



TRUSTED CONTENT

COLLECT, PRESERVE AND PROVIDE ACCESS TO TRUSTED CONTENT

- Strengthen the focus on digital content to meet legal deposit obligations
- Implement digital preservation strategies and practices
- Complement our contemporary focus by building our capability in collecting and interpreting rare printed and original materials

Performance indicators	Target
Number of additions to the collection	41,000
Use of content	16.5 million

SHARED EXPERIENCES

GROW OUR AUDIENCE THROUGH REWARDING EXPERIENCES

- Celebrate the International Year of Indigenous Languages with a major program of activities
- Activate our reach and engagement to provide new opportunities to experience our collections and services
- Partner with local government to realise the potential of public libraries and Indigenous Knowledge Centres

Performance indicators	Target
Visits onsite and online	3.9 million
Number of new members	35,000
Visits to public libraries	22 million

FUTURE-FOCUSSED PEOPLE AND PROCESSES

- Review recruitment strategies to ensure we have the right people with the right skills
- Deepen our commitment to reconciliation through the delivery of the Aboriginal and Torres Strait Islander cultural competency program
- Achieve secure, reliable and flexible digital technology and services that meet our current and future business needs
- Optimise commercial activities and revenue streams

Performance indicators	Target
Customer satisfaction	95%
Average cost per visit	≤ \$7.50

OUTPUT REPORT

The primary source of funding for activities is the Queensland Government grant, which supports free access to collections and free access to the majority of State Library services and programs. The balance of funding is derived from other revenue including Queensland Library Foundation donations, other government funding, interest on bank accounts, user charges and sponsorship revenue.

State Library does not separate activities to be funded from commercial operations. Commercial revenue is used to supplement Parliamentary appropriations for a range of activities. Queensland Library Foundation will continue to raise funds to support specific collection purchases, fellowships, exhibitions, projects and online resources.

There are no outputs not in the Board's commercial interests to supply. No major investments or borrowings are intended during 2019–20.

RISK MANAGEMENT

The Audit and Risk Management Committee (a subcommittee of the Library Board of Queensland) oversees risk management at State Library, considering the potential impact operational risks and opportunities may have on the State Library's service delivery, and how these risks will be managed or mitigated and opportunities realised. The committee reviews quarterly reports on actions for key operational risks which relate to collections, service delivery, reputation, governance, contracts and agreements, funding capability and culture. The State Library has also implemented a risk management strategy for child-related duties, to protect children from harm through child-safe service environments.

RELATIONSHIP WITH SPECIFIC PURPOSE PLANS

Review recruitment strategies to ensure we have the right people with the right skills aligns with State Library's *Strategic Workforce Plan 2016–20*. Achieve secure, reliable and flexible digital technology and services that meet our current and future business needs aligns with State Library's *Information Security Plan and ICT Asset Disaster Recovery Plan*.