
- redevelop the State Library's website to provide more effective, integrated and innovative digital access to heritage materials.

Public libraries and lifelong learning

“We recognise that we will need to enhance Information Communication Technology literacy and lifelong learning skills among the public – we need to be more contemporary in how we think about these things. It is part of higher levels of customer service.”⁹

Head of Library Services (unnamed survey respondent), 2004

Public libraries are catalysts in creating local learning communities. They are key local facilities that provide the tools and platforms to support both formal and informal learning. As a priority, we aim to develop our significant partnership with public libraries to achieve lifelong learning outcomes for local communities; Aboriginal people and Torres Strait Islanders; culturally and linguistically diverse communities; and children and young people.

We will:

- provide leadership across government and the community in promoting public libraries as ‘learning places’
- foster and encourage local initiatives to support lifelong learning for all ages and diverse interests.





Image courtesy Jon Linkins

Queensland memory: today for tomorrow

"A great library contains the diary of the human race."¹⁰

Reverend George Mercer Dawson, 1866

The State Library has a leading role in ensuring that Queensland's documentary heritage is collected, organised, preserved and made accessible. As collectors of the material today we are the 'knowledge ancestors' of future generations. Our collection will preserve the distinctive voices of Queensland that describe: how Queensland was, is, and will be – from extraordinary events and outstanding people to the stories of everyday life. This archive will lay the foundation for future understanding and interpretation of Queensland's social, cultural, political and intellectual history and identity.

Preserving our heritage

"The preservation of cultural heritage is a crucial component of identity and self-understanding of individuals that links a community to its past."¹¹

World Summit on the Information Society, 2003

Our success in information collection and preservation today will preserve our heritage for tomorrow's generations. Our collecting is challenged constantly by new patterns and formats for publishing and communication.

We will:

- increase resources for collecting, preserving and making accessible our unique heritage materials
- broaden our coverage of contemporary works that represent the entire community, including material produced by young people and others whose voices have not traditionally been heard
- progressively develop and lead the implementation of a '*Queensland Digital Content Strategy*' to ensure future availability of the increasing volume and range of Queensland digital information
- create opportunities for all Queenslanders to understand and celebrate their unique identity, culture and heritage
- allow Queenslanders to become producers of collections and programs of Queensland stories.

Better partnerships: stronger memories

“Libraries are the concert halls of the finest voices gathered from all times and places.”¹²

Jean Paul Richter, 1763-1825

Important collections of historical material are distributed throughout Queensland. The State Library is in a position to promote and lead a collaborative approach to ensuring the longevity of our memories, both in digital and traditional formats.

We will:

- collaborate with Queensland collecting institutions and public libraries to document, preserve and make accessible significant cultural and documentary heritage materials
- explore opportunities with Queensland public libraries; higher education institutions; and other state and national collecting bodies to facilitate development of linked digital repositories
- further develop our program of travelling and online exhibitions.



Aboriginal and Torres Strait Islander knowledge and culture

Indigenous knowledge provides a unique perspective on Australia's cultural heritage and landscape. Aboriginal and Torres Strait Islander knowledge and culture forms a vital part of Queensland's memory.

We will:

- support Aboriginal and Torres Strait Islander communities in collecting, managing and preserving cultural and historical knowledge, focusing on programs for oral and family history, and language preservation
- promote increased understanding of the significance and value of Aboriginal and Torres Strait Islander culture, knowledge, perspectives and spirituality
- promote the State Library as a trusted and safe custodian of Aboriginal and Torres Strait Islander materials
- recognise the intangible and vibrant forms in which traditional and contemporary Indigenous knowledge can be collected and communicated.





Community connections

"A good library is a place, a palace where the lofty spirits
of all nations and generations meet."¹³

Samuel Charney (Niger), 1883-1956

Public libraries are trusted service deliverers, and the State Library and Queensland's public libraries provide community spaces of universal entitlement.¹⁴ Libraries act as community hubs, enabling people with similar interests to connect with each other both globally and locally. The State Library's physical spaces – and the emerging range of social networking tools through the World Wide Web – enable us to enhance social interaction and community connections. Both our physical and virtual spaces help to reduce social isolation, build social capital, and contribute to social networking and to individual and community leisure, pleasure and wellbeing.

New building: new connections

"I have always imagined that Paradise will be a kind of library."¹⁵

Jorge Luis Borges, 1960

Launched in November 2006, the redeveloped State Library includes many purpose built spaces for events and interactions that allow us to offer a greater range of activities than ever before.

We will:

- promote the State Library as a welcoming meeting place for individuals, families, social and community groups
- provide spaces and programs to foster community engagement
- extend the range of programs that respond to communities of interest and contribute to public discourse and understanding
- partner with other cultural organisations to extend the range and diversity of programs within the Cultural Centre.

Communities and public libraries – Queensland People’s Network

“The over-arching purpose of a People’s Network is to provide access to digital content and e-services, government and community information, and learning opportunities for all, which place public libraries at the heart of the government’s lifelong learning and social inclusion agenda.”¹⁶

Head of Library Services, 2004. People’s Network: Programme Statement, 2004

Community development occurs when local needs are serviced responsively. The State Library has an important role in fostering community partnerships and providing support for Queensland public libraries.

We will:

- build on the established foundation of the Online Public Access in Libraries (OPAL) program to develop the ‘*Queensland People’s Network*.’ The ‘*Queensland People’s Network*’ aims to decrease the digital divide by providing access to digital content and relevant training programs
- develop opportunities for access to community-created content
- promote Queensland public libraries as welcoming and accessible places for learning and leisure
- act as a trusted place supporting social cohesion, reconciliation and understanding of Aboriginal and Torres Strait Islander cultures
- meet the needs of Queensland’s culturally and linguistically diverse communities
- partner with the Local Government Association of Queensland to provide community development and engagement training for public library staff.

New technologies: social networks

“We’ve always been social networkers.
What has changed is how far we can connect now.”¹⁷

Howard Rheingold, 2007

Communities are not only formed through a shared geographical location. Individuals form communities of interest and purpose across boundaries of all kinds. Social networking tools have been adopted with great enthusiasm and are promoting more numerous and potentially richer connections between individuals – particularly those who have been geographically or socially isolated. These new technologies facilitate collaboration and interaction between Queenslanders, encouraging engagement and the shared development of content.

We will:

- provide an online platform through which communities and individuals can engage with each other
- build and share knowledge and resources, using social networking technologies
- provide opportunities for communities and individuals to learn about emerging technologies.

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Images Flyleaf (Detail) Book Chandelier, Knowledge Walk, level 1 **Page 8** The State Library Building **Page 10** Cartoon and Animation Workshops **Page 11** A night by the fire with... Aboriginal Centre for the Performing Arts at kuril dhagun, level 1 **Page 13** Infozone, level 1 **Page 14** The State Library building **Page 16** Eminent Australian of the Year (2006) Professor Ian Frazer views the State Library exhibition *A few of our favourite things* held in the Phillip Bacon Heritage Gallery **Page 17** Program Coordinator Nadine McDonald-Dowd at kuril dhagun Indigenous Knowledge Centre at the State Library **Page 18** The Red Box, State Library of Queensland building

Contact details and feedback

We invite your contribution as to how these policies and objectives can best be achieved through our strategic and operational plans.

An online version of this document, which contains links to more detailed information about the State Library, is available on our website at:

www.slq.qld.gov.au

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