



LIBRARY BOARD OF QUEENSLAND

2019 --- 2020

ANNUAL REPORT

CONTENTS

2

PART 1 Introduction

State Library of Queensland	3
Chairperson's overview 2019–20	4
State Librarian's year in review 2019–20	5

6

PART 2 Corporate

Library Board of Queensland	7
Queensland Library Foundation	8
Organisational structure	10

11

PART 3 Outcomes in 2019–20

Strategic and Operational Plans 2019–23	12
Report on performance	13
Strategic objectives	14
Trusted content	14
Shared experiences	19
Future-focussed people and processes	26
Sponsorships, grants and philanthropy	28
Governance	29

32

PART 4
Strategic Plan
2020–24

34

PART 5
Financial
report

74

PART 6
Appendices

Appendix A: Functions of the Library Board	75
Appendix B: Library Board member and State Library Executive Team biographies	76
Appendix C: Library Board committee and advisory groups	78
Appendix D: Compliance Checklist	80
Glossary	81

27 August 2020

The Honourable Leeanne Enoch MP
Minister for Environment and the Great Barrier Reef,
Minister for Science and Minister for the Arts
GPO BOX 5078
BRISBANE QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2019–20 and financial statements for the Library Board of Queensland.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* (Qld) and the *Financial and Performance Management Standard 2009* (Qld), and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found at page 80 of this annual report.

Yours sincerely

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

PART 1

2

INTRODUCTION

STATE LIBRARY OF QUEENSLAND

ABOUT US

State Library of Queensland is the custodian of Queensland's cultural, intellectual and social achievements. Our historic and contemporary collections inform our programming, public engagement and partnerships. We are a place of experimentation, possibility and inclusion, where knowledge empowers and diversity is celebrated.

State Library is part of a vibrant network of more than 320 public libraries and Indigenous Knowledge Centres (IKCs) throughout Queensland.

2019–20 priorities:

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

State Library's services include:

- collecting and preserving a trusted record of Queensland
- encouraging research to deepen the knowledge of Queensland past and present
- interpreting Queensland stories through exhibitions, events, discussion and debate
- developing an inclusive library service, addressing diverse needs, strengthening opportunities for the expression of ideas and fostering the appreciation of difference
- providing access to collections and services in a range of formats and channels, so they are available to all, regardless of geographical location
- recognising the unique knowledge and culture of Aboriginal and Torres Strait Islander people, and working with communities to ensure their history and culture is preserved
- advocating for public libraries and partnering with local government to provide Queenslanders with the opportunities to participate fully in the economic, social, political and cultural dimensions of society.

GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY

The Library Board of Queensland contributes to the achievement of the Queensland Government's objectives for the community, including:

Be a responsive government

Enabling future-focussed people and processes, State Library makes services easier to use by providing welcoming places for everyone, free access to a wide range of information and opportunities for the open exchange of ideas and exposure to different perspectives.

Create jobs in a strong economy

Create jobs in a strong economy by providing all Queenslanders with access to free online learning programs so they can upskill and remain agile throughout their career. Skilling Queenslanders for work by supporting entrepreneurs to create new businesses and enabling current small businesses to transform into digital businesses.

Give all our children a great start

Improving wellbeing prior to going to school through coordination of the First 5 Forever program, in partnership with public libraries, which gives families the skills and resources to develop strong educational foundations for children from zero to five years.

Keep communities safe

Providing welcoming places for everyone, free access to a wide range of information and opportunities for the open exchange of ideas and exposure to different perspectives.

CHAIRPERSON OF THE LIBRARY BOARD OF QUEENSLAND

A strong sense of community sustains humanity in complex times. Queenslanders understand this, and State Library of Queensland's collections are full of stories of resilience, innovation and camaraderie during droughts, floods and wartime.

In September, we launched the *Meet Me at the Paragon* exhibition that showcased the history of Greek cafes in Queensland. These cafes were open all day and traded in most towns across the state in the early part of last century. The Greek community has always understood adversity and the value of hard work, with cafes not only providing employment for migrants but also tasty, affordable food and delicious milkshakes to the state's growing townships and cities. Like many Queenslanders, I thoroughly enjoyed the onsite and online exhibition which was not only an engaging history lesson but a sensory treat. I particularly enjoyed the replica booth where visitors could browse menus containing images of cafes from yesteryear.

Another exhibition that captured the imagination of Queenslanders, *Home: a suburban obsession*, won two prestigious 2019 Queensland Heritage Awards this financial year. Launched in December 2018, the exhibition secured the Heritage Interpretation and Promotion Award (presented by the Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts, the Honourable Leeanne Enoch MP) and the John Herbert Memorial Award (presented by his Excellency the Honourable Paul de Jersey AC, Governor of Queensland). The exhibition told the story of a married couple who cruised the streets in a Cadillac in the 1960s and 1970s taking hundreds of thousands of photos of Queensland homes, some of which can be found in State Library's impressive collections. One of the exhibition's main drawcards was the Corley Explorer, an interactive online tool that allowed Frank and Eunice Corley's photos to be easily explored.

Such accolades speak to the high standard of State Library's offer. While it is the state's leading reference and research library, it offers so much more than books. Its constantly evolving digital presence ensures resources, collections, programs and exhibitions can be accessed in the most geographically isolated towns in the state, providing all Queenslanders with access to its benefits and treasures. I have been immensely proud of the way State Library staff have quickly shifted focus during the COVID-19 crisis. Pivoting quickly to broaden our online offer has meant the people of Queensland have continued to benefit from the extraordinary, and largely free, resources and services of State Library. A sincere thank you to all staff who helped make this a reality.

I would like to extend my gratitude to our valued donors; your continued support is especially appreciated in these challenging times. I also acknowledge the expertise and enthusiasm of the Queensland Library Foundation President Helen Brodie and Foundation councillors.

Sincere thanks to Minister Enoch for her unwavering support of State Library and the significant benefits it provides the people of Queensland.

Thank you also to the Library Board, committee and advisory groups for their contribution and commitment over the past 12 months.

Finally, I want to thank State Library's leadership team and the diligence and commitment of State Librarian and CEO Vicki McDonald AM who was acknowledged for her significant service to librarianship in the 2020 Australia Day Honours list.

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

STATE LIBRARIAN AND CEO

Creativity, a central pillar of State Library of Queensland's vision, took on new importance this year.

As the world responded to the COVID-19 pandemic, we moved quickly to boost State Library's already substantial online offer in new and creative ways. Award ceremonies, exhibitions and story time sessions all moved online to ensure our visitors could still celebrate Queensland achievements, access curated treasures and celebrate the joy of a beautifully written book.

Membership increased, with visitors keen to take advantage of free ebooks, newspapers, journals, films and courses from home. Despite the impacts of COVID-19 on our service delivery (including the building closure on 23 March), we achieved our customer satisfaction, visitation and cost per visit targets. It was immensely satisfying to know that libraries continued to play a pivotal role in connecting people and communities to meaningful resources and services during times of crisis.

As a trusted public institution, we take our responsibility to document and preserve the state's contemporary history seriously, and have encouraged people throughout the state to donate ephemera, photos or unusual items that help provide a snapshot of this moment in history so they can be referenced and analysed by future generations. Next financial year we will accept a donation from ABC Brisbane that documents this important event in Queensland history. The Quarantine Quilt is a collection of handmade squares made by people throughout Queensland, depicting their time in quarantine. It was lovingly sewn together by the Queensland Spinners, Weavers and Fibre Artists — a magnificent expression of community resilience and creativity that will take pride of place in our collection.

In February, we hosted Minya Birran, a forum that explored ways to harness the goodwill and energy of the 2019 International Year of Indigenous Languages by posing the question 'what now?'. Creatives, educators, community workers and those who work in galleries, libraries, archives and museums (the GLAM sector) joined this important conversation about the future of Indigenous languages and their place as a human right. Participants gained valuable skills and tools to incorporate Indigenous languages into their working lives.

State Library's commitment to Aboriginal and Torres Strait Islander culture extends well beyond events, exhibitions and developing Indigenous collections. We are committed to ensuring libraries are a place where Aboriginal and Torres Strait Islander people feel respected and welcome. This year, together with National and State Libraries Australia (NSLA), we proudly developed the cultural competency program, Culturally Safe Libraries, and State Library staff commenced the online training modules.

And just before we moved to remote working, we hosted the Making Meaning: collections as data symposium where we gathered a diverse cross-section of delegates to talk about data and its infinite possibilities. It was a great day for digital innovators and featured influential and challenging speakers from the research, government, digital humanities and GLAM sectors. Coinciding with Open Data Day 2020, the symposium aimed to raise awareness of the potential of collections as data and build a community of practice in Australia — a subject of significant growing interest to all libraries around the globe.

I would like to thank Professor Andrew Griffiths for his leadership and critical support in these unprecedented times. I would also like to acknowledge the members of the Library Board and the Queensland Library Foundation Council — your counsel and support has been greatly appreciated.

Finally, I would also like to extend my gratitude to State Library staff for their resilience and positive attitude during these exceptional times. Your commitment and professionalism have allowed us to continue to deliver outstanding services to Queenslanders throughout the year.

Vicki McDonald AM
State Librarian and CEO
State Library of Queensland

PART 2

6

CORPORATE

LIBRARY BOARD OF QUEENSLAND

The Library Board of Queensland (the Library Board), established in 1943, is the governing body of State Library of Queensland and draws its powers from the *Libraries Act 1988* (Qld) (*Libraries Act*). The object of the *Libraries Act* is to contribute to the cultural, social and intellectual development of all Queenslanders.

The legislated guiding principles for achieving this are:

- (a) leadership and excellence should be demonstrated in providing library and information services
- (b) there should be responsiveness to the needs of communities in regional and outer metropolitan areas
- (c) respect for Aboriginal and Torres Strait Islander cultures should be affirmed
- (d) children and young people should be supported in their understanding and use of library and information services
- (e) diverse audiences should be developed
- (f) capabilities for lifelong learning about library and information services should be developed
- (g) opportunities should be developed for international collaboration and for cultural exports, especially to the Asia Pacific region
- (h) content relevant to Queensland should be collected, preserved, promoted and made accessible.

The functions and powers of the Library Board are listed in Appendix A. Biographies of Library Board members are detailed in Appendix B.

In addition to regular meetings of the Library Board, members represented State Library at official functions throughout 2019–20.

One committee and two advisory groups advise and inform the Library Board on issues that arise within their brief. These bodies also act as important consultative mechanisms with the broader community. The members of the Library Board committee and advisory groups are listed in Appendix C.

The Library Board periodically travels outside Brisbane to stay informed about regional issues and to strengthen its relationship with local councils and the community.

Under section 7 of the *Libraries Act*, in appointing a Library Board member, regard must be given to the person's ability to contribute to the Library Board's performance and the implementation of its strategic and operational plans.

Under section 9 of the *Libraries Act*, a person is not eligible for appointment as a member if the person is not able to manage a corporation because of the *Corporations Act 2001* (Cth), Part 2D.6.

Board members, attendance, remuneration and expenses

In 2019–20, there were six Library Board meetings. The table below outlines all board members, appointment terms, meeting attendance in 2019–20, remuneration and expenses.

All current Library Board members are appointed until 28 February 2023 except for Mrs Tamara O'Shea, who is appointed until 20 May 2021.

Observers

The State Librarian and CEO attends all meetings of the Library Board as an observer unless excused or precluded by the Library Board as per section 15 of the *Libraries Act*.

- Ms Vicki McDonald AM, State Librarian and CEO, State Library of Queensland
- Ms Tania Hall, Executive Director, Policies and Programs, Arts Queensland, Department of Environment and Science

Secretariat

Ms Jennifer Genrich, Manager, Office of the State Librarian, State Library of Queensland

	MEMBER FROM:	MEMBER TO:	MEETINGS 2019-20 ELIGIBLE:	MEETINGS 2019-20 ATTENDED:	APPROVED ANNUAL, SESSIONAL OR DAILY FEE	APPROVED SUB-COMMITTEE FEES, IF APPLICABLE	ACTUAL FEES RECEIVED
Professor Andrew Griffiths (Chairperson)	Mar 2014	Feb 2023	6	6	\$12,000 pa	N/A	\$12,000
Emeritus Professor Tom Cochrane AM (Deputy Chairperson)	Mar 2017	Feb 2023	6	6	\$4,000 pa	\$1,000 pa	\$5,000
Professor Anita Heiss	Mar 2017	Feb 2023	6	4	\$4,000 pa	N/A	\$4,000
Professor Marek Kowalkiewicz	Mar 2017	Feb 2023	6	6	\$4,000 pa	\$1,000 pa	\$5,000
Ms Julia Leu	Aug 2016	Feb 2023	6	5	\$4,000 pa	N/A	\$933
Mr Malcolm McMillan	Mar 2017	Feb 2020	4	4	\$4,000 pa	N/A	\$2,667
Mrs Tamara O'Shea	May 2018	May 2021	6	4	\$4,000 pa	N/A	\$833
Ms Nicola Padget	Mar 2020	Feb 2023	2	2	\$4,000 pa	\$1,000 pa	\$1,667
Associate Professor Sandra Phillips	Mar 2017	Feb 2023	6	4	\$4,000 pa	N/A	\$4,000 pa
Mr Bob Shead	Mar 2017	Feb 2023	6	6	\$4,000 pa	\$2,000 pa	\$6,000 pa
Dr Jodie Siganto	Mar 2020	Feb 2023	2	2	\$4,000 pa	N/A	\$1,333
Total out of pocket expenses:							\$4,181.00

- Notes:**
1. Ms Julia Leu became eligible to receive remuneration from 7 April 2020.
 2. Mrs Tamara O'Shea became eligible to receive remuneration from 20 April 2020.

QUEENSLAND LIBRARY FOUNDATION

The Queensland Library Foundation (the Foundation) works with donors, philanthropists and corporate entities to support State Library of Queensland's vision to inspire possibilities through knowledge, stories and creativity.

This year, more than \$1.39 million was managed through the Foundation. We sincerely thank all donors and supporters for their contribution in advancing our vision.

Ensuring access to trusted content through the digitisation of State Library of Queensland's collections is an ongoing fundraising focus of the Foundation. Gifts enabled more than 150 films and tapes to be converted from physical to digital formats, making them discoverable via State Library platforms. Eight donors also collectively contributed \$117,000 for the digitisation of *The Catholic Advocate* newspaper (1911-38). This collection will be made available worldwide on Trove, an online portal established by the National Library of Australia.

Support for Australian writers and writing was provided through the Queensland Literary Awards and black&write! editing and writing program by the Queensland Government, sponsorship, grants and philanthropy. Regional and remote communities are better placed to develop digital literacy and use digital technologies thanks to sponsorship by Telstra for the Deadly Digital Communities program, and a philanthropic gift from professional tennis star Ashleigh Barty and the Barty family.

The Queensland Business Leaders Hall of Fame founded in 2009 by QUT Business School, State Library and the Foundation welcomed six new inductees and celebrated its tenth anniversary. This year's inductees were Philip Bacon AM, Sir George Fisher CMG (1903-2007), Birch Carroll & Coyle, Evans Deakin Industries Ltd, Springfield City Group: Maha Sinnathamby AM and Bob Sharpless, and Wallace Bishop.

The following projects were made possible thanks to the generosity of the following donors and sponsors:

- Queensland Memory Awards, collectively worth \$70,000
 - **John Oxley Library Fellowship**
 - **John Oxley Library Community History Award**
 - **Letty Katts Award** supported by **Dr Stanton Mellick OAM ED and Professor Jill Mellick**
 - **Mittelheuser Scholar in Residence** supported by **Dr Cathryn Mittelheuser AM**
 - **Monica Clare Research Fellowship.**
- **Crowd Giving** donations enabled the surface analysis of photographs taken by Richard Daintree in the 1870s, and the production of Queensland's first historic podcast series using State Library collections. Crowd Giving also funded travel and professional development bursaries for two Pacific Island library workers to attend an international library conference at State Library in 2021.
- **Yaba dhalgay** donors contributed to the Minya Birran Indigenous languages forum which discussed the revival and future of Aboriginal and Torres Strait Islander languages, and their place as a human right.
- Five new artist interviews were added to the **James C Sourris AM Collection**, supported by **James C Sourris AM and Marica Sourris.**
- **Siganto Digital Learning Workshops** enabled by the **Siganto Foundation** provided foundational digital literacy and ICT self-sufficiency to students from newly arrived communities.
- **The Bert and Vera Thiess legacy project**, supported by the **Bert and Vera Thiess Trust** to provide better understanding about the philanthropic leadership of Bert and Vera Thiess.
- **Making Meaning: collections as data symposium** — a State Library initiative which attracted 205 attendees from private and public sectors to hear a range of speakers showcase best practice examples of collections as data.

The Foundation provided donors with access and a deeper understanding of State Library collections and expertise through its series of **Heritage Talks** and **President's 100 Circle** presentations, and the end of year event attended by our Patron, His Excellency the Honourable Paul de Jersey AC, and Mrs Kaye de Jersey. Thank you to everyone who attended these events.

A full list of philanthropy and partnerships is listed on page 28.

Council members, attendance, remuneration and expenses

In 2019–20 there were four Queensland Library Foundation Council meetings. The table below outlines all council members, appointment terms, meeting attendance in 2019–20, remuneration and expenses.

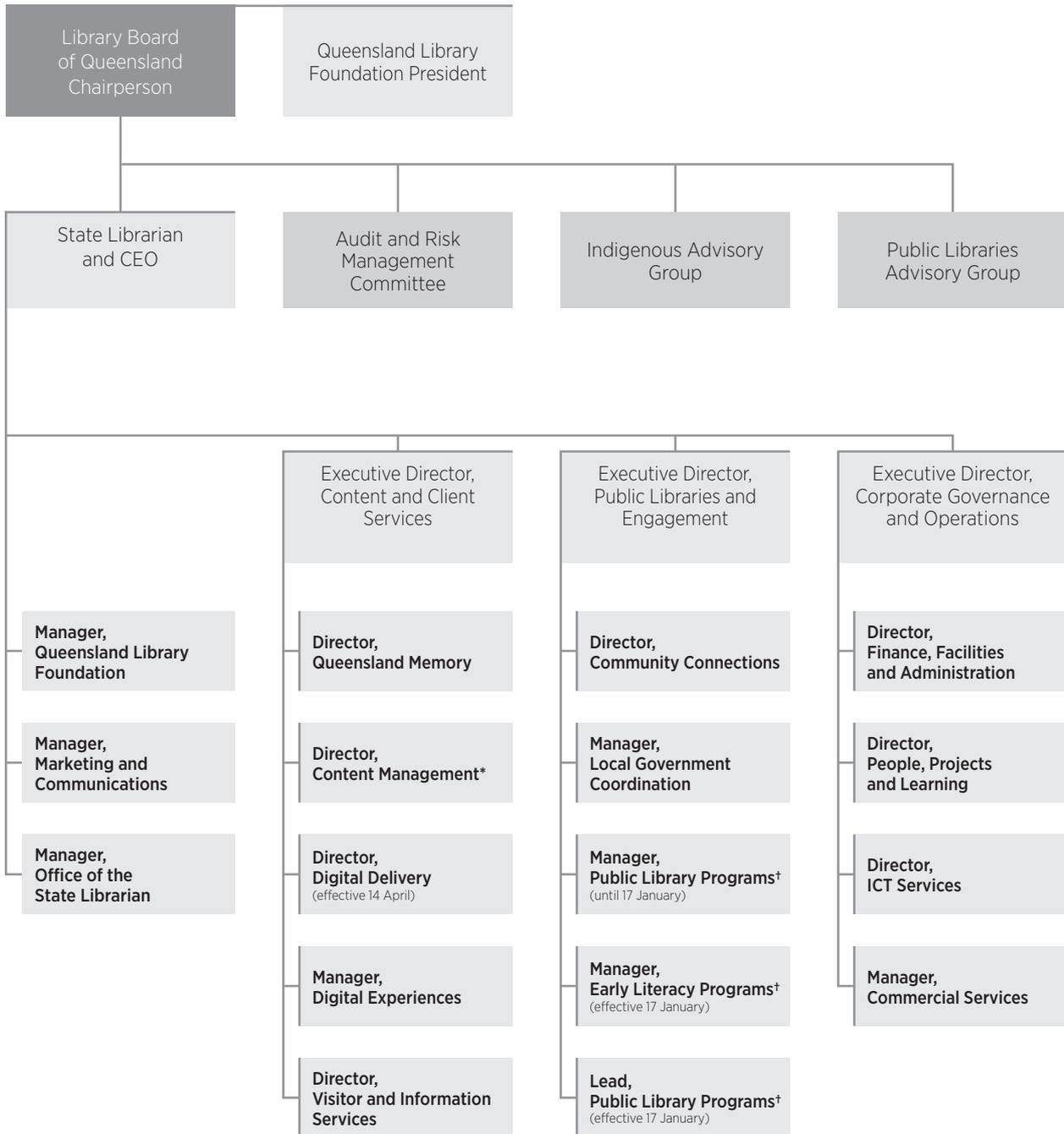
	MEMBER FROM:	MEMBER TO:	MEETINGS 2019–20 ELIGIBLE: ATTENDED:		APPROVED ANNUAL, SESSIONAL OR DAILY FEE	APPROVED SUB- COMMITTEE FEES, IF APPLICABLE	ACTUAL FEES RECEIVED
Ms Helen Brodie (President)	Mar 2017	May 2021	4	4	N/A	N/A	N/A
Ms Courtney Talbot (Vice-President)	Jul 2014	May 2021	4	4	N/A	N/A	N/A
Ms Helen Barnard	Oct 2019	Oct 2022	3	2	N/A	N/A	N/A
Ms Luvisa Grierson	Oct 2019	Oct 2022	3	3	N/A	N/A	N/A
Mr Michael Hawkins	Sep 2012	Sep 2021	4	4	N/A	N/A	N/A
Mr Tony Kinivan	Oct 2019	Oct 2022	3	3	N/A	N/A	N/A
Mr Ken MacDonald <small>AM</small>	Oct 2019	Oct 2022	3	3	N/A	N/A	N/A
Ms Julie Mannion	Jul 2012	Jul 2021	4	4	N/A	N/A	N/A
Mr Neil Summerson <small>AM</small>	Jul 2014	Jul 2020	4	4	N/A	N/A	N/A
Library Board of Queensland Chairperson (or Deputy Chairperson as proxy) (Professor Andrew Griffiths / Emeritus Professor Tom Cochrane <small>AM</small>)	N/A	N/A	4	4	N/A	N/A	N/A
State Librarian and CEO (Ms Vicki McDonald <small>AM</small>)	N/A	N/A	4	4	N/A	N/A	N/A
Total out of pocket expenses:							\$351.50

Notes: No catering was provided in 2019–20, and only four meetings were held (including one via Zoom).

The Foundation was established by the Library Board under the powers defined by the *Libraries Act 1988* (Qld). It is a not-for-profit company, Limited by Guarantee, registered under the *Corporations Act 2001* (Cth). Since 2002–03, the Foundation's financial statements have been consolidated into those of the parent entity, the Library Board, in accordance with Australian Accounting Standards.

ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2020



10

Explanatory notes:

- * Director, Content Management role has been vacant since 14 April 2020 when the officer was mobilised to a temporary new Director, Digital Delivery role as a result of COVID-19.
- * From 14 April 2020, temporary reporting arrangements were in place: Lead, Access Services, Lead, Metadata Services and Lead, Preservation Services all reported to Executive Director, Content and Client Services.
- † The Manager, Public Library Programs role was split on 17 January 2020 to two new roles: Manager, Early Literacy Programs (filled by former Manager, Public Library Programs) and Lead, Public Library Programs (filled from 14 April 2020).

PART 3

OUTCOMES IN 2019-20

STRATEGIC AND OPERATIONAL PLANS 2019-23

PURPOSE

Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the state. In accordance with the *Libraries Act 1988* (Qld), State Library aims "to contribute to the cultural, social and intellectual development of all Queenslanders".

VISION

Inspiring possibilities through knowledge, stories and creativity.

OUR ENDURING VALUES

- We provide free and equitable access
- We share
- We seek diverse voices
- We belong to the community

GUIDING BEHAVIOURS

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people

OBJECTIVES

Trusted content — collect, preserve and provide access to trusted content

- Intentionally collect a trusted record of Queensland.
- Encourage and collaborate on research to deepen knowledge.
- Seek diverse stories.
- Engage with people as seekers and creators.
- Preserve the collection for future generations.

We will measure success through:

- the number of additions to the collection, demonstrating we are actively collecting a record of Queensland
- the use of content, demonstrating the value of what we collect and provide access to.

To achieve this goal, we will:

- 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

- Improve access, so it's easier to find and use information.
- Scale services to reach new audiences.
- Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres.
- Focus on interactions — where clients can create and participate.
- Seek opportunities to promote literacy in all its forms.

We will measure success through:

- the number of visits onsite and online, demonstrating that we are providing valuable collections, services and programs statewide
- the number of new members, demonstrating that we are reaching new audiences
- the number of visits to public libraries, demonstrating a thriving statewide network.

To achieve this goal, we will:

- 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

- A culturally diverse workforce, with different skillsets, experiences and thinking styles.
- Attract investment and partnerships.
- Share, understand, and challenge our own and others' work so we continue to transform.
- Evaluate our services and share compelling stories of impact.

We will measure success through:

- the percentage of customers who are satisfied with our collections, services and programs, demonstrating the effectiveness of our people and processes
- the average staff cost per visit, demonstrating the efficiency of our people and processes.

To achieve this goal, we will:

- 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

There were no modifications to the Operational Plan in 2019-20.

REPORT ON PERFORMANCE

Service standards	Note	2019–20 target	2019–20 actual
Customer satisfaction	1	95%	98.2%
Increase in the efficiency	2	≤\$7.50	\$7.42
State Library onsite visits	3	1,450,000	1,149,154
State Library online visits	3	2,450,000	2,932,118
Performance indicator	Note	2019–20 target	2019–20 actual
Increased use of content	4	16,500,000	15,658,106
Visits to public libraries	5	21,870,000	21,420,810
Increased State Library membership	6	35,000	48,974
Increase in John Oxley Library collections	7	41,000	31,591
Increase in self-generated revenue	8	\$2,589,920	\$1,134,749
Participation in public programs	9	360,000	532,880
Staff engagement	10	75%	63%

Notes

- Customer satisfaction is the percentage of respondents to a rolling, year-long exit survey of onsite State Library of Queensland visitors who said they were 'satisfied' or 'very satisfied' when asked "How would you rate your overall satisfaction or dissatisfaction with today's visit?". In 2019–20, satisfaction is based on quarters one to three; satisfaction was not measured in quarter four due to the COVID-19 building closure.
- Efficiency is the average staff cost per visit to the State Library public sites and State Library-managed websites. Costs include salaries and on-costs for employees, as well as casual staff expenses.
- Targets are based on the 3,900,000 onsite and online visits performance indicator from the 2019–20 State Library operational plan. For 2019–20, the scope of this measure was expanded to include visits to the Anzac Square Memorial Galleries. Onsite visitation was interrupted on 23 March 2020 when State Library closed due to the impact of COVID-19.
- This measure reports on the use of physical, digital and eresources (licensed content). Physical collection usage was affected by the closure of State Library on 23 March 2020 as a result of COVID-19.
- The figure shown is for the period 2018–19. The 2019–20 figures will not be available until September 2020.
- New members are significantly higher due to an increased focus on promoting the benefits of membership, particularly for accessing online collections and services, in response to COVID-19 closures in 2020.
- The 2018–19 result was significantly higher than the target because of the Corley Collection, which added more than 60,000 items to the State Library collection. While the 2019–20 actual is below target, this is due to a focus during COVID-19 to conduct metadata clean-up and migration of digitised content to Rosetta (State Library's digital preservation repository). Furthermore, 93,209 pages of Queensland newspapers (not included in this measure) were digitised and made available via Trove, significantly increasing access to Queensland content.
- Self-generated revenue for 2019–20 was adversely affected by COVID-19. With the closure of the State Library building from 23 March 2020 all venue hire was cancelled.
- As a result of COVID-19, quarter four did not include onsite delivery of public programs. The final results reflect a successful pivot to digital delivery of planned programming, implementation of new online programming, and the resulting expanded reach and participation.
- The result for this measure is based on the percentage of State Library staff members who are predisposed to say positive things about State Library, would recommend State Library as a great place to work and strive to help the organisation succeed, indicating positive engagement with State Library in 2019. The 2019 result is lower than the target of 75%, which was influenced by 26% of staff indicating a neutral response. It is important to note State Library is higher than the Queensland public sector average of 58%, with the percentage of staff indicating an unfavourable response relatively low.

There were no directions given by the Minister for the Environment and Great Barrier Reef, Minister for Science and Minister for the Arts in 2019–20.

STRATEGIC OBJECTIVES

TRUSTED CONTENT — COLLECT, PRESERVE AND PROVIDE ACCESS TO TRUSTED CONTENT

INTENTIONALLY COLLECT A TRUSTED RECORD OF QUEENSLAND

Content Strategy

A revised Content Strategy providing the framework for collection activities at State Library of Queensland was approved by the Library Board of Queensland in February. Following an audit of National and State Libraries Australia (NSLA) collection policies, the policy sets a nationwide standard.

COVID-19 collecting

As part of a COVID-19 collecting plan, a series of acquisitions were made to record diverse experiences across the state. Key websites and Twitter accounts were targeted for capture via the national Pandora web archive, and a public call-out was initiated to collect COVID-19 material including signage, flyers and emails.

State Library engaged photographers to capture pivotal moments around the state, including the work of frontline health workers from South East Queensland hospitals and scenes at the border between Queensland and New South Wales.

The impact of COVID-19 was also captured in regional centres including Rockhampton, Toowoomba, Dalby, Roma, Mitchell, Charleville, Longreach, Barcaldine, Emerald and Maryborough. To date, State Library has collected 1,200 images reflecting the impact of COVID-19 from 15 different photographers.

In conjunction with ABC Radio Brisbane, a crowd-sourced Quarantine Quilt — made up of squares created by listeners during Queensland's COVID-19 lockdown — will be added to State Library's collection later in 2020.

New Information Collections

Knowledge Unlatched Open Research Library, a new subscription for Information Collections, was made available in December. The subscription provides clients with access to more than 20,000 open access books in humanities and social sciences and includes a range of languages. This is in line with State Library's commitment to support open access initiatives and the growth of open access scholarly works.

To expand access to quality online resources during COVID-19 restrictions, Like a Photon Creative's reading app Kindergo was made available as part of First 5 Forever on 1 June. The Kindergo app offers high quality, curated picture books for children aged two to seven and their families in an immersive digital platform.

Acquisitions

State Library acquired several significant historical items including a document signed by Queen Victoria recommending Sir George Bowen for the appointment of Governor at Moreton Bay. A rare 1843 publication, *Sailing Directions for the Inner Route to Torres Strait from Break Sea Spit to Booby Island* by Captain Philip Parker King, was also added to the collection.

Key Twitter accounts were captured for posterity including Queensland Police Commissioner Ian Stewart's account from 31 October 2012 to 7 July 2019.

Items that reflect experiences of Aboriginal and Torres Strait Islander communities were also added to the collection, including 570 images taken in Kowanyama by documentary photographer Craig Holmes in the 1970s and 1990s. A video of Guugu Yimithirr man Harold Ludwick telling the 'shore to ship' account of events during repairs to the *Endeavour* in 1770 from the perspective of the local Aboriginal people was commissioned for the *Spoken* exhibition.

Several key artworks by prominent Queensland artists have been acquired for the collection, including works by Jan Jorgensen, Vida Lahey and Ray Crooke of Red Hill, Canungra and Cairns respectively, as well as the significant archives of artists Madonna Staunton and Noela Hills. Luke Roberts' donation of the Pope Alice Archive was an exciting addition to the collection.

Voices of Queensland children have been collected with the acquisition of the research output of the Growing up in Queensland project by the Queensland Child Protection Commission of Inquiry.

National edeposit

In August, State Librarian and CEO Vicki McDonald AM joined Federal Minister for Communications, Cyber Safety and the Arts, Paul Fletcher MP at a launch event for the National edeposit service (NED) hosted by the National Library of Australia. NED is a collaboration of NSLA to transform the collection, management, preservation and access of digital legal deposit publications. By June, more than 4,200 digital files for Queensland publications were deposited in NED and made available via State Library's catalogue.

ENCOURAGE AND COLLABORATE ON RESEARCH TO DEEPEN KNOWLEDGE

Queensland Memory Awards

Sixty-five applications across all fellowship and award categories were received for the 2020 Queensland Memory Awards. Recipients were announced online on 9 June, and included the inaugural Monica Clare Research Fellow, awarded to an Aboriginal and/or Torres Strait Islander researcher. Another new award, the State Library of Queensland Medal, recognised the valuable contribution and dedication of a former staff member and their work at State Library. Minister for the Arts, the Honourable Leeanne Enoch MP congratulated the recipients in a video message.

2020 Queensland Memory Awards winners:

- **John Oxley Library Fellowship (\$20,000 plus 12-month residency):** Dr Deb Anderson and Associate Professor Kerrie Foxwell-Norton for their project *The women of the Great Barrier Reef: the untold stories of environmental conservation in Queensland*
- **John Oxley Library Honorary Fellowship (12-month residency):** Allison O'Sullivan for her project *In their own words: women diarists of colonial Queensland*
- **John Oxley Library Award:** Joanne Tapiolas for *Footprints of Italian prisoners of war*
- **John Oxley Library Community History Award (\$5,000):** Herberton Mining Museum and Visitor Centre. The museum has created a community research room and a collections operation centre which includes a dedicated archives space and new archival storage
- **Mittelheuser Scholar in Residence (\$15,000 plus 12-month residency):** Meredith Garlick for her project *Reel times: thirty years of Queensland filmmaking (1990–2020)*
- **Inaugural Monica Clare Research Fellowship (\$15,000 plus 12-month residency):** Dr Fiona Foley for her project *Bogimbah Creek Mission: the first Aboriginal experiment and the Magna Carta Tree*
- **Letty Katts Award (\$5,000 plus 6-month residency):** Narelle McCoy for her project *Musicians should be heard and not seen: the life and music of Letty Katts (1919–2007) and her cultural contribution to the Australian music scene*
- **State Library of Queensland Medal:** Dianne Byrne.

Making Meaning symposium

The Making Meaning: collections as data symposium was held on 6 March, attended by 205 delegates from across Australia. The symposium featured influential and challenging speakers from the research, government, digital humanities and galleries, libraries, archives and museums (GLAM) sectors in a program including keynote presentations, panel conversations and lightning talks. International speakers included Mauricio Giraldo (Colombia) and Chris McDowall (New Zealand). Coinciding with Open Data Day 2020, the symposium raised awareness of the potential of collections as data and contributed to the community of practice in Australia.

Digital Collections Catalyst

Professor Keir Winesmith was announced as the inaugural Digital Collections Catalyst in Residence. The residency was established to facilitate creative applications for State Library's digital collections and collections data. Professor Winesmith received \$15,000 to develop a digital experience that uses machine learning to model a future Brisbane through an interactive mapping interface.

Audience research

Visitor research was conducted onsite and for the first time included online visitor surveying to provide insights that support planning, decision-making and evaluation of visitor experience and engagement strategies. Morris Hargreaves McIntyre conducted the audience research using their Visitor 360 methodology.

ARC grants

In July, the Australian Research Council (ARC) confirmed funding of \$252,000 over three years for the joint project Queensland Atlas of Religion, to be delivered in partnership with The University of Queensland's School of Historical and Philosophical Inquiry. The project aims to capture Queensland's religious diversity, growing the representation of cultural and linguistically diverse communities' experiences through their faith. In January, three PhD students were appointed to the project.

SEEK DIVERSE STORIES

Plantation Voices

(EXHIBITION), 16 FEB – 8 SEP 2019

The *Plantation Voices* exhibition brought to life the stories of Australian South Sea Islanders — descendants of South Sea Islanders — who were sourced as cheap labour for the Australian sugar and cotton industries between 1863 and 1904. Many were blackbirded, kidnapped or tricked to work on plantations all along the Queensland coastline as indentured labourers.

Sixty-two thousand indentured labour contracts were issued to Islanders over a 40-year period, and by the early 1900s some 10,000 South Sea Islanders took up residence in Queensland. Historical accounts were interwoven with voices of contemporary Australian South Sea Islanders exploring not only the government practice of repatriating South Sea Islanders to their home islands, but also of repatriating the words and experiences of the first generation of Islanders to their descendants. There were 4,113 onsite visits plus 258 online visits to the exhibition from February to September.

I Heard it on the Radio: 25 years of 98.9FM Murri Country

(SHOWCASE), 4 MAY – 6 OCT 2019

Marking 25 years on air for Brisbane Indigenous Media Association (BIMA) 98.9FM, *I Heard it on the Radio* was a collaborative showcase highlighting the significance of Indigenous-owned media, particularly radio. Taking visitors on the historic journey to create 98.9FM, the showcase demonstrated the importance of radio in providing a voice to the Brisbane Indigenous community — to share music, stories, local activities and to be used as a tool for education and reconciliation. There were 8,006 onsite visits plus 260 online visits to the showcase from May to October.

Meet me at the Paragon

(EXHIBITION), 27 SEP 2019 – 15 MAR 2020

Meet me at the Paragon told the stories of Greek families and their iconic cafes in Queensland.

From densely populated cities to one-street settlements in the far west and tropical north, almost every town in Queensland had a Greek cafe — most had multiple. This popular exhibition highlighted the opportunities that a humble Greek cafe afforded young migrants and their families during the golden age of the Greek cafe in the 1930s, 1940s and 1950s. Their stories were unearthed and added to the collection ensuring they can be heard long after the shops and their proprietors are gone. There were 16,858 onsite visits plus 4,067 online visits to the exhibition.

Following the success of the exhibition, State Library acquired a rich collection of oral histories conducted by historian Denis Conomos. Consisting of 190 interviews, the collection includes many conversations in Greek, which have been transcribed and translated by the donor.

Jarjum Stories

(SHOWCASE), 19 OCT 2019 – 10 MAY 2020

Jarjum Stories celebrated Aboriginal and Torres Strait Islander children's books, highlighting the role of storytelling in sharing language, cultural knowledge and moral lessons across generations.

The colourful showcase revisited childhood favourites *The Rainbow Serpent*, *Stradbroke Dreamtime* and *The Legends of Moonie Jarl* plus some of the earliest Aboriginal and Torres Strait Islander children's books published in Queensland. It featured translations of Eric Carle's *The Very Hungry Caterpillar* by the Yuwiburra language group of Mackay — a project supported by the Queensland Library Foundation through Crowd Giving — and *Jingeri Jingeri*, a storybook created by Mt Tamborine State School students in collaboration with Yugambah Museum and author and illustrator Gregg Dreise. There were 17,823 onsite visits plus 1,276 online visits to the showcase.

Jarjum Stories Live! was launched after the COVID-19 building closure and proved popular. Delivered via Facebook Live, the online program featured guest First Nations storytellers reading an Aboriginal or Torres Strait Islander storybook. Minister for the Arts, the Honourable Leeanne Enoch MP delivered a session on 30 April. The series had around 29,000 total video views, with an average of 2,600 per session.

Closed early on 23 March due to COVID-19 building closure.

Spoken: celebrating Queensland languages

(EXHIBITION), 21 NOV 2019 – 19 APR 2020

Opening in the International Year of Indigenous Languages and also launched as a virtual experience during COVID-19 restrictions, the *Spoken: celebrating Queensland languages* exhibition explored the survival and revival of Aboriginal and Torres Strait Islander languages.

Though 125 languages were once spoken in Queensland, approximately 50 remain active today. *Spoken* featured the exciting work of six Queensland communities reawakening their traditional languages: Wik (Aurukun), Guugu Yimithirr (Hope Vale), Yuwibara (Mackay), Yugambah (South East Queensland), Kala Lagaw Ya and Miriam Mir (Torres Strait Islands) and Kuungkari, Bidjara, Iningai, Wangkangurru and Yarluyandi (Central West Queensland region).

Spoken offered an alternative retelling of the prevailing colonial narrative, placing rare historical records alongside the inspiring work of contemporary Aboriginal and Torres Strait Islander communities who tell their own language stories through art, song and creativity. James Cook's *Endeavour* Journal, on loan from the National Library of Australia, was a key feature, documenting the first 130 Aboriginal words ever recorded by Europeans in the Guugu Yimithirr language. This was complemented by the Guugu Yimithirr perspective, told by Harold Ludwick, of early interactions with the foreign explorers.

Spoken contextualised language through its history, truth telling, evolution, translation, and revival across Queensland, and the important role language plays in culture and identity. There were 10,402 onsite visits and 5,272 online visits to this exhibition.

Closed early on 23 March due to COVID-19 building closure.

Big Voices: children's art matters

(EXHIBITION), 4 APR – 18 OCT

Drawing from the renowned Dr Barbara Piscitelli AM Children's Art Archive, *Big Voices* delves into the world of children. Through their art, the exhibition provides insight into how children see themselves, their lives, their rights and their futures. It also supports the United Nations Convention on the Rights of the Child, ratified by Australia in December 1990, which states that "Children have the right to share freely with others what they learn, think and feel, by talking, drawing, writing...".

The exhibition was due to open a few days after the library was closed to the public due to COVID-19 restrictions. In place of a public opening, content from the exhibition was made available online and a social media campaign was launched to encourage engagement, with more than 200 public contributions using **#slqbigvoices**. To date, 1,762 visits to the online content have been recorded.

Scheduled opening dates postponed due to COVID-19 building closure.

James C Sourris AM Collection / Portrait of an Artist

State Library interviewed Aboriginal artist Laurie Nilsen before he sadly passed away on 6 March 2020. This recording will be added to the James C Sourris AM Collection, complementing other recent interviews with a range of notable artists including Andrew Arnautopoulos, Joe Furlonger and Bonita Ely. The third and final Portrait of an Artist event for 2019 was held on 11 October, a retrospective of Gordon Shepherdson's career. In total, 273 people attended the three Portrait of an Artist events over 2019. Interviews are available to view online.

ENGAGE WITH PEOPLE AS SEEKERS AND CREATORS

Collection usage

Digital collection items were viewed more than 15.6 million times in 2019-20, and significant increases were noted during the COVID-19 building closure. Supporting State Library's strategy to expand the availability of collection items on external platforms, there were nearly three million views of photograph collection items on the Flickr Commons platform.

Open Data Strategy

The Open Data Strategy Action Plan 2019-20 outlined the specific activities to achieve State Library's open data goals for 2019-20. Of 17 planned activities, 12 were completed and four are underway. Thirteen of 18 new or updated datasets were released and another two were partially completed. The sold-out Making Meaning: collections as data symposium trended in the top ten hashtags on Australian Twitter on the day it was hosted. State Library's Open Data Pathway maturity assessment, developed by the Open Data Institute, reported an overall score increase of 16%, with improvements in three categories on last year.

Queensland Business Leaders Hall of Fame

The Queensland Business Leaders Hall of Fame is a multi-faceted project presented in partnership between QUT Business School, State Library and the Queensland Library Foundation. In 2019-20:

- 888 people attended the 2019 annual Induction Dinner
- four Game Changers talks for aspiring and emerging entrepreneurs were held, with 350 people attending in person and more than 3,200 viewing online (onsite delivery of the 30 April and 24 June events was cancelled due to the COVID-19 building closure)
- six new business leaders were inducted into the Hall of Fame, and their oral histories and digital stories were added to State Library's collection
- 247 people attended lunch events held at the Brisbane Club
- 2019 Queensland Business Leaders Hall of Fame Fellowship recipient Rutian Mi published three guest blogs for State Library and an in-depth interactive timeline on the history of Chinese business in Queensland.

Corley Explorer

The Corley Explorer online collection of house photos, created as part of the 2019 *Home: a suburban obsession* exhibition, remained popular. In 2019-20, users added description tags to about 20% of the collection (bringing the total tagged collection to 44%), added address details to around 23% of the collection (bringing the geotagged collection to more than 64%), and added another 510 personal stories about photos in the collection.

PRESERVE THE COLLECTION FOR FUTURE GENERATIONS

Digital preservation activities

Digital and digitised collection items were added to the Rosetta repository, now containing 143,344 preserved items. The process involves a range of activities to enhance access and preservation for future use.

Daintree painting conservation research

A project to conserve a collection of photographic artworks by early Queensland photographer Richard Daintree was made possible through generous donations at the Queensland Library Foundation's Crowd Giving event in 2019. The first phase involved considerable research on the techniques used to create the hand-painted photographic works. Technical analysis has commenced, and condition reporting and comparison of photomicrographs has been completed. New equipment has been purchased to enable specialised infrared and ultraviolet fluorescence photography of the items. The project has been delayed due to COVID-19 restrictions but will continue in 2020-21, and research outcomes will be shared.

Reel Rescue

The Queensland Library Foundation's Reel Rescue project seeks to fund the digitisation of vulnerable films in a collection of more than 4,000 films and videos, some dating from the early 20th century. The project started in 2018 and has led to the digitisation of more than 100 motion picture films this year, ensuring their long-term preservation and access. Films include *Robert Stewart home movies (31004)*, a collection of 16 home movies documenting the Stewart family and their lives through successive family houses at Manly, Bulimba, Pimpama and Annerley. Also digitised were the *Gumahah Station home movies (31677)* showing the Gardiner family and their sheep and cattle station in the far south west region of Queensland.

STRATEGIC OBJECTIVES

SHARED EXPERIENCES — GROW OUR AUDIENCE THROUGH REWARDING EXPERIENCES

IMPROVE ACCESS, SO IT'S EASIER TO FIND AND USE INFORMATION

Library from home

During COVID-19 lockdowns in Queensland, State Library of Queensland promoted the membership benefits available online, anytime, anywhere. New members between April and June were 30% higher compared to the same period last year, with many people taking advantage of free access to databases. Online streaming of independent films via Kanopy increased by over 260% in 2019–20. During the closure of State Library and Queensland public libraries, access to Ancestry.com was extended from onsite only to allow members to use the database from home, resulting in a 42% increase in usage in 2019–20.

Learn from home

A curated webpage of online collections and exhibitions, videos and accompanying curriculum resources supported students, teachers and parents while learning from home. A new 'play with our collections' feature offered fun online games and quizzes featuring Queensland collections.

How to videos

New videos demonstrating how to use State Library's One Search catalogue were created to assist clients with searching and requesting collection items. These guides were among the top ten most watched State Library videos throughout the year.

AustLang

To mark the International Year of Indigenous Languages, State Library added AustLang codes to a range of collection records, showcasing Indigenous language content. The initiative means catalogue users can now search individual Indigenous languages. There are 223 individual languages or dialects now accessible in the State Library catalogue.

Building a better online presence 2

Following on from work in 2018–19, the Building a better online presence 2 (BABOP) project advanced the redevelopment of State Library websites. A number of microsites were integrated into State Library's website to improve the user experience and consistency of branding. Additions included First 5 Forever, Queensland Library Foundation and Queensland Literary Awards. State Library blogs are also now integrated with the website, providing greater visibility of this content and a consistent experience for clients.

Colonial Secretary digitisation

The Colonial Secretary's correspondence (1822–60) is one of the most valuable sources on the history of the Colony of New South Wales. The collection includes letters about the early settlement of Moreton Bay before 1859 when Queensland became a separate colony. It has been digitised from microfilm copies to facilitate access for researchers and historians as Queensland approaches the bicentenary of settlement in 2023.

Online membership for Regional Libraries Queensland and Indigenous Knowledge Centres

Following the closure of public libraries for COVID-19, State Library facilitated online registration for Rural Libraries Queensland (RLQ) libraries and Indigenous Knowledge Centres (IKCs). This gave regional Queenslanders the ability to join their local library remotely and gain immediate access to online resources like ebooks, emagazines and emusic.

SCALE SERVICES TO REACH NEW AUDIENCES

Anzac Square Memorial Galleries open

The Anzac Square Memorial Galleries opened to the public on 2 July. State Library is responsible for the visitor services provided in the galleries under an operating deed between Brisbane City Council (Anzac Square trustee) and the Department of the Premier and Cabinet (DPC). Funding is provided to State Library by DPC.

The official opening of Anzac Square was held on 28 August by the Premier of Queensland, Anastacia Palaszczuk MP. At the event, the Premier met with staff involved in the redevelopment and viewed the exhibitions.

The Brisbane Open House event held on 13 October attracted 173 people to Anzac Square Memorial Galleries. George Phillips, Practice Director of Tanner Kibble Denton Architects, delivered three presentations giving his perspective on the recently completed restoration and enhancement of Anzac Square.

Average visits to the Memorial Galleries were 312 per day.

Anzac Day

Anzac Day commemorations have been an important part of Australia's history since parades first began in 1916. In 2020, Anzac Square Memorial Galleries along with all public Queensland War Memorials were closed due to COVID-19 restrictions.

A 'Commemorate differently' campaign was initiated encouraging Queenslanders to use a new voice-activated application to listen to moving memories from First World War, Second World War and post Second World War experiences, and to engage in a range of commemorative activities. The application was commissioned by State Library and developed by Alkira Software featuring digital content curated by State Library for Anzac Square Memorial Galleries. Users were also able to request a poppy be laid at Anzac Square, hear *The Last Post* and be led in a minute's silence on Anzac Day. Users submitted 265 requests to place poppies in the galleries. The app was awarded a Silver 2020 Brisbane Design Award in the Digital – Expanded Service or Application category.

Brisbane Open House

Brisbane Open House promotes Brisbane's diverse urban fabric and has added great value to the cultural life of Queensland residents. The program celebrated its tenth anniversary in 2019 and, as an award-winning Queensland building, State Library contributed a unique experience. Nine tours were offered, attracting more than 145 attendees. Tours provided a rare behind-the-scenes glimpse of some of State Library's most significant features and back-of-house facilities.

Oral History Conference

Oral History Australia (OHA) and Oral History Queensland presented a conference in partnership with State Library from 10 to 13 October. The event coincided with the International Year of Indigenous Languages and the 40th anniversary of OHA. In both the opening and closing plenaries, 140 delegates heard of the need for oral history practitioners to better appreciate the ethical issues involved in working with Indigenous communities and to properly acknowledge the knowledge-holders sharing their stories. The conference featured workshops on podcasting and interpreting memories, an oral histories of the future forum, lightning presentations and several performances based on historical stories. It also profiled State Library's project using oral history and digital storytelling to record Queensland's cultural heritage.

Winter Festival

More than 5,400 children and families participated in the Winter Festival and The Corner activities over the July holiday period. Featured programs included Morning of Music on the Queensland Terrace, enjoyed by more than 500 children and families, and writing workshops delivered in partnership with the Queensland Writers Centre.

Summer Festival and Summer Night

The 2019-20 Summer Festival program offered opportunities for children, young people and families to engage in a variety of creative experiences over the summer holiday period.

Highlights included the introduction of Summer Night at State Library: an up-late event for children and families to explore the library after hours. The festival included three weeks of workshops and drop-in activities across all age groups, story and music sessions in kuril dhagun, and making opportunities in the Knowledge Walk. The 2020 program attracted a record participation of 24,181, a 14% increase from the previous year.

Brisbane Writers Festival

State Library has been the home of the Brisbane Writers Festival since 2007. From 3 to 8 September, crowds of book lovers, school groups and writers from all over the world flocked to State Library to explore the theme 'This way humanity'. The heart of the festival was illuminated with the exquisite creation of a space from the Queensland classic, *Tirra Lirra by the River* by Jessica Anderson.

Teachers and Librarians Symposium: Share the Vision

The inaugural Teachers and Librarians Symposium was held at State Library on 22 July. The symposium brought together more than 130 education professionals for networking and professional development, hosting speakers who addressed topics unique to school libraries.

ADVOCATE FOR PUBLIC LIBRARIES AND PARTNER WITH LOCAL GOVERNMENT TO ENABLE A THRIVING NETWORK OF PUBLIC LIBRARIES AND IKCS

Fresh Start for Indigenous Knowledge Centres

The Fresh Start for Indigenous Knowledge Centres (IKCs) program continued to progress the amalgamation of the IKC and Rural Libraries Queensland (RLQ) collections and online catalogue, with another 14 IKCs across Queensland receiving new collections this year. A total of 11,600 items were despatched as part of the program and new books are regularly supplied to IKCs to supplement their collections. IKC collections now consist of a variety of genres and formats including adult and junior fiction, beginner readers, DVDs and non-fiction publications.

Developed new Standards and Guidelines for Queensland public libraries

New *Queensland Public Library Standards and Guidelines* were developed in accordance with the guiding principles (section 1B) and functions (section 20) of the *Libraries Act 1988* (Qld) to assist Queensland local governments in the planning and development of library services. The new standards and guidelines were approved by the Library Board in June, with a training program due to commence in 2020–21. Developed in consultation with the Queensland public library network, the new standards and guidelines are future-focussed, reflect contemporary library practice, and encourage the planning and development of high-quality 21st century library services. They establish a contemporary benchmarking framework that councils use to support reporting and compliance obligations, self-assessment, benchmarking, planning and improvement. They promote the advancement and effective operation and coordination of public libraries throughout the state alongside the Service Level Agreements and *Realising our potential: A vision for Queensland public libraries (the Vision)*.

Developed the Realising our potential toolkit for public libraries

State Library has developed a suite of strategic resources to support the implementation of the public library vision.

Developed with the feedback of Queensland public library staff, the Enabling the Vision Toolkit is an interactive document comprising practical tools to support public library and IKC project planning, strategic thinking, communications and community engagement.

The toolkit is available to download on the Public Libraries Connect website.

Refreshed Public Libraries Connect website

The Public Libraries Connect website was refreshed in early 2020, and is a hub for Queensland public library staff to access information on grants, collections and professional development, keep up-to-date with news and opportunities, and connect with State Library and the network. The new features include improved functionality, refreshed content and a clean design. Images were commissioned by State Library and feature public library and Indigenous Knowledge Centre staff and libraries from across the state.

Triennial review of the Public Library Grant and First 5 Forever grant methodologies

The Public Library Grant and First 5 Forever methodologies determine how funds are allocated to Queensland local governments to support the development of high-quality library and library-related services.

Work has commenced on the triennial review of the methodologies, including an independent review of the population-based formulae by which direct allocations are made to Independent, RLQ and IKC services from the Public Library Grant and First 5 Forever funding.

The methodology is reviewed triennially to ensure Queensland Government strategic priorities are addressed and there is equity in the provision of funding to local government to support public library services in Queensland.

Following the review of the grant formulae, consultation with stakeholders will be conducted providing an opportunity for all views to be considered and for issues and opportunities to be addressed.

FOCUS ON INTERACTIONS — WHERE CLIENTS CAN CREATE AND PARTICIPATE

Fun Palace

The fourth annual Fun Palace event was held on 6 October offering 50 activities for families and young people. Activities included t-shirt printing, comic book making, exploring the Indigenous history of the Brisbane region through virtual reality, and the world premiere screening of Universal's children's feature *The Wishmas Tree*, produced by Queensland company Like a Photon Creative. Over the four-hour event, more than 3,000 engagements with visitors were recorded.

Exhibitions-related programming

- **Behind the Lines and Swings and Roundabouts:** A zine (electronic magazine) workshop series was held to complement the cartooning exhibitions, *Behind the Lines and Swings and Roundabouts*. Over four sessions, 15 attendees collaborated to create a collective zine that was published at the conclusion of the program. The zine is now part of State Library's collection.
- **Meet me at the Paragon:** During the exhibition, walking tours were offered in collaboration with Brisbane City Council's Brisbane Greeters program. Starting at the exhibition, participants were taken on a guided tour through the Brisbane CBD where Greek cafes once stood. Seventy-five walkers participated across five tours.
- **Spoken: celebrating Queensland languages and Jarjum Stories:** To accompany the *Spoken* exhibition and *Jarjum Stories* showcase, State Library collaborated with music teachers, students, Yuggera Elders and music producer Megan Thompson to produce *Yuggera Djarra-Na*, a song that acknowledges First Nations. The song is about what we hear, see and smell in Yuggera country. A 40-strong flash mob performed the song on 23 November in the Knowledge Walk. As well, a Seedlings project created an opportunity for a small collective of First Nations artists from Queensland Performing Arts Complex (QPAC) to develop a creative process for their Clancestry event. Three workshops were also held to explore State Library's Indigenous languages collections.
- **I Heard it on the Radio:** This showcase was complemented by two Night by the Fire events with artist Laurie Nilsen, who has a long affiliation with 98.9FM. The events attracted 38 attendees. State Library also held Growing up 98.9FM with family members of BIMA's founders (25 attendees), Kid's Country Hour with Jhindu Lawrie (15 attendees) and a joint promotion at the NAIDOC Musgrave Park Family Fun Day (270 attendees).
- **Big Voices: children's art matters:** This exhibition was due to open just after the State Library COVID-19 closure. During the closure, a curator's sneak peek video was released and a social media campaign inviting followers to contribute their children's art was launched. Digital workshops led by State Library conservators on preserving children's art were attended by 82 participants.

Queensland Literary Awards

The 2019 Queensland Literary Awards awarded writers \$253,500 in cash prizes, fellowships and professional development. This strong investment in the literary sector creates lasting impact and cultural legacy. The 2019 awards attracted the most nominations recorded, demonstrating the vitality of the Queensland and Australian writing and publishing sectors.

2019 Queensland Literary Awards winners:

- **Queensland Premier's Award for a work of State Significance:** *Too Much Lip* (UQP) by Melissa Lucashenko
- **Queensland Premier's Young Publishers and Writers Awards:** Ella Jeffery and Ellen van Neerven
- **Queensland Writers Fellowships** (supported by the Queensland Government through Arts Queensland, State Library of Queensland, and Ian and Susan Mackie of the Hocking Mackie Fund at the APS Foundation):
 - Claire Christian for *The Invisibles*
 - Sarah Holland-Batt for *Spiral Separator*
 - Emily O'Grady for *Feast*
- **Glendower Award for an Emerging Queensland Writer** (supported by Jenny Summerson through the Queensland Library Foundation): Henry Hamlet's Heart by Rhiannon Ratcliffe Wilde
- **QUT Digital Literature Award:** *V[R]ignettes* (Mez Breeze Designs) by Mez Breeze
- **Griffith University Children's Book Award:** *The Slightly Alarming Tale of the Whispering Wars* (Allen & Unwin) by Jaclyn Moriarty
- **Griffith University Young Adult Book Award:** *Lenny's Book of Everything* (Allen & Unwin) by Karen Foxlee
- **The University of Queensland Fiction Book Award:** *Exploded View* (Text) by Carrie Tiffany
- **The University of Queensland Non-Fiction Book Award:** *An Unconventional Wife: The Life of Julia Sorell Arnold* (Scribe) by Mary Hoban
- **University of Southern Queensland Steele Rudd Award for a Short Story Collection:** *Zebra: And Other Stories* (Pan Macmillan) by Debra Adelaide
- **University of Southern Queensland History Book Award:** *An Unconventional Wife: The Life of Julia Sorell Arnold* (Scribe) by Mary Hoban
- **The Courier-Mail People's Choice Queensland Book of the Year Award:** *Adani, Following Its Dirty Footsteps: A Personal Story* (Spinifex) by Lindsay Simpson
- **Judith Wright Calanthe Award for a Poetry Collection** (supported by the Copyright Agency Cultural Fund): *Blakwork* (Magabala) by Alison Whittaker
- **David Unaipon Award for an Emerging Aboriginal and/or Torres Strait Islander Writer** (supported by the Copyright Agency Cultural Fund): not awarded in 2019. Entrants were offered development opportunities.

black&write!

In creative writing, the role of an editor is critical to guide and support writers to achieve their best work. Grant funding and philanthropic support were secured to ensure the continuation of black&write!'s nationally recognised editor training program for Aboriginal and Torres Strait Islander people. This complements the black&write! Writing Fellowships which award \$10,000, editorial development and publication opportunities to two Aboriginal and/or Torres Strait Islander writers each year. The 2020 Fellows, announced online by Minister for the Arts, the Honourable Leeanne Enoch MP, were Carl Merrison from Halls Creek, Western Australia and Eunice Day from Blackwater, Queensland. Both winning manuscripts were written for children.

Minya Birran: what now for Indigenous languages?

The Minya Birran Indigenous languages forum was held at State Library on 21 February. The event attracted 190 creatives, educators, community members and galleries, libraries, archives and museums (GLAM) sector workers. Participants contributed to an important conversation about the future of Indigenous languages and their place as a human right, while gaining skills and tools to incorporate Indigenous languages into their daily lives.

The forum placed a focus on State Library Indigenous languages programs, resources, collection items and staff expertise. This event highlighted State Library's achievements and encouraged interaction with its resources. The forum was hosted by ABC Radio National presenter Daniel Browning, featured a keynote presentation from Associate Professor Henrietta Marie AM, and included a performance from Emily Wurramara. The forum concluded with a public celebration featuring performances by five artists in seven languages. There were 200 attendees at the celebration. Fifteen attendees also attended a weaving workshop.

Human Library

State Library collaborated with the Human Library organisation to deliver a popular series of human library sessions allowing 'readers' to borrow and chat to a human book — a person with a story to share. The concept of the human library promotes tolerance and respectful conversation about difference and diversity, where difficult questions are expected, encouraged and answered. Over 70 human library conversations between 'books' and 'readers' were facilitated — firstly in person and, following the COVID-19 closure, online.

Amplify

In May, State Library offered five digitised oral history collections, with 345 recordings (over 153 hours) on Amplify, a crowdsourcing platform which publishes digital audio materials, paired with machine-generated transcripts. The platform allows users to listen to audio line by line as they correct any errors found in the computer-generated transcripts. Their contributions result in keyword-searchable, time-coded transcripts, providing greater access to collections.

DigiVol

In June, State Library diversified the volunteer transcription projects available in DigiVol (a manuscript transcription platform) with a collection of real estate maps. Volunteers were encouraged to transcribe the street names that appear on these maps. This content will be added to State Library's catalogue enabling clients to search by suburb and street name to locate digital content.

Govhack

This year, State Library participated in the nationally coordinated Govhack event, an open-data hackathon. The event was held from 6 to 8 September and focussed on the International Year of Indigenous Languages, challenging participants to better showcase Aboriginal and Torres Strait Islander language materials.

Using Aboriginal and Torres Strait Islander languages word lists, a Rockhampton team won first prize with My Place — an application using emerging technologies to promote participation in the preservation of valuable at-risk languages.

Technology for public libraries

A lendable technology project assisted public libraries and Indigenous Knowledge Centres (IKCs) in regional and remote locations to offer Science, Technology, Engineering, Arts and Maths (STEAM) programs for all ages. In 2019–20, 106 technology kits were loaned by libraries and IKCs.

An online Queensland Minecraft platform was developed by State Library allowing people across Queensland to connect and work with each other on various challenges, either from home or their public library.

SEEK OPPORTUNITIES TO PROMOTE LITERACY IN ALL ITS FORMS

First 5 Forever

The new First 5 Forever website was launched on 31 October, featuring a vibrant new look, improved navigation and a new weekly tips subscription feature. The website has received more than 174,566 page views since launch.

From 17 February to 1 May, councils with a public library or Indigenous Knowledge Centre were eligible for quick response funding through First 5 Forever Innovation Micro grants. The grants were designed to fund short-term, time-limited projects to enhance or extend existing First 5 Forever programming or enable libraries to try something new, purchase equipment and/or enhance their space. Each council was eligible for up to two grants to a maximum value of \$10,000. Twenty-seven applications were received from 18 councils (eleven Independent, six Rural Libraries Queensland, one Indigenous Knowledge Centre (IKC)). All were successful and grants to the value of \$122,929 were distributed.

The Department of Environment and Science invested an additional \$60,000 into IKCs to support First 5 Forever delivery. This funding facilitated the purchase of a range of soft furnishings to create welcoming spaces for children and families in every IKC.

The First 5 Forever Community Literacy Project enables families to share Queensland stories, songs and rhymes, and is designed to increase the capacity and capability of Queensland public library services in delivering early literacy programs for children aged zero to five and their families. Through the Community Literacy Project, high-quality and locally relevant play-based resources were distributed to public libraries for use in early literacy programming, along with supporting professional development materials. First 5 Forever Community Literacy Champions grants were distributed to five councils in February. These grants funded local projects to raise local awareness of the importance of early literacy and encourage families with children aged zero to five to connect with library services.

The Queensland Stories, Songs and Rhymes competition received 243 eligible nominations against a target of 50 entries. The competition was held to generate new Queensland stories by authors and illustrators with a connection to Queensland. Following a rigorous evaluation process, 12 books were approved to advance. The winning titles reflect the diversity of Queensland families, and include authors and illustrators from regional Queensland and Aboriginal and Torres Strait Islander communities. The book titles are currently in editorial development with authors and illustrators working with industry professional publishers and editors, including State Library's black&write! editorial team. The stories will be released through Queensland public libraries and IKCs in late 2020 and 2021 in print, electronic and audio formats.

Tech Savvy Seniors Queensland

Tech Savvy Seniors Queensland is a program delivered in partnership with Telstra to support seniors to connect and participate in the online world. The program, which aims to increase digital inclusion and help reduce social isolation, has delivered digital technology training to older people through selected public library services and IKCs across Queensland since 2016.

Between 2016 and 2019, \$1,238,942 in grant funding was distributed to 48 local government library services and IKCs to deliver the program to 28,033 seniors who participated in 5,767 free training sessions. In 2019, 1,855 sessions were delivered to 7,552 older Queenslanders in 21 regional councils through their public libraries. In 2020, grant funding of \$285,000 through the Department of Communities, Disability Services and Seniors enabled 32 council library services to receive up to \$10,000 towards program delivery. Due to COVID-19 restrictions, the 2020 program did not commence in March as planned. It was postponed to safeguard older members of the community at higher risk and the project completion date has been extended to March 2021.

Be Connected Digital Mentor train the trainer program

Be Connected is an Australian Government initiative to increase the confidence, skills and the online safety of older Australians. The program aims to empower everyone to get online with everyday technology to thrive in our digital world. Supported by Federal Government funding through the Good Things Foundation and as part of the Be Connected Network, State Library has trained 117 people from public libraries, IKCs and the community since September to become effective digital mentors. In response to COVID-19, the in-person train the trainer program is being adapted to online sessions for all Queensland public library and IKC staff and community.

Digital Health Literacy (My Health Record) training program

Federal Government grant funding received through the Australian Library and Information Association (ALIA), in partnership with Australian Digital Health Agency, enabled State Library to provide My Health Record training for 91 library staff from interstate and 91 public library and IKC staff in Queensland. This training assists library staff in guiding members of their community as they navigate government digital health initiatives including My Health Record. Scheduled face-to-face training across the country was paused in March due to COVID-19 restrictions, but an adapted online program will be available to all public library and IKC staff across Australia later in 2020.

Deadly Digital Communities 2019

Deadly Digital Communities is delivered in partnership with the Queensland Government, led by State Library and Telstra. It has delivered digital technology training to Aboriginal and Torres Strait Islander people through selected library services and IKCs across Queensland since 2017. The program aims to address the decline in Queensland's Australian Digital Inclusion Index results for Aboriginal and Torres Strait Islander communities and promote social and economic wellbeing in Queensland's remote Indigenous communities.

Telstra initially committed \$200,000 to State Library to deliver the program through IKCs and libraries over a two-year period (2017-19) through IKCs and libraries. In 2018, Telstra provided an additional \$50,000 to expand the program to include five additional library services.

In September, an external review of the program conducted by Daymark found the program was meeting a real need in the community and noted that progress had been impeded in several locations because of their remote locations. The review recommended that the program is refocussed on locations that are set up for success and to undertake greater on-the-ground consultation before entering a community. In response, \$30,720 of the initial funding was reallocated as one-off grants to five participating IKC and library services to be used towards the costs of contracting a local technology leader to deliver the program.

At the end of 2019, 16 locations, including the five additional library services, have delivered digital training to 4,656 participants in more than 1,220 training sessions, with most of these sessions delivered by local technology leaders.

Telstra committed an additional \$150,000 to continue the program in 2020. State Library will manage a grant offer of a maximum of \$10,000 per council and will provide program support, including travel to each participating council. The Deadly Digital Community 2020 program was advertised in February and was withdrawn until July 2020 in response to COVID-19.

The Corner

The Corner is State Library's space to inspire learning, creativity, curiosity and play for children from birth to eight years and their families.

Daily sessions provide opportunities for children and families to engage together through talking, reading, playing and singing, with an average of 800 participants each month.

When State Library closed to the public in March, The Corner programs pivoted quickly to a digital delivery model, with Story Time, Rhyme Time and Baby Play sessions recorded and streamed directly to families every Monday, Wednesday and Friday from April to June.

Fabrication Lab — maintenance and refurbishments

A full safety review of the Fabrication Lab was undertaken, with an externally conducted audit examining the space. A series of recommendations were addressed, including the drafting of a safety management system specific to the Fabrication Lab space, implementation of a bespoke visitor management and learning management system and revision of the staffing arrangement that supervises public access and use of the space.

The Fabrication Lab is now a best practice model of community fabrication and making, with all documentation made publicly available to support libraries and community to safely engage in the space. In the coming year, it is expected that the Fabrication Lab will attract increased patronage through open access, public programming and partnered projects.

STRATEGIC OBJECTIVES

FUTURE-FOCUSSED PEOPLE AND PROCESSES

A CULTURALLY DIVERSE WORKFORCE, WITH DIFFERENT SKILLSETS, EXPERIENCES AND THINKING STYLES

Aboriginal and Torres Strait Islander Cultural Learning Program

State Library of Queensland focussed on deepening its commitment to reconciliation through the delivery of the Culturally Safe Libraries program. This program is a national effort to provide culturally safe public spaces and services in libraries for Aboriginal and Torres Strait Islander people, and a supportive workplace where First Nations staff can confidently draw strength in their identity, culture and community. One hundred and sixty-one staff completed the Core Cultural Learning program of ten online modules, supported by face-to-face yarning circles to encourage conversations and deepen learning opportunities. Additional training was provided for Information Services Librarians on Aboriginal and Torres Strait Islander collections. Staff have been supported by learning champions and specifically developed resources. All remaining staff will complete the Culturally Safe Libraries program next year.

NSLA Blakforce: Aboriginal and Torres Strait Islander Staff Network

An opt-in national network for Aboriginal and Torres Strait Islander staff has been established, providing an opportunity for staff from all National and State Libraries Australia (NSLA) libraries to come together and discuss shared interests and concerns. Of State Library's 18 Aboriginal and Torres Strait Islander staff, 16 attended the inaugural NSLA Blakforce meeting on 19-20 June 2019, hosted by State Library in kuril dhagun. Library Board member and author Anita Heiss welcomed the group.

Workforce diversity and inclusion strategy

State Library aims to have a workforce reflective of the diversity that exists within the Queensland community. Each year, State Library creates action plans to ensure we are creating a respectful work environment and are celebrating the diversity of our staff and clients. This financial year, the focus was on providing training, awareness and resources for People Leaders to enable them to work with their teams to increase understanding and appreciation of diversity.

State Library's volunteer program

Approximately 100 volunteers have worked on a range of projects and activities this year. The volunteers have contributed to important projects across all areas of State Library, from exhibitions to heritage collections, The Edge, family history and a diverse range of public events.

Human Rights Act

Since the commencement of the *Human Rights Act 2019* (Qld), State Library has reviewed and updated relevant policies, and incorporated the Act into the Strategic Plan and Operational Plan. Staff and volunteers have been educated on their responsibilities under the Act, and a tool has been developed to help determine when actions or decisions engage human rights.

No human rights complaints were received in 2019-20.

ATTRACT INVESTMENT AND PARTNERSHIPS

Anzac Square Memorial Galleries

Funding to continue operating the Anzac Square Memorial Galleries was renewed for two years by the Department of the Premier and Cabinet (DPC) after the first successful year of operations. The funding will allow the continuation of visitor services onsite in the galleries, including school and group tours, and the enhancement of the Anzac Square online presence extending reach to a statewide Queensland audience.

Indigenous languages

Since 2007, State Library has received funding through the Indigenous Languages and Arts (ILA) Project from the Australian Government's Department of Communication and the Arts. The initiative aims to address the loss of Australia's Indigenous languages by providing funding to organisations that support the revival and maintenance of Aboriginal and Torres Strait Islander languages.

In 2015, State Library entered into a four-year agreement for annual funding of \$150,000. This funding was extended for the 2019-20 financial year.

SHARE, UNDERSTAND, AND CHALLENGE OUR OWN AND OTHERS' WORK SO WE CONTINUE TO TRANSFORM

People counters

A new people counter system was installed to provide accurate data of overall visitation and visits to individual spaces such as the reading rooms and exhibition galleries. The data is available on a dashboard enabling real-time monitoring of this critical performance indicator.

SmartyGrants online grants management system

Digital grants management solution SmartyGrants was implemented in May to streamline State Library's grant processes for both applicants and assessors. The cloud-based system improves the user experience with an intuitive look and feel, and reduces the administrative effort involved in the funding and acquittal process. The SmartyGrants Maps module helps visualise State Library's grants data and facilitates informed decision-making.

Office 365

State Library has transitioned more than 350 staff to the cloud-based Office 365 system for email and office tools, and is progressively enabling the rollout of further applications such as Teams and SharePoint. The transition has enabled staff to safely and securely work remotely during the COVID-19 closure.

Remote Desktop

The number of staff with remote access to the State Library network rapidly increased from 120 to more than 350 in March 2020 when the full workforce was required to work remotely in response to COVID-19 restrictions. This was provisioned through Microsoft Remote Desktop Web Access (Microsoft RD Web Access) and Microsoft Authenticator to ensure security. The move was a steep learning curve for some, however staff embraced the opportunity to increase their remote access capabilities.

Digital Marketing Strategy

State Library developed a digital marketing strategy to realise the potential of our digital channels. The strategy supports our business objectives to drive online and onsite visitation, use of content and increase visitor satisfaction. Development of the strategy included a review of our digital marketing ecosystem, data, and business practices in consultation with key internal stakeholders. Implementation of the strategy will be undertaken in stages with the first to commence next financial year.

EVALUATE OUR SERVICES AND SHARE COMPELLING STORIES OF IMPACT

Conference presentations

State Library staff took opportunities to share their insights at industry conferences through the year. Presentations included contributions to the Making Meaning: collections as data symposium and the Minya Birran Indigenous languages forum, as well as participation in VALA 2020. Staff presentations are available on the State Library website.

Uninterruptible power supply

State Library's uninterruptible power supply (UPS) units ensure that technology infrastructure can continue to operate during a power failure. In partnership with Arts Queensland Property and Facilities, Honeywell, and the Queensland Curriculum and Assessment Authority, State Library successfully upgraded the smaller 30KVA UPS system to an 80KVA UPS system.

The upgrade required changes to core power infrastructure in the building with planned outages to select power sources lasting for a number of hours. The data centre relies on the HVAC (heating, ventilating, and air conditioning) systems to maintain temperature in the data centre. Multiple prior tests were run inside and out of hours, showing that additional portable air-conditioning units were necessary while the system was upgraded to ensure that optimum cooling was maintained. The upgrade has reduced the risk of systems outages due to power fluctuations and provides a more reliable data centre for State Library and its data centre tenants.

Exhibition lighting upgrade

Arts Queensland confirmed funding of \$75,000 from the Arts Infrastructure Investment Fund to undertake the SLQ Exhibition Lighting Upgrade project to transition the public gallery spaces, kuril dhagun and Talbot Family Treasures Wall with LED lighting and associated wireless control technologies. In October, State Library conducted the procurement and installation of lighting in kuril dhagun and the Talbot Family Treasures Wall. The next phase involves testing, evaluation, monitoring and final assessment prior to the project's final acquittal in July 2021.

Sharing our stories

State Library successfully increased its audience reach to share diverse stories from our collections, activities and programs through greater media interest and exposure. Focussed publicity activities resulted in 2,400 media stories published or broadcast throughout the year. This year our media reach (potential audience / media circulation) was 2.12 billion.

SPONSORSHIPS, GRANTS AND PHILANTHROPY

Project funding secured over the past 12 months is detailed below.

Sponsorships (cash and in-kind) are entered into by State Library of Queensland through formal agreements which outline agreed revenue to State Library.

Grants are provided through a competitive application process and assessed on merit, with revenue provided at the grantor's discretion.

Total cash revenue received from sponsorships and grants in 2019-20 was \$722,925.

Sponsorships and grants:

- **Queensland Literary Awards** — Major partner: Queensland Government. Category sponsors: The University of Queensland, Griffith University, University of Southern Queensland, *The Courier-Mail* and Copyright Agency Cultural Fund. Principal benefactors: Jenny Summerson and Ian and Susan Mackie of the Hocking Mackie Fund at the APS Foundation. Supporters: UQP and Queensland Writers Centre.
- **Deadly Digital Communities** — An initiative of State Library of Queensland and Telstra (major sponsor), in partnership with Indigenous Knowledge Centres and local councils throughout Queensland, to deliver digital learning outcomes and connectivity to regional and remote Queenslanders.
- **black&write!** — Grantors: Copyright Agency Cultural Fund, Australia Council for the Arts, The Lionel & Yvonne Spencer Trust.
- **Queensland Business Leaders Hall of Fame** — Founding partners: QUT Business School, State Library of Queensland, the Queensland Library Foundation. Principal sponsor: Pitcher Partners. Television sponsor: Channel 7. Major sponsors: Morgans, NAB, RACQ. Supporters: Brisbane Convention and Exhibition Centre, Clovely Estate, Newstead Brewing Co, 55 Comms and *The Courier-Mail*.
- **Making Meaning: collections as data symposium** — Sponsors: The University of Queensland, ExLibris, AARNET, OCLC.
- **Placemaking Fellowship** — Sponsor: Sekisui House and West Village.

Philanthropic gifts were also secured for:

- **Bert and Vera Thies legacy project** — a legacy project to provide better understanding about the philanthropic leadership of Bert and Vera Thies.
- **The Catholic Advocate newspaper digitisation** — digitisation of newspapers dated 1911-38.
- **Daintree photographic analysis** — collection conservation.
- **Dangerous Women podcasts** — Queensland's first history podcast.
- **Indigenous Knowledge Centre computers** — to enable one desktop computer, including installation and systems, in each of the 24 Indigenous Knowledge Centres throughout Queensland.
- **James C Sourris AM Collection** — for collection development and discovery to enable a unique insight into the life and work of contemporary Australian artists.
- **Mittelheuser Scholar in Residence** — awarded to a leading thinker in the cultural sector, whose work gives rise to innovative new services or strategies.
- **Next Library 2020 Conference** — bursary for two Pacific Island library workers to attend the conference. Note the conference has been postponed to 2021 due to COVID-19 travel restrictions.
- **Reel Rescue** — ongoing funding gifted by various donors for the digitisation of State Library audiovisual collections.
- **Siganto Digital Learning Workshops** — to enable a series of workshops that provide foundational digital literacy and ICT self-sufficiency to students from newly arrived communities.
- **Yaba dhalgay donor circle** — funding donated to enable the Minya Birran Indigenous languages forum to explore the future of Aboriginal and Torres Strait Islander languages.

General giving contributed to:

- Funding the **2020 Queensland Memory Awards** — John Oxley Library Fellowship, John Oxley Library Community History Award, Monica Clare Research Fellowship, and partial funding for the Letty Katts Award.

GOVERNANCE

OUR WORKFORCE

Workforce planning and performance

As at 30 June 2020, State Library of Queensland's workforce consisted of 287.47 full-time equivalent staff with a permanent separation rate of 3.94% for the 2019–20 year.

State Library's Strategic Workforce Plan aims to develop a future workforce that is flexible, diverse, technologically adept and client-oriented.

Key strategies include:

- deepen our commitment to reconciliation through the delivery of the Aboriginal and Torres Strait Islander cultural competency program, Culturally Safe Libraries
- rollout of a digital discovery tool to all staff to provide a summary of current skills, next steps and resources to enhance digital capability
- review of the current recruitment practices to provide informed process improvements enabling State Library to meet current and future challenges
- transition the Personal Performance Planning (PPP) process to digital to enable better conversations and reporting of outcomes
- continuation of the professional development program for librarians and library technicians
- provide proactive case management to employees impacted by injury or illness and People Leaders dealing with performance or disciplinary matters, with the aim of prompt resolution and best practice outcomes
- quarterly seminars for all staff with supervisor responsibilities to develop skills in people management
- People Leaders supported to take action focussed specifically on their team's results from the annual Staff Survey
- continued development of revised role descriptions
- job shadow program implemented to enable relationship building and provide opportunity for career development
- an ongoing commitment to flexible work initiatives as a critical attraction and retention strategy
- development and implementation of a diversity and inclusion action plan.

State Library's on-boarding program is designed to welcome and integrate new starters into the organisation during their first three months. The program prepares new staff to succeed at their job and to become fully engaged, productive employees.

Each staff member is required to take part in an annual PPP process, which aligns the work and development of individual staff to State Library's strategic and operational plans.

Exceptional work is recognised through staff awards, with teams or individuals nominated by their peers for bringing the State Library vision to life through actions that support key objectives and strategies. Staff are also formally recognised for long service at ten-year intervals.

State Library has a strong tradition of offering a broad range of flexible working arrangements to employees. As part of State Library's strategies for COVID-19 preparedness and recovery periods, teams were organised into two groups. In the early stages of the COVID-19 response, each group alternated their work locations. To support implementation of this strategy during these periods, and for the additional period where all staff were required to work remotely, telecommuting arrangements were supported.

Ergonomic self-assessments were undertaken for each staff member's home-based work area, with People Leaders regularly keeping in touch with their team members to manage staff wellbeing, work allocation and outputs.

State Library has a collaborative approach to employee relations and meets regularly with members of the Agency Consultative Committee to discuss a broad range of topics, including workplace change.

Policies and procedures are reviewed regularly, with an aim to not duplicate existing Queensland Government directives or guidelines.

The health and wellbeing of staff continues to be a focus and creative programs have been delivered to help interested staff improve their wellbeing. Activities in 2019–20 included monthly in-house seated massages, superannuation health checks, access to discounted fitness facilities through Fitness Passport, and the recruitment and training of Peer Support Officers and Mental Health First Aid Officers. A regular newsletter promotes provisions available for staff, such as the employee assistance service and nutritional advice.

During 2019–20, more than 152 volunteers worked on 17 projects and activities onsite. Volunteer roles range from behind-the-scenes projects such as transcription to front-of-house roles assisting with exhibitions or performing music. Group tour guides engaged a diverse audience by delivering tours to groups of students and other visitors. Members of the public also participated as online contributors via Pitch In, which included activities such as tagging photos and transcribing text from significant historical documents.

Employees across the public service contributed to the COVID-19 pandemic response in a range of different ways. At State Library, employees contributed to this effort by:

- continuing to deliver services in line with normal arrangements
- performing different work within State Library to help respond to emerging needs
- performing work in other agencies through the whole-of-sector Queensland Government COVID-19 Employee mobilisation service
- performing work as part of their commitment as an Australian Defence Force reservist.

GOVERNANCE, ACCOUNTABILITY AND RISK

Public sector ethics

State Library's administrative procedures and management practices are developed and conducted in accordance with the *Public Sector Ethics Act 1994* (Qld) and the Code of Conduct. These principles underpin the strategic planning processes and development of State Library's Strategic Plan 2019-23 and the accompanying Operational Plan 2019-20.

The Library Board, the State Librarian and CEO, and all staff are bound by the Code of Conduct for the Queensland Public Service under the *Public Sector Ethics Act 1994* (Qld). Code of Conduct training is incorporated into induction training for new staff, and all continuing staff members are required to complete annual online refresher training.

Workshops and training sessions are delivered for managers and People Leaders throughout the year to ensure they understand the ethics principles and how to apply them, especially in relation to human resource policies and procedures. Compulsory Code of Conduct and Workplace Health and Safety training has been provided to all staff via an online learning platform.

Online learning is an efficient method for delivering training in an organisation with multiple sites and a large spread of work hours, as it allows staff to complete the training at a time which best fits their work schedule.

Public Interest Disclosure training was delivered by the Office of the Queensland Ombudsman to 50% of staff in a face-to-face learning environment. COVID-19 interrupted delivery to all staff, however plans are underway for completion in 2020-21.

Additional integrity, corrupt conduct information sessions and policy updates are delivered where applicable.

Audit functions

State Library takes a structured approach to assessing and evaluating the effectiveness and efficiency of its financial and operational systems and activities.

Senior management develops an overarching Strategic Audit Plan and reviews it annually. This forms the basis for the annual Internal Audit Plan, designed to focus internal audit on the areas of potential operational and financial risk to State Library.

Strategic and Annual Audit Plans are reviewed and endorsed by the Audit and Risk Management Committee (ARMC) (see Appendix C). In preparing these 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.

In 2019-20, internal audit reports considered by the ARMC covered the following issues:

- Review of Promaster Expense Management System
- Review of Employee Leave and Timesheets
- Review of Salaries and Wages.

All issues raised by audits were rated as low or medium risk. The ARMC monitors implementation of recommendations.

The internal audit function is under the oversight of the ARMC. It is independent of management and the external auditors and is carried out on State Library's behalf by the Corporate Administration Agency's (CAA) Internal Audit team.

The role of the internal audit function is to:

- 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 2019* (Qld)
- provide value-added audit services and advice to the statutory body, the ARMC 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 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 ARMC. The internal audit function has due regard to the *Financial and Performance Management Standard 2019* (Qld).

Reviews, audits and surveys are used to identify areas of improvement and address risks. All agreed recommendations by the External and Internal Audit are assigned to management for action within agreed timeframes. State Library took action on all recommendations from audits in 2019-20.

Risk management

The ARMC oversees risk management. A Risk Management Policy consistent with the statutory requirements of section 23 of the *Financial and Performance Management Standard 2019* (Qld) and the *International Standard on Risk Management* (ISO 31000:2009) is in place at State Library.

Risk is identified at the strategic and operational levels against the following categories: collections, service delivery, reputation, governance, funding, capability and culture, contracts and agreements, information and communications technology services and business continuity.

As part of this strategy, the Risk Register has been established. The register is reviewed annually by the ARMC and the Library Board. They receive quarterly updates on identified risks, and actions being taken to mitigate and manage these risks. State Library also has a Risk Management Strategy for child-related duties, which aims to protect children from harm and to promote their wellbeing through the creation of child-safe service environments.

Crisis management arrangements include a detailed Business Continuity Plan, the Protective Security Policy, Emergency Response Procedures and Pandemic Management Plan. The Business Continuity Plan is routinely updated triennially to reflect changes in organisational needs.

Recordkeeping

State Library complies with the provisions of the *Public Records Act 2002* (Qld) and the Queensland Government's Records Governance Policy. All records across the organisation are through Recfind V6 electronic document and record management system (eDRMS). The system has currently captured more than 116,000 electronic records. Training on the eDRMS is made available to all staff. Regular refresher sessions in recordkeeping are open to all staff, while all new staff received records training upon commencement.

The Director, Finance and Operations is responsible for the management and disposal of all records in a variety of formats in line with Queensland State Archives' *General Retention and Disposal Schedule* for administrative documents. There have been no reported breaches of information security or loss of records in 2019–20.

Disclosure of additional information

State Library publishes the following information reporting requirements on the Queensland Government's Open Data website (qld.gov.au/data):

- consultancies
- overseas travel.

There were no consultancies engaged in 2019–20 to report on.

Information about the remuneration of Library Board and committee members is available on page 7.

Key policies informing the strategic plan

- Our Future State: Advancing Queensland's Priorities
- Advance Queensland
- Department of Environment and Science Strategic Plan 2020–24
- *Human Rights Act 2019* (Qld)
- *Realising our potential: A vision for Queensland public libraries*
- Queensland Multicultural Policy: Our story, our future
- Queensland: An age friendly community: Action Plan
- Council of Australian Governments Closing the Gap strategy
- United Nations' Sustainable Development Goals

As a member of National and State Libraries Australia (NSLA), State Library influences and supports NSLA's Strategic Plan 2018–20, as well as supporting the policies of the Australian Library and Information Association (ALIA) and International Federation of Library Associations and Institutions (IFLA).

Interpreter services

As per the Queensland Language Services Policy, State Library must report information relating to interpreter services engaged in 2019–20.

Amount spent annually on interpreters engaged by State Library	\$4,099
Number of occasions interpreters were engaged by State Library	10

Notes:

These totals include instances where spoken material was delivered in a language other than English (for example, children's story time sessions delivered in Indigenous languages).

PART 4

**STRATEGIC PLAN
2020-24**

STRATEGIC PLAN 2020-24

PURPOSE

Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the state.

VISION

Inspiring possibilities through knowledge, stories and creativity.

HUMAN RIGHTS

We will respect, protect and promote human rights in our decision-making and actions.

OUR ENDURING VALUES

- We provide free and equitable access
- We share
- We seek diverse voices
- We belong to the community

OBJECTIVES

Trusted content — collect, preserve and provide access to trusted content

Strategies:

- Intentionally collect a trusted record of Queensland.
- Seek diverse stories.
- Encourage and collaborate on research to deepen knowledge.
- Engage with people as seekers and creators.
- Preserve the collection for future generations.

Performance indicators:

- Number of additions to the Queensland Memory collections.
- Use of digital and physical content in State Library's collections.

Shared experiences — grow our audience through rewarding experiences

Strategies:

- Improve access, so it's easier to find and use information.
- Focus on interactions — where clients can create and participate.
- Scale services to reach new audiences.
- Seek opportunities to promote literacy in all its forms.
- Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres.

Performance indicators:

- Visits onsite and online.
- Number of new members.
- Visits to public libraries.

Future-focussed people and processes — enable continuous improvement and innovation

Strategies:

- A culturally diverse workforce, with different skillsets, experiences and thinking styles.
- Share, understand, and challenge our own and others' work so we continue to transform.
- Evaluate our services and share compelling stories of impact.
- Attract investment and partnerships.

Performance indicators:

- Customer satisfaction with State Library visitor services, information services, collections and programs.
- Average cost of combined onsite and online visits.

PART 5

FINANCIAL REPORT

FINANCIAL SUMMARY

This summary provides an overview of the financial performance during 2019–20 and position as at 30 June 2020 for the Library Board of Queensland (the Library Board). The Library Board's performance is reported as the Parent Entity (the Library Board only) and the Library Board and the Queensland Library Foundation (the Foundation) is reported as the Economic Entity. The Foundation is a controlled entity of the Library Board.

STATEMENT OF COMPREHENSIVE INCOME

The Statement of Comprehensive Income for the Economic Entity is set out below.

STATEMENT OF COMPREHENSIVE INCOME	2020 \$'000	2019 \$'000
Total Income from Continuing Operations	81,224	81,187
Total Expenses from Continuing Operations	82,582	75,834
Operating Result from Continuing Operations	(968)	5,353
Increase in Asset Revaluation Reserve	(353)	(1,439)
Total Comprehensive Income	(1,321)	3,914

Financial governance

Financial performance is monitored internally on a monthly basis and reported to the Library Board at their regular meetings. The Library Board's financial performance is monitored externally by the Queensland Audit Office and in 2019–20 this was through its appointment of BDO who performed the audit of the financial statements.

The Library Board's Audit and Risk Management Committee (ARMC) assists the Library Board in meeting its legislative responsibilities under the *Financial Accountability Act 2019* (Qld) (FAA), the *Financial and Performance Management Standard 2019* (Qld) (FPMS) and the *Libraries Act 1988* (Qld).

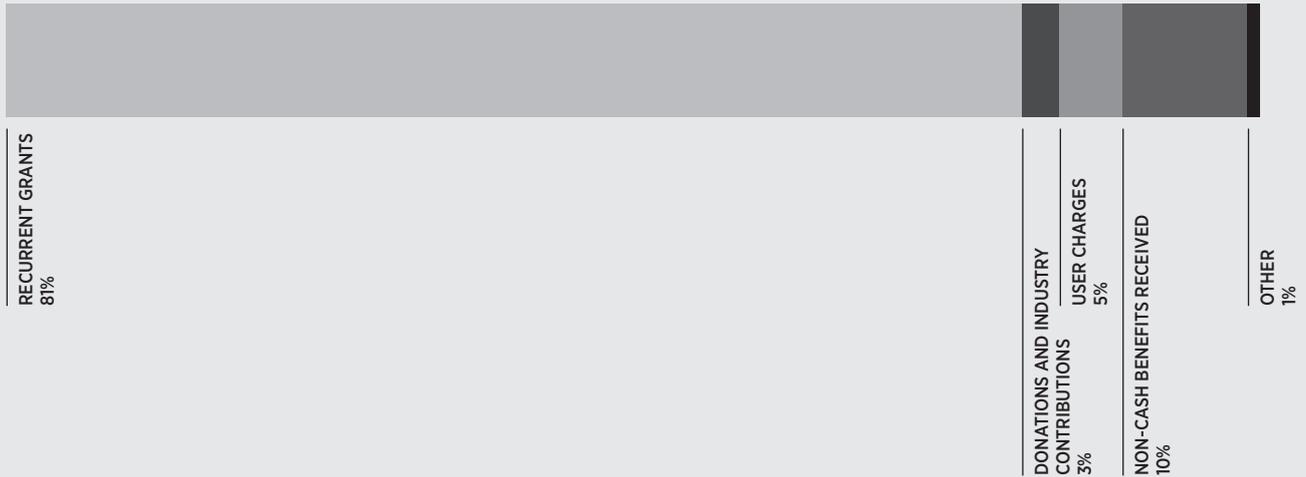
Chief Finance Officer (CFO) statement

The CFO has acknowledged responsibilities under the FAA and full undertakings have been given to both the ARMC and the Library Board, including undertakings that to the best of our knowledge and belief, financial internal controls of State Library of Queensland are operating efficiently, effectively and economically in accordance with section 57 of the FPMS. The financial statements were reviewed by the ARMC prior to presentation to and consideration by the Library Board.

Income

Government grants are a significant component of the Library Board's income (\$66.03M) in 2019-20 with User charges (\$4.1M), Donations and Sponsorships (\$2.2M) and Interest on funds invested (\$0.549M) comprising the total cash contribution. Other non-cash items recognised as income include the operating lease rental for the building (\$7.082M) and sponsorships, partnerships and legal deposit collection items (\$1.252M).

Economic Entity Income 2020 \$'000s

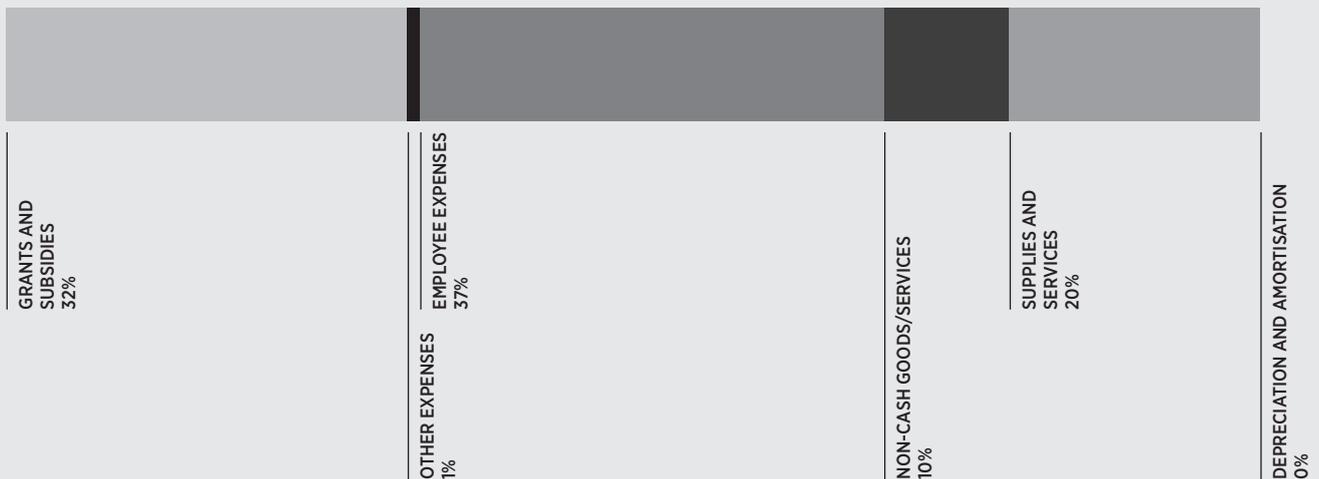


Expenses

36

Expenses for the Library Board were \$82.25M in 2019-20. The largest component is employee expenses (38%), with grants (32%), supplies and services (20%), non-cash costs (building lease plus in-kind) (10%) and other expenses (1%) completing the total. The grants paid to public libraries includes funding for the First 5 Forever family literacy initiative.

Economic Entity Expenses 2020 \$'000s



Operating Result from Continuing Operations

The Statement of Comprehensive Income from Continuing Operations shows a \$0.968M deficit for the Economic Entity. Of this, \$1.553M is the Library Board's operating deficit offset by the Foundation's operating surplus of \$0.585M.

Statement of Financial Position

The Statement of Financial Position sets out the net assets and equity of the Library Board. As at 30 June 2020, the net assets of the Library Board economic entity was \$152.47M which is an decrease of \$1.321M from 2018-19. This decrease is principally the result of a reduction in cash as projects commenced in 2018-19 were completed in 2019-20, along with the reduction in the asset revaluation reserve.

LIBRARY BOARD
OF QUEENSLAND

37

FINANCIAL STATEMENTS

FOR THE YEAR ENDED
30 JUNE 2020

CONTENTS

38

Statements of Comprehensive Income	39
Statements of Financial Position	40
Statements of Changes in Equity	41
Statements of Cash Flows	42
Notes to the Statements of Cash Flows	43
Notes to the Financial Statements	44
Management Certificate	71
Independent Audit Report	72

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	ECONOMIC ENTITY		PARENT ENTITY	
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Income from Continuing Operations					
<i>Revenue</i>					
User charges	B1	4,147	4,500	4,132	4,483
Grants and other contributions	B1	76,568	75,772	76,334	75,828
Other		569	915	464	750
Total Income from Continuing Operations		81,284	81,187	80,930	81,061
Expenses from Continuing Operations					
Employee expenses	B2	30,863	27,933	30,863	27,933
Supplies and services	B2	24,387	22,534	24,386	22,534
Grants and subsidies	B2	26,067	24,634	26,317	24,884
Depreciation and amortisation	C4	354	397	354	397
Other expenses	B2	581	336	563	308
Total Expenses from Continuing Operations		82,252	75,834	82,483	76,056
Operating Result from Continuing Operations		(968)	5,353	(1,553)	5,005
Other Comprehensive Income					
Items that will not be reclassified to Operating Result:					
Decrease in asset revaluation surplus	C7	(353)	(1,439)	(353)	(1,439)
Total Other Comprehensive Income		(353)	(1,439)	(353)	(1,439)
Total Comprehensive Income		(1,321)	3,914	(1,906)	3,566

The accompanying notes form part of these statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF FINANCIAL POSITION

AS AT 30 JUNE 2020

	NOTE	ECONOMIC ENTITY		PARENT ENTITY	
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Current Assets					
Cash and cash equivalents	C1	21,254	22,779	14,189	16,357
Receivables	C2	515	618	571	622
Inventories		248	232	248	232
Prepayments		1,142	786	1,142	786
Total Current Assets		23,159	24,415	16,150	17,997
Non-Current Assets					
Intangible assets	C3	12,259	11,382	12,259	11,382
Property, plant and equipment	C4	123,079	122,409	123,079	122,409
Total Non-Current Assets		135,338	133,791	135,338	133,791
Total Assets		158,497	158,206	151,488	151,788
Current Liabilities					
Payables	C5	2,277	1,380	2,271	1,380
Accrued employee benefits	C6	3,475	2,695	3,475	2,695
Unearned revenue		272	337	272	337
Total Current Liabilities		6,024	4,412	6,018	4,412
Total Liabilities		6,024	4,412	6,018	4,412
Net Assets		152,473	153,794	145,470	147,376
Equity					
Contributed equity		1,465	1,465	1,465	1,465
Accumulated surplus		82,795	83,763	75,792	77,345
Asset revaluation surplus	C7	68,213	68,566	68,213	68,566
Total Equity		152,473	153,794	145,470	147,376

The accompanying notes form part of these statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2020

	ECONOMIC ENTITY \$'000	PARENT ENTITY \$'000
ACCUMULATED SURPLUS		
Balance 1 July 2018	78,410	72,340
Operating Result from Continuing Operations	5,353	5,005
Balance 30 June 2019	83,763	77,345
Operating Result from Continuing Operations	(968)	(1,553)
Balance 30 June 2020	82,795	75,792
ASSET REVALUATION SURPLUS (NOTE C7-2)		
Balance 1 July 2018	70,005	70,005
Decrease in Asset Revaluation Surplus	(1,439)	(1,439)
Balance 30 June 2019	68,566	68,566
Decrease in Asset Revaluation Surplus	(353)	(353)
Balance 30 June 2020	68,213	68,213
CONTRIBUTED EQUITY		
Balance 1 July 2018	1,465	1,465
Balance 30 June 2019	1,465	1,465
Balance 30 June 2020	1,465	1,465
TOTAL		
Balance 1 July 2018	149,880	143,810
Operating Result from Continuing Operations	5,353	5,005
<i>Total Other Comprehensive Income</i>		
Decrease in Asset Revaluation Surplus	(1,439)	(1,439)
Balance 30 June 2019	153,794	147,376
Operating Result from Continuing Operations	(968)	(1,553)
<i>Total Other Comprehensive Income</i>		
Decrease in Asset Revaluation Surplus	(353)	(353)
Balance 30 June 2020	152,473	145,470

The accompanying notes form part of these statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	ECONOMIC ENTITY		PARENT ENTITY	
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Cash flows from operating activities					
<i>Inflows:</i>					
User charges		4,271	5,050	4,268	4,998
Grants and other contributions		68,232	67,180	67,998	67,286
GST collected from customers		508	512	459	484
GST input tax credits from ATO		1,531	1,445	1,530	1,444
Interest receipts		549	915	444	750
Other		20	2	20	2
<i>Outflows:</i>					
Employee expenses		(29,999)	(28,054)	(29,999)	(28,054)
Supplies and services		(15,844)	(14,439)	(15,849)	(14,441)
Grants and subsidies		(26,067)	(24,634)	(26,364)	(24,884)
GST paid to suppliers		(1,690)	(1,394)	(1,691)	(1,406)
GST remitted to ATO		(528)	(506)	(484)	(471)
Other		(343)	(318)	(335)	(289)
Net cash from/(used in) operating activities	CF-1	640	5,759	(3)	5,419
Cash flows from investing activities					
<i>Outflows:</i>					
Payments for valuables		(421)	(334)	(421)	(334)
Payments for library collection		(208)	(324)	(208)	(324)
Payments for property, plant and equipment		(690)	(259)	(690)	(259)
Payments for intangibles		(846)	(1,667)	(846)	(1,667)
Net cash used in investing activities		(2,165)	(2,584)	(2,165)	(2,584)
Net increase/(decrease) in cash and cash equivalents		(1,525)	3,175	(2,168)	2,835
Cash and cash equivalents – opening balance		22,779	19,604	16,357	13,522
Cash and cash equivalents – closing balance	C1	21,254	22,779	14,189	16,357

The accompanying notes form part of these statements.

NOTES TO THE STATEMENTS OF CASH FLOWS

CF-1 RECONCILIATION OF OPERATING RESULT TO NET CASH PROVIDED BY OPERATING ACTIVITIES

	ECONOMIC ENTITY		PARENT ENTITY	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Operating Result	(968)	5,353	(1,553)	5,005
Non-Cash items included in operating result:				
Depreciation and amortisation expense	354	397	354	397
Donation of intangibles	(31)	(194)	(31)	(194)
Donation of valuables	(287)	(379)	(287)	(379)
(Gain)/Loss on disposal of assets	229	18	229	18
<i>Changes in assets and liabilities</i>				
(Increase)/decrease in GST input tax credits receivable	(159)	52	(160)	38
(Increase)/decrease in LSL reimbursement receivable	84	(55)	84	(55)
Decrease in trade and other receivables	198	520	153	535
(Increase) in inventories	(16)	(39)	(16)	(39)
(Increase)/decrease in prepayments	(356)	464	(356)	464
Increase/(decrease) in accounts payable	897	(348)	891	(350)
Increase/(decrease) in unearned revenue	(65)	32	(65)	32
Increase/(decrease) in accrued employee benefits	780	(66)	780	(66)
Increase/(decrease) in GST payable	(20)	4	(25)	13
Net cash provided by operating activities	640	5,759	(3)	5,419

CF-2 NON-CASH INVESTING

Assets and liabilities received or donated/transferred by the Library Board are recognised as revenue (refer note B1-1) or expenses (refer note B2-2) as applicable.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

TABLE OF CONTENTS**SECTION 1: ABOUT LIBRARY BOARD OF QUEENSLAND AND THIS FINANCIAL REPORT**

A1	OBJECTIVES AND PRINCIPAL ACTIVITIES OF LIBRARY BOARD OF QUEENSLAND
A2	BASIS OF FINANCIAL STATEMENT PREPARATION A2-1 General information A2-2 Compliance with prescribed requirements A2-3 Presentation A2-4 Authorisation of financial statements for issue A2-5 Basis of measurement A2-6 The Reporting Entity
A3	CONTROLLED ENTITIES

SECTION 2 NOTES ABOUT OUR FINANCIAL PERFORMANCE

B1	REVENUE B1-1 User charges B1-2 Grants and contributions
B2	EXPENSES B2-1 Employee benefits expense B2-2 Supplies and services B2-3 Grants and subsidies B2-4 Other expenses

SECTION 3: NOTES ABOUT OUR FINANCIAL POSITION

C1	CASH AND CASH EQUIVALENTS
C2	RECEIVABLES C2-1 Impairment of receivables
C3	INTANGIBLES C3-1 Recognition and measurement C3-2 Amortisation expense C3-3 Impairment C3-4 Intangible Assets — Balances and Reconciliations of Carrying Amount
C4	PROPERTY, PLANT AND EQUIPMENT C4-1 Recognition and measurement C4-2 Measurement using historical cost C4-3 Measurement using fair value C4-4 Depreciation expense C4-5 Impairment C4-6 Property, plant and equipment C4-7 Property, plant and equipment — balances and reconciliations of carrying amount
C5	PAYABLES
C6	ACCRUED EMPLOYEE BENEFITS
C7	EQUITY C7-1 Contributed equity C7-2 Revaluation surplus by asset class

SECTION 4: NOTES ABOUT RISKS AND OTHER ACCOUNTING UNCERTAINTIES

D1	FAIR VALUE MEASUREMENT D1-1 Accounting policies and inputs for fair values D1-2 Basis for fair values of assets and liabilities
D2	FINANCIAL RISK DISCLOSURES D2-1 Accounting policy D2-2 Financial instrument categories D2-3 Risks arising from financial instruments D2-4 Credit risk disclosure
D3	CONTINGENCIES
D4	COMMITMENTS
D5	EVENTS AFTER THE BALANCE DATE
D6	FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

SECTION 5: NOTES ABOUT OUR PERFORMANCE COMPARED TO BUDGET

E1	BUDGETARY REPORTING DISCLOSURES AND SIGNIFICANT FINANCIAL IMPACT FROM COVID-19 E1-1 Significant financial impacts from COVID-19 pandemic E1-2 Budget to actual comparison — Statement of Comprehensive Income E1-3 Explanation of Major Variances — Statement of Comprehensive Income E1-4 Budget to actual comparison — Statement of Financial Position E1-5 Explanation of Major Variances — Statement of Financial Position E1-6 Budget to actual comparison — Statement of Cash Flows E1-7 Explanation of Major Variances — Statement of Cash Flows
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SECTION 6: OTHER INFORMATION

F1	KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES F1-1 Details of Key Management Personnel F1-2 Remuneration policies F1-3 Key Management Personnel remuneration expense F1-4 Library Board remuneration
F2	RELATED PARTY TRANSACTIONS
F3	FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN POLICY F3-1 AASB 15 Revenue from Contracts with Customers F3-2 AASB 1058 Income of Not-For-Profit Entities F3-3 Impact of Adoption of AASB 15 and AASB 1058 in the Current Period F3-4 AASB 16 Leases
F4	TAXATION
F5	CLIMATE RISK DISCLOSURE

A1 OBJECTIVES AND PRINCIPAL ACTIVITIES OF LIBRARY BOARD OF QUEENSLAND

The Library Board's legislated role is to collect and preserve Queensland's cultural heritage and ensure the intellectual and historical record is preserved for the future. The Library Board oversees the activities of State Library.

State Library contributes to the cultural, social and intellectual development of Queenslanders. With a multidisciplinary remit, we support a broad government agenda across education, science, innovation, IT and enterprise. Our objectives are to enable access, engage community and build capability.

We build shared infrastructure through our investment in online content. We work with local government, public libraries and regional communities to create vibrant programs that help strengthen communities. We have a long history of working in partnership to increase the value we can deliver for Queensland. We support our enduring partnership with the Arts Statutory Bodies across the Cultural Centre, and with Queensland State Archives and other local, state and national institutions collecting cultural heritage material. We have embraced the transition to sustainable business models through our work with the mining sector in regional Queensland and our innovative work in philanthropy.

The Library Board is predominantly funded for the outputs it delivers by Parliamentary appropriation.

In 2019–20 it also received revenue from sources including:

- building rentals
- network and internet services
- library professional services
- preservation and reproduction services
- donations
- The Library Shop
- research services
- ticket sales
- interest on invested funds
- venue hire.

A2 BASIS OF FINANCIAL STATEMENT PREPARATION

A2-1 General information

This report covers the Library Board and its Controlled Entity, the Queensland Library Foundation.

The Library Board is a Queensland Government Statutory Body established under the *Libraries Act 1988* (Qld).

The Library Board is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business of the agency is: Stanley Place
South Brisbane Qld 4101.

A description of the nature of the Library Board's operations and its principal activities is included in Note A1.

For information in relation to the Library Board's financial report please call Finance on 07 3842 9052, email finance@slq.qld.gov.au or visit slq.qld.gov.au.

A2-2 Compliance with prescribed requirements

The Library Board has prepared these financial statements in compliance with section 39 of the FPMS. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on and after 1 July 2019.

The Library Board is a not-for-profit entity and these general purpose financial statements are prepared on an accruals basis (except for the Statements of Cash Flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and interpretations applicable for not-for-profit entities.

New accounting standards early adopted and/or applied for the first time in these financial statements are outlined in Note F3.

The impact of the future AASB 1059 *Service Concession Arrangements: Grantors* standard will be outlined in Note D6.

A2 BASIS OF FINANCIAL STATEMENT PREPARATION CONT'D

A2-3 Presentation

Currency and rounding

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives

Comparative information reflects the audited 2018-19 financial statements.

Current/non-current classification

Assets and liabilities are classified as either 'current' or 'non-current' in the Statements of Financial Position and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the Library Board does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

A2-4 Authorisation of financial statements for issue

The financial statements are authorised for issue by the Chairperson of the Library Board and the State Librarian and CEO at the date of signing the Management Certificate.

A2-5 Basis of measurement

Historical cost is used as the measurement basis in this financial report except for the following:

- library collections which are measured at fair value, and
- liabilities expected to be settled 12 or more months after reporting date which are measured at their present value.

Historical cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from the observable inputs or estimated using another valuation technique. Fair value is determined using one of the following two approaches:

- The market approach uses prices and other relevant information generated by market transactions involving identical or comparable (i.e. similar) assets, liabilities or a group of assets and liabilities, such as a business. State Library uses the approach to value Library Collections.
- The cost approach reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current replacement cost methodology.

Where fair value is used, the fair value approach is disclosed.

A2-6 The Reporting Entity

In the financial statements, the term Parent Entity refers to the Library Board, the term Economic Entity refers to the Library Board together with the Queensland Library Foundation (the Foundation) as a controlled entity.

In the process of consolidating into a single economic entity, all transactions between the Library Board and the Foundation have been eliminated in full.

The parent entity financial statements include all income, expenses, assets, liabilities and equity of the Library Board only.

A3 CONTROLLED ENTITIES

The Library Board controls the Queensland Library Foundation (the Foundation) with the Library Board being the sole member of the Foundation and having the power to appoint all members of the Foundation Council.

Purpose and principal activities

The Foundation's purposes is to act as an agent of and to assist State Library in the performance of its functions as set out in section 20 of the *Libraries Act 1988* (Qld) by:

- (1) raising funds through gifts, grants and other forms of financial assistance, property and benefits for State Library, including for buildings, infrastructure, library materials, facilities, programs and projects;
- (2) increasing public support and interest in State Library; and
- (3) building the number of financial supporters of State Library.

Audited Financial Transactions and Balances

NAME OF CONTROLLED ENTITY	TOTAL ASSETS \$'000		TOTAL LIABILITIES \$'000		TOTAL REVENUE \$'000		OPERATING RESULT \$'000	
	2020	2019	2020	2019	2020	2019	2020	2019
Queensland Library Foundation	7,086	6,432	82	14	1,763	1,496	587	350

State Library provides all administrative support services (including salaries for staff) to the Foundation on a cost recovery basis.

The Foundation transfers funds to State Library to cover the cost of a range of approved projects. There are no significant restrictions on State Library's ability to access the Foundation's assets or settle its liabilities.

The Queensland Audit Office audits the Foundation. Total external audit fees relating to the 2019-20 financial statements are estimated to be \$6,000 (2019: \$6,425). There are no non-audit services included in this amount.

ECONOMIC ENTITY		PARENT ENTITY	
2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

B1 REVENUE

B1-1 User charges

Accounting policy — user charges

Total revenue is reduced from 2018–19 due to the effects of COVID-19 on user charges, particularly in Library Shop and venue hire.

User charges are controlled by the Library Board where they can be deployed for the achievement of the Library Board's objectives.

Type of good or service	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
User charge (excluding venue hire and Anzac Square)	State Library also receives revenue in the form of user charges. Most user charges are received as per Service Level Agreements (SLAs) with customers as well as on an ad hoc basis. In either case there is no enforceable contract and the revenue is out of scope of AASB 15. State Library will continue to invoice customers as per these SLAs or as services are provided.	User charges will be recognised upon receipt as per AASB 1058.
Venue hire	Venue hire agreements are signed with customers who hire State Library venues (events, exhibitions and some meeting room spaces). Most of these agreements have specific obligations in place. Generally, deposits are taken, with the final invoices raised once these obligations have been met. Deposits taken are recognised as unearned revenue and recognised as revenue once the performance obligations have been met and thus in the scope of AASB 15.	Deposits on venue hire are recognised as revenue once performance obligations satisfied. The full value of venue hire charges (including deposits) will be recognised as revenue once performance obligations satisfied.
Anzac Square	State Library receives funding from an agreement with the Department of Premier and Cabinet and Brisbane City Council to operate Anzac Square. State Library has determined that the revenue is within scope of AASB 15 due to sufficiently specific obligations included in the operating deed.	Anzac Square revenue will be recognised as performance obligations are met under AASB 15.

Library Shop	526	607	526	607
Building rentals	307	394	307	394
Research services	1,281	1,260	1,281	1,260
Network and internet services	350	249	350	249
Anzac Square	505	320	505	320
First 5 Forever sales	—	16	—	16
Preservation services	7	34	7	34
Reproduction services	31	51	31	51
Ticket sales	85	114	70	97
Venue hire	750	1,076	750	1,076
Other	305	379	305	379
Total	4,147	4,500	4,132	4,483

ECONOMIC ENTITY		PARENT ENTITY	
2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

B1-2 Grants and contributions

Accounting policy – grants and contributions

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the Library Board to transfer goods or services to a third-party on the grantor's behalf, the transaction is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred (as a contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding. The Library Board has not received any special purpose capital grants to construct non-financial assets to be controlled by the Library Board. Had any special purpose capital grants been received, they would be recognised as unearned revenue when received, and subsequently recognised progressively as revenue as the Library Board satisfies its obligations under the grant through construction of the asset.

The following table provides information about the nature and timing of the satisfaction of performance obligations, significant payment terms, and revenue recognition for the Library Board's grants and contributions that are contracts with customers.

Type	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
Administered grants	State Library receives the majority of its revenue in the form of a administered grant distributed by Arts Queensland through its appropriation. The majority of funding has no specific acquittal terms, or where there is an obligation to provide goods or services, the promise is not sufficiently specific under the definition of AASB 15.	Administered grants are recognised upon receipt.
Other grants	State Library also receives grants from other government agencies (Commonwealth and State). Under AASB 15, grants presently recognised as revenue upfront may be eligible to be recognised as revenue progressively as the associated performance obligations are satisfied, but only if the associated performance obligations are enforceable and sufficiently specific.	These grants will be reviewed on a case by case basis.
Sponsorships and donations	Queensland Library Foundation receives the majority of its revenue in the form of sponsorship and donations. The majority of funding has no specific acquittal terms, or where there is an obligation the provide goods or services, the promise is not sufficiently specific under the definition of AASB15.	Sponsorship and donations will be recognised upon receipt.

Commonwealth grants – recognised upfront

The Library Board received \$150,000 in 2019–20 for an Indigenous Languages Grant. This funding has been recognised as revenue on receipt as the Library Board's obligations are not sufficiently specific.

Recurrent grants	65,883	64,664	65,883	64,664
Commonwealth grants	150	150	150	150
Queensland Library Foundation projects	—	—	1,159	1,119
Donations and industry contributions	2,201	2,366	808	1,303
Goods received below fair value	1,252	1,470	1,252	1,470
Lease rental – received below fair value	7,082	7,122	7,082	7,122
Total	76,568	75,772	76,334	75,828

Accounting policy – services received below fair value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and an expense.

ECONOMIC ENTITY		PARENT ENTITY	
2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

B2 EXPENSES

B2-1 Employee benefits expense

Accounting policy — wages, salaries and recreation leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Statements of Financial Position at the current salary rates.

As the Library Board expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Accounting policy — sick leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Accounting policy — long service leave

Under the Queensland Government's long service leave scheme, a levy is made on the Library Board to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

Accounting policy — superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's QSuper defined benefit plan as determined by the employee's conditions of employment.

Defined Contribution Plans — Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined Benefit Plan — The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined by the State Actuary. Contributions are paid by the Library Board at the specified rate following completion of the employee's service each pay period. The Library Board's obligations are limited to those contributions paid.

Accounting policy — workers' compensation premiums

The Library Board pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not an employee benefit and is recognised separately as employee related expenses.

Key management personnel and remuneration disclosures are detailed in Note F1.

Employee Benefits

Wages and salaries*	23,000	20,315	23,000	20,315
Employer superannuation contributions	3,074	2,903	3,074	2,903
Long service leave levy	545	448	545	448
Annual leave expenses	2,251	2,098	2,251	2,098

Employee Related Expenses

Payroll tax	1,399	1,304	1,399	1,304
Other employee expenses	594	865	594	865
Total	30,863	27,933	30,863	27,933

* Wages and salaries includes \$357,675 of \$1,250 one-off, pro-rata payments for 287 full-time equivalent employees (announced in September 2019).

	2020 No.	2019 No.
Full-Time Equivalent Employees	287	287

ECONOMIC ENTITY		PARENT ENTITY	
2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

B2-2 Supplies and services

Accounting policy — distinction between grants and procurement

For a transaction to be classified as supplies and services, the value of goods or services received by the department must be of approximately equal value to the value of the consideration exchanged for those goods or services. Where this is not the substance of the arrangement, the transaction is classified as a grant in Note B2-3.

Disclosure — office accommodation

Payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework arise from non-lease arrangements with the Department of Housing and Public Works, who has substantive substitution rights over the assets used within this scheme. Payments are expensed as incurred and categorised within the office accommodation line item.

Accounting policy — services rendered free of charge or for nominal value

Contribution of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

Lease rental — below fair value

The Library Board also has a peppercorn lease with Arts Queensland (AQ) for the occupancy at the State Library building in South Brisbane. Under AASB 16 *Leases*, this concessionary lease is principally to enable the Library Board to further its objectives. In accordance with advice from the Queensland Treasury, not-for-profit agencies consolidated within the whole-of-government will measure all right-of-use assets from concessionary leases at cost on initial recognition. This requires the recognition treatment of the Library Board's concessionary lease with AQ to be recognised at cost, rather than at fair value of the lease, as has been the case in previous years.

Advertising and graphic design	564	160	564	160
Bookshop and merchandising	348	393	348	393
Communications	239	263	239	263
Consultants and contractors	2,218	1,449	2,218	1,449
Corporate service charges	1,012	960	1,012	960
Electronic subscriptions	1,521	1,477	1,521	1,477
Exhibits and materials	33	98	33	98
Freight and postage	481	419	481	419
Furniture and equipment	242	407	242	407
Goods provided below fair value	936	896	936	896
Lease rental — provided below fair value	7,082	7,122	7,082	7,122
Office accommodation	540	531	540	531
Information technology	905	989	905	989
Library collections — new and existing	1,972	1,734	1,972	1,734
Materials and equipment	1,378	416	1,378	416
Motor vehicle costs	22	28	22	28
Printing, stationery and office supplies	298	191	298	191
Property services	2,675	2,779	2,675	2,779
Repairs and maintenance	210	413	210	413
Subscriptions and memberships	163	273	163	273
Sundries	1,329	1,227	1,328	1,227
Travel	219	309	219	309
Total	24,387	22,534	24,386	22,534

Accounting policy — grants and subsidies

The majority of grants and subsidies are paid to Queensland public libraries under the Public Library Grant or First 5 Forever programs. Administrative costs associated with the programs are reported under Notes B2-1 and B2-2.

	ECONOMIC ENTITY		PARENT ENTITY	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

B2 EXPENSES (CONT'D)

B2-3 Grants and subsidies

Grants and subsidies

Public Library Grants	21,833	22,014	21,833	22,014
First Five Forever Grants	3,860	2,283	3,860	2,283
Other grants paid	374	337	374	337
Queensland Library Foundation subsidy	—	—	250	250
Total	26,067	24,634	26,317	24,884

B2-4 Other expenses

Accounting policy — other expenses

The Library Board's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund (QGIF) with premiums being paid on a risk assessment basis. In addition, the Library Board pays premiums to WorkCover Queensland in respect of its obligations for employee compensation and Directors and Officers insurance through AON Australia and QGIF on behalf of Library Board members and staff.

Total external audit fees for the economic entity relating to the 2019-20 financial year are estimated to be \$46,000 (2019: \$49,775). These fees, paid to the Queensland Audit Office, relate to the audit of the financial statements only.

External audit fees	46	50	40	43
Internal audit fees	67	60	67	60
Insurance premiums	81	72	81	72
Bad and doubtful debts	44	16	44	16
Board fees and expenses	43	44	43	44
Loss on disposal of assets	6	18	6	18
Collection revaluation loss	223	—	223	—
Other	71	76	59	55
Total	581	336	563	308

C1 CASH AND CASH EQUIVALENTS

Accounting policy — cash and cash equivalents

For the purposes of the Statements of Financial Position and the Statements of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with financial institutions.

Imprest accounts	5	6	5	6
Cash at bank and on hand	1,330	190	1,227	169
Cash deposit accounts	19,919	22,583	12,958	16,182
Total	21,254	22,779	14,190	16,357

Funds are held in a Queensland Treasury Corporation 'at call' account.

ECONOMIC ENTITY		PARENT ENTITY	
2020	2019	2020	2019
\$'000	\$'000	\$'000	\$'000

C2 RECEIVABLES

Accounting policy – receivables

Receivables are measured at amortised cost which approximates their fair value at reporting date.

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

Other debtors generally arise from transactions outside the usual operating activities of the Library Board and are recognised at their assessed values. Terms are a maximum of three months, no interest is charged and no security is obtained.

Trade debtors	206	367	184	357
Less: Allowance for impairment loss	(44)	(16)	(44)	(16)
	162	351	140	341
GST receivable	319	160	322	162
GST payable	(10)	(30)	(8)	(33)
	309	130	314	129
Long service leave reimbursements	43	127	43	127
Queensland Library Foundation receivables	—	—	72	25
Other	1	10	1	—
Total	515	618	570	622

C2-1 Impairment of receivables

Accounting policy – impairment of receivables

The loss allowance for trade and other debtors reflects lifetime expected credit losses and incorporates reasonable and supportable forward-looking information, including forecast economic changes expected to impact the Library Board's debtors, along with relevant industry and statistical data where applicable.

The Library Board's other receivables are from Queensland Government agencies or Australian Government agencies. No impairment is recorded for these receivables as they are deemed low risk. Refer to Note D2-3 for the Library Board's credit risk management policies.

Where the Library Board has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against loss allowance. This occurs when the debt is over 90 days past due and the Library Board has ceased enforcement activity. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Disclosure – credit risk exposure of receivables

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those assets. enhancements relating to receivables held by the Library Board.

Receivables fall into one of the following categories when assessing collectability:

- within terms and expected to be fully collectible
- within terms but impaired
- past due but not impaired
- past due and impaired.

All receivables within terms and expected to be fully collectible are considered of good quality based on recent collection history. Credit risk management strategies are detailed in Note D2-4.

The collectability of receivables is assessed periodically with allowance being made for impairment.

C3 INTANGIBLES

C3-1 Recognition and measurement

Accounting policies

Software with a historical cost or other value equal to or greater than \$100,000 are recognised in the financial statements. Software with a lesser value is expensed. Any training costs are expensed as incurred.

There is no active market for any of the Library Board's intangible assets. As such, the assets are recognised and carried at historical cost less accumulated amortisation and accumulated impairment losses.

Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

Costs associated with the internal development of computer software are capitalised and amortised under the amortisation policy below.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

Disclosure — contract assets

Contract assets arise from contracts with customers, and are transferred to receivables when the Library Board's right to payment becomes unconditional, this usually occurs when the invoice is issued to the customer.

Digital collections

In line with *Queensland Treasury's Non-Current Asset Policy — Accounting for Library Collections* (NCAP 7), the Library Board has recognised collections with a cost or other value greater than \$5,000 stored in electronic format and made accessible to the public (e.g. digitised physical collections, oral histories, digital stories and digital photographs) as intangible assets with indefinite useful lives, subject to annual review.

For in-house developed digital collection items (e.g. digitised physical collections, oral histories, digital stories and digital photographs), direct costs associated with developing, creating and making accessible the items constitutes the cost of the items.

C3-2 Amortisation expense

Accounting policy

Costs associated with the development of digital collections have been capitalised. Following a review of conditions and circumstances under which digital collections are stored and maintained, it is considered that there is a sufficiently high standard to retain indefinite life status. Under AASB 138 *Intangible Assets*, these assets are not amortised.

The standard amortisation rate for software is 14%. All current software assets are fully amortised down to their residual value, but are still in use.

C3-3 Impairment

Accounting policy

All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Library Board determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Intangible assets are principally assessed for impairment by reference to the actual and expected continuing use of the asset by the Library Board, including discontinuing the use of the software. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

	ECONOMIC ENTITY		PARENT ENTITY	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
C3-4 Intangible Assets — Balances and Reconciliations of Carrying Amount				
Intangible Assets				
Heritage Digital Collection	12,257	11,379	12,257	11,379
Computer Software				
At cost	3	3	3	3
Total	12,259	11,381	12,259	11,381
Intangible reconciliation				
Computer Software				
Carrying amount at 1 July 2019	3	3	3	3
Computer Software carrying amount as at 30 June 2020	3	3	3	3
Heritage Digital Collections				
Carrying amount at 1 July 2019	11,379	9,355	11,379	9,355
Acquisitions/internally developed items	808	1,830	808	1,830
Donations	31	194	31	194
Heritage Digital Collections total as at 30 June 2020	12,218	11,379	12,218	11,379
Heritage Digital Collections — Work in Progress				
Carrying amount at 1 July 2019	—	162	—	162
Movement in Work in Progress*	38	(162)	38	(162)
Heritage Digital Collections Work in Progress as at 30 June 2020	38	—	38	—
Heritage Digital Collections Carrying amount as at 30 June 2020	12,256	11,379	12,256	11,379
Total Intangibles Carrying amount at 30 June 2020	12,259	11,382	12,259	11,382

*Work in Progress represents purchases made but not yet catalogued.

State Library has software with an original cost of \$0.555M that has been written down to a residual value of \$3,000 and is still being used in the provision of services.

C4 PROPERTY, PLANT AND EQUIPMENT

C4-1 Recognition and measurement

Accounting policy — recognition

Basis of Capitalisation and Recognition Thresholds

Items of property, plant and equipment, with the exception of the collections, with a historical cost or other value equal to or in excess of \$5,000 are recognised for financial reporting purposes in the year of acquisition. As per the Non-Current Asset Accounting Policies for the Queensland Public Sector (NCAPs), an asset recognition threshold of \$1,000,000 is applied to the reference collection (Information Collection) and a threshold of \$5,000 applied to the heritage and cultural collections (John Oxley Library (JOL) and Australian Library of Art (ALA)).

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the Library Board. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of that asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Collections

Capital expenditure on the Information Collection is recorded as an addition to the collection. Purchases of common use collections are expensed on purchase.

Heritage and Cultural Assets (Valuables)

Capital expenditure on the JOL and ALA collections is recorded as an addition to Valuables. Due to the nature of these items, they are not depreciated in accordance with NCAP 7. Digital collections held within the JOL and ALA Collections have been treated as intangible assets since 2012–13. For further information regarding intangibles, please refer to Note C3.

Accounting policy — cost of acquisition

Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration and costs incidental to the acquisition (such as architects' fees and engineering design fees), plus all other costs incurred in getting the assets ready for use.

Where assets are received free of charge from another Queensland Government entity (whether as a result of Machinery of Government change or other involuntary transfer), the acquisition cost is recognised as the carrying amount in the books of the other entity immediately prior to the transfer.

Assets acquired at no cost or for nominal consideration, other than from another Queensland Government entity, are recognised at their fair value at date of acquisition.

C4-2 Measurement using historical cost

Accounting policy

Plant and equipment is measured at historical cost in accordance with the Non-Current Asset Policies for the Queensland Public Sector. The carrying amounts for such plant and equipment is not materially different from their fair value.

C4-3 Measurement using fair value

Accounting policy

Heritage and cultural assets are measured at fair value as required by Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

The cost of items acquired during the financial year has been considered by management of the Library Board to materially represent their fair value at the end of the reporting period. For further information regarding fair value measurement, please refer to Note D1.

The JOL and ALA collections measured at fair value are comprehensively revalued at least once every five years. In the intervening years and where applicable, their previous valuations are materially kept up-to-date via the application of relevant indices. The application of such indices results in a valid estimation of the assets' fair values at reporting date. However, if a particular asset class experiences significant and volatile changes in fair value since the previous reporting period, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

No index has been applied in 2019–20 based on advice received from Pickles Valuation Services. This advice was received on 31 March 2020.

Accounting for changes in fair value

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

For assets revalued using a cost valuation approach (e.g. current replacement cost) — accumulated depreciation is adjusted to equal the difference between the gross amount and carrying amount, after taking into account accumulated impairment losses. This is generally referred to as the 'gross method'.

Current year purchases for the Information Collection are reported at cost. Purchases of Heritage items since the last independent valuation are reported as cost.

For assets revalued using a market or income-based valuation approach — accumulated depreciation and accumulated impairment losses are eliminated against the gross amount of the asset prior to restating for the revaluation. This is generally referred to as the net method.

C4-4 Depreciation expense

Accounting policy

Property, plant and equipment is depreciated using the straight line method so as to allocate the net cost or revalued amount of each asset, less any estimated residual value, progressively over the estimated useful life to the entity.

Key Judgement — Straight line depreciation is used as that is consistent with the even consumption of service potential of these assets over their useful life to the Library Board.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the entity.

For the Library Board's depreciable assets, the estimated amount to be received on disposal at the end of their useful life (residual value) is determined to be zero.

Depreciation rates

For each class of depreciable assets, the following depreciation rates were used:

Class	Default Rate
Plant and equipment (>\$5,000)	
Computers	20%–25%
Servers and switches	20%
Audio equipment	20%–33%
Air conditioning	11%
Furniture (grand piano)	2%
Leasehold improvements	10%
Office equipment	20%–33%

Depreciation of collections

Depreciation is not applied to the reference collection based on the characteristics of the collection in accordance with NCAP 7. The useful life of the collection is sufficiently long that the resultant depreciation expense would be immaterial in amount.

C4-5 Impairment

Accounting policy

Indicators of Impairment and Determining Recoverable Amount

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis or, where the asset is measured at fair value, for indicators of a change in fair value/service potential since the last valuation was completed. Where indicators of a material change in fair value or service potential since last valuation arises, the asset is revalued at the reporting date under AASB 13 *Fair Value Measurement*. If an indicator of possible impairment exists, the Library Board determines the asset's recoverable amount under AASB 136 *Impairment of Assets*.

For all other remaining assets measured at cost, and assets within the economic entity held for the generation of cash flows, recoverable amount is equal to the higher of the fair value less costs of disposal and the asset's value in use.

Value in use is equal to the present value of the future cash flows expected to be derived from the asset, or where the Library Board no longer uses an asset and has made a formal decision not to reuse or replace the asset, the value in use is the present value of net disposal proceeds.

Recognising Impairment Losses

For assets measured at fair value, the impairment loss is treated as a revaluation decrease and offset against the asset revaluation surplus of the relevant class to the extent available. Where no asset revaluation surplus is available in respect of the class of asset, the loss is expensed in the statement of comprehensive income as a revaluation decrement.

For assets measured at cost, an impairment loss is recognised immediately in the statement of comprehensive income.

Reversal of Impairment Losses

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years.

For assets measured at fair value, to the extent the original decrease was expensed through the statement of comprehensive income, the reversal is recognised in income, otherwise the reversal is treated as a revaluation increase for the class of asset through asset revaluation surplus.

For assets measured at cost, impairment losses are reversed through income.

	ECONOMIC ENTITY		PARENT ENTITY	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
C4 PROPERTY, PLANT AND EQUIPMENT (CONT'D)				
C4-6 Property, plant and equipment				
Heritage and Cultural Assets (Valuables):				
John Oxley and Australian Library of Art Collections				
At cost	1,098	677	1,098	677
At valuation	80,420	80,133	80,420	80,133
	81,518	80,810	81,518	80,810
Artworks	35	35	35	35
Total Heritage and Cultural Assets	81,553	80,845	81,553	80,845
Library Collections:				
At cost	203	324	203	324
At valuation	39,954	40,207	39,954	40,207
Total Library Collections	40,157	40,531	40,157	40,531
Plant and Equipment:				
At cost	4,502	3,910	4,502	3,910
Less: Accumulated depreciation	(3,133)	(2,877)	(3,133)	(2,877)
Total Plant and Equipment	1,369	1,033	1,369	1,033
Total	123,079	122,409	123,079	122,409

The library has property, plant and equipment with an original cost of \$2.062M that has been written down to a residual value of \$44,287 and still being used in the provision of services.

C4-7 Property, plant and equipment — balances and reconciliations of carrying amount

Heritage and Cultural Assets (Valuables), Level 3

Carrying amount at 1 July — at cost	678	343	678	343
Carrying amount at 1 July — at valuation	80,168	79,790	80,168	79,790
Acquisitions	420	334	420	334
Donations received	287	379	287	379
Carrying amount at end of financial year	81,553	80,845	81,553	80,845

Library Collections, Level 3

Carrying amount at 1 July — at cost	323	257	323	257
Carrying amount at 1 July — at valuation	40,207	41,389	40,207	41,389
Acquisitions	203	324	203	324
Net revaluation increments/(decrements)	(576)	(1,439)	(576)	(1,439)
Carrying amount at end of financial year	40,157	40,531	40,157	40,531

Plant and Equipment

Carrying amount at 1 July — at cost	1,033	1,189	1,033	1,189
Acquisitions	695	259	695	259
Disposals	(5)	(18)	(5)	(18)
Depreciation expense	(354)	(397)	(354)	(397)
Carrying amount at end of financial year	1,369	1,033	1,369	1,033

Total

Carrying amount at 1 July — at cost	2,034	1,789	2,034	1,789
Carrying amount at 1 July — at valuation	120,375	121,179	120,375	121,179
Acquisitions	1,318	917	1,318	917
Donations received	287	379	287	379
Disposals	(5)	(18)	(5)	(18)
Net revaluation increments/(decrements)	(576)	(1,439)	(576)	(1,439)
Depreciation expense	(354)	(397)	(354)	(397)
Carrying amount at end of financial year	123,079	122,409	123,079	122,409

	ECONOMIC ENTITY		PARENT ENTITY	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
C5 PAYABLES				
Current				
Trade creditors	909	417	903	417
Accrued expenses	1,368	963	1,368	963
Total	2,277	1,380	2,271	1,380

Accounting policy – payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured.

C6 ACCRUED EMPLOYEE BENEFITS

Annual leave	2,670	2,308	2,670	2,308
Paid parental leave	—	(145)	—	(145)
Long service leave levy payable	155	130	155	130
Wages outstanding	624	397	624	397
Superannuation payable	26	5	26	5
Total	3,475	2,695	3,475	2,695

Accounting policy – accrued employee benefits

No provision for long service leave is recognised in the financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Unearned revenue

Venue hire deposits	85	337	85	337
Anzac Square	187	—	187	—
Total	272	337	272	337

C7 EQUITY**C7-1 Contributed equity****Accounting policy**

Interpretation 1038 Contributions by *Owners Made to Wholly Owned Public Sector Entities* specifies the principles for recognising contributed equity by the Library Board. The following items are recognised as contributed equity by the Library Board during the reporting and comparative years:

- appropriations for equity adjustments
- non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of Machinery of Government changes.

C7-2 Revaluation surplus by asset class**Accounting policy**

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

	ECONOMIC AND PARENT ENTITY		
	LIBRARY COLLECTIONS \$'000	HERITAGE AND CULTURAL ASSETS \$'000	TOTAL \$'000
2019			
Balance 1 July 2018	1,792	68,213	70,005
Revaluation increment/(decrement)	(1,439)	—	(1,439)
Balance 30 June 2019	353	68,213	68,566
2020			
Balance 1 July 2019	353	68,213	68,566
Revaluation increment/(decrement)	(353)	—	(353)
Balance 30 June 2020	—	68,213	68,213

D1 FAIR VALUE MEASUREMENT

D1-1 Accounting policies and inputs for fair values

What is fair value?

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Observable inputs are publicly available data that are relevant to the characteristics of the assets/liabilities being valued. Observable inputs used by the Library Board include, but are not limited to, published sales data for heritage and cultural assets.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets/liabilities being valued. Significant unobservable inputs used by State Library include, but are not limited to, subjective adjustments made to observable data to take account of the characteristics of the Library Board's assets/liabilities and assessments of their physical condition and remaining useful lives. Unobservable inputs are used to the extent that sufficient relevant and reliable observable inputs are not available for similar assets/liabilities.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use.

Fair value measurement hierarchy

Details of assets and liabilities measured under each category of fair value are set out in the tables at Note C4-7.

All assets and liabilities of the Library Board for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

- level 1 — represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
- level 2 — represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
- level 3 — represents fair value measurements that are substantially derived from unobservable inputs.

None of the Library Board's valuations of assets or liabilities are eligible for categorisation into level 1 or level 2 of the fair value hierarchy. There were no transfers of non-financial assets between fair value hierarchy levels during the period.

More specific fair value information about the Library Board's Property, Plant and Equipment is outlined in Note C4-3.

D1-2 Basis for fair values of assets and liabilities

Heritage and Cultural Assets

Effective date of last specific appraisal: 30/06/2017

Valuation approach: Market based assessment

Inputs: The collection was valued using level 3 observable inputs. Auction records, International and Australian dealer's catalogues, book seller's pricelists, and offerings on the Internet. PVS has subscription services to ABPC (American Book Price Current), Rare Book Hub, AASD (Australian Art Sales Digest), and Findlotsonline as well as a number of auction houses. Descriptions and notes for items was attained from State Library's One Search database. Where market prices could not be easily established the value was determined using the price of a similar asset.

Current year valuation activity: The JOL and ALA collections measured at fair value are comprehensively revalued at least once every five years. In the intervening years and where applicable, their previous valuations are materially kept up-to-date via the application of relevant indices. The application of such indices results in a valid estimation of the assets' fair values at reporting date. However, if a particular asset class experiences significant and volatile changes in fair value since the previous reporting period, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

Advice was sought from Pickles Valuation Service as to any index that should be applied since the comprehensive independent revaluation in 2017. The advice received on 31 March 2020 was that no index was to be applied in the 2019–20 financial year. This advice included consideration of the possible impacts of COVID-19.

Purchases made since the last independent valuation are recorded at cost. Based on purchases made during the final quarter of 2019–20, State Library has not observed any material price variations or COVID-19 impacts that would require revisiting the advice received on 31 March 2020.

Library collections

Effective date of last specific appraisal: 31/03/2020

Valuation approach: Internal valuation based on purchase data collected as per NCAP 7.

Inputs: Purchase data over past 7 years by category and sub-category along with collection counts.

Current year valuation activity: Library Collections are valued on an annual basis by management in line with Queensland Treasury's Non-Current Asset Accounting Policies for the Queensland Public Sector. State Library uses acquisition records for the previous 7 years in calculating average purchase prices which are then applied to titles within the Library Collection.

ECONOMIC ENTITY		PARENT ENTITY	
2020	2019	2020	2019
\$'000	\$'000	\$'000	\$'000

D2 FINANCIAL RISK DISCLOSURES

D2-1 Accounting policy

Recognition

Financial assets and financial liabilities are recognised in the Statements of Financial Position when the Library Board becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:

- Receivables — held at amortised cost;
- Payables — held at amortised cost.
- Cash and cash equivalents — fair value through profit and loss.

The Library Board does not enter into transactions for speculative purposes, nor for hedging.

All other disclosures relating to the measurement and financial risk management of financial instruments held by State Library are included further in this Note.

D2-2 Financial instrument categories

The Library Board has the following categories of financial assets and financial liabilities:

CATEGORY

Financial Assets

Cash and cash equivalents	C1	21,254	22,779	14,190	16,357
Receivables	C2	515	618	570	622
Total Financial Assets		21,769	23,397	14,760	16,979

Financial Liabilities

Payables	C5	2,277	1,380	2,271	1,380
Total Financial Liabilities at amortised cost		2,277	1,380	2,271	1,380

No financial assets and financial liabilities have been offset and are presented gross in the Statements of Financial Position.

D2-3 Risks arising from financial instruments

Risk exposure

Financial risk management is implemented pursuant to government and Library Board policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the Library Board. All financial risk is managed by Executive Management under policies approved by the Library Board. The Library Board provides written principles for overall risk management, as well as policies covering specific areas.

The Library Board's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Definition	Exposure
Credit risk	Credit risk exposure refers to the situation where the Library Board may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	The Library Board is exposed to credit risk in respect of its receivables (Note C2).
Liquidity risk	Liquidity risk refers to the situation where the Library Board may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	The Library Board is exposed to liquidity risk in respect of its payables (Note C5).
Interest risk	Interest risk refers to the situation where the Library Board may have reduced revenue due to the reduction of interest rates for invested funds.	The Library Board is exposed to interest risk in respect of its investments (Note C1).

Risk measurement and management strategies

The Library Board measures risk exposure using a variety of methods as follows:

Risk exposure	Measurement method	Risk management strategies
Credit risk	Ageing analysis, earnings at risk	The Library Board aims to reduce the exposure to credit risk through the monitoring of outstanding amounts on a regular basis.
Liquidity risk	Government revenue is received in advance. Other revenues and expenses closely monitored.	This strategy aims to reduce the exposure to liquidity risk by ensuring the Library Board has sufficient funds available to meet employee and supplier obligations as they fall due.
Interest risk	Interest rate sensitivity analysis	The Library Board aims to reduce this exposure through the monitoring of interest rates available from various financial institutions.

ECONOMIC ENTITY		PARENT ENTITY	
2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000

D2 FINANCIAL RISK DISCLOSURES (CONT'D)

D2-4 Credit risk disclosure

Credit risk management practices

The Library Board considers financial assets that are over 30 days past due to have significantly increased credit risk, and measures the loss allowance of such assets at lifetime expected credit losses instead of 12-month expected credit losses. The exception is trade receivables (Note C2), for which the loss allowance is always measured at lifetime expected credit losses.

The Library Board typically considers a financial asset to be in default when it becomes 90 days past due. However, a financial asset can be in default before that point if information indicates that the Library Board is unlikely to receive the outstanding amounts in full. The Library Board's assessment of default does not take into account any collateral or other credit enhancements.

The Library Board's write-off policy is disclosed in Note C2-1.

Measurement — fair value

The carrying value of trade receivables, less any allowance for impairment, and payables is assumed to approximate fair value.

D3 CONTINGENCIES

There are no known material contingent assets or liabilities at balance date.

D4 COMMITMENTS

Expenditure commitments

Disclosure — commitments

Commitments include those items for which the Library Board has entered into contractual arrangements or those items for which expenditure related to donated funds is known.

Not later than one year	2,221	2,641	1,378	1,975
Later than one year and not later than five years	3,712	3,874	3,458	3,410
Later than five years	1,188	1,752	1,188	1,752
	7,120	8,267	6,024	7,137

D5 EVENTS AFTER THE BALANCE DATE

There were no significant events occurring after the balance date.

D6 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

At the date of authorisation of the financial report, the Library Board expected no impacts of new or amended Australian Accounting Standards issued but with future commencement dates.

AASB 1059 Service Concession Arrangements: Grantors

AASB 1059 will first apply to the Library Board's financial statements in 2020-21. This standard defines service concession arrangements and applies a new control concept to the recognition of service concession assets and related liabilities.

Upon review, the Library Board does not currently have any arrangements that would fall within the scope of AASB 1059.

ECONOMIC ENTITY			BUDGET VARIANCE \$'000
2020 ACTUAL \$'000	2020 ORIGINAL BUDGET \$'000	2020	

E1 BUDGETARY REPORTING DISCLOSURES AND SIGNIFICANT FINANCIAL IMPACT FROM COVID-19

E1-1 Significant financial impacts from COVID-19 pandemic

The following significant transactions were recognised by State Library during the 2019–20 financial year in response to the COVID-19 pandemic.

Operating Statement

Significant expense transactions arising from COVID-19

	Actual \$'000
Refunds of venue hire deposits	52
Rental relief	36
Salaries and wages	33
Property, equipment and maintenance costs	13
Other supplies and services	16
	<u>150</u>

Significant revenue transactions arising from COVID-19

Payroll Tax relief received	265
	<u>265</u>

Other significant revenue impacts arising from COVID-19

State Library has also waived the collection of rental revenue from 1 March 2020 to 30 September 2020. The amount of revenue forgone from 1 March 2020 to 30 June 2020 is calculated to be approximately \$0.033m based on the monthly rental payments outlined in the sub-lease document. This amount is reflected in the significant revenue/expense items above.

State Library has also experienced a significant reduction in Interest revenue during the 2019–20 financial year. State Library is reporting Interest Revenue as being 39% lower than expected.

Interest revenue received in Quarter 4 of the 2019–20 financial year was 42% lower than that received in Quarter 3. (43% lower than Quarter 2 and 52% lower than Q1)

Balance sheet

Significant changes in assets arising from COVID-19

The reduction in the value of the Information Collection is unrelated to COVID-19. State Library applied a market approach to the valuation using purchase data over the past seven (7) years to calculate an average purchase price.

This section contains explanations of major variances between the Library Board's actual 2019–20 financial results and the original budget presented to Parliament.

E1-2 Budget to actual comparison — Statement of Comprehensive Income

Income from Continuing Operations

Revenue

User charges	4,147	4,102	45
Grants and other contributions	76,568	73,692	2,876
Other	569	893	(324)

Total Income from Continuing Operations

	81,284	78,687	2,597
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Expenses from Continuing Operations

Employee expenses	30,863	30,451	412
Supplies and services	24,387	23,015	1,372
Grants and subsidies	26,067	24,460	1,607
Depreciation and amortisation	354	545	(191)
Other expenses	581	196	385
Losses on sale/revaluation of assets	—	20	(20)

Total Expenses from Continuing Operations

	82,252	78,687	3,565
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Operating Result from Continuing Operations

	(968)	—	(968)
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Other Comprehensive Income

Items that will not be reclassified to Operating Result:

Decrease in asset revaluation surplus	(353)	—	(353)
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Total Other Comprehensive Income

	(353)	—	(353)
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Total Comprehensive Income

	(1,321)	—	(1,321)
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ECONOMIC ENTITY			BUDGET VARIANCE \$'000
2020	2020		
ACTUAL \$'000	ORIGINAL BUDGET \$'000		

E1 BUDGETARY REPORTING DISCLOSURES AND SIGNIFICANT FINANCIAL IMPACT FROM COVID-19 (CONT'D)

E1-3 Explanation of Major Variances — Statement of Comprehensive Income

Grants and other contributions:

The actual figure is higher than the original budget largely because of the recognition of 'goods received below fair value' revenue for legal deposit collections and the value of in-kind revenue from partnership agreements as well as higher than anticipated donations and grants received.

Supplies and services:

Supplies and services are higher than expected in 2019–20 due to the recognition of 'goods received below fair value' expenditure for the value of in-kind expenditure from partnership agreements and some delays in completing 2018–19 projects.

Grants and subsidies:

Expenditure of grants and subsidies is higher than expected in 2019–20 due to additional funding received for programs that were delivered by local government.

Decrease in asset revaluation surplus:

During 2019–20, the average purchase prices over the past five years for the Information Collection reduced leading to a reduced value of that collection.

E1-4 Budget to actual comparison — Statement of Financial Position

Current Assets

Cash and cash equivalents	21,254	17,673	3,581
Receivables	515	1,366	(851)
Inventories	248	192	56
Other	1,142	1,249	(107)
Total Current Assets	23,159	20,480	2,679

Non-Current Assets

Intangible assets	12,259	10,666	1,593
Property, plant and equipment	123,079	125,352	(2,273)
Total Non-Current Assets	135,338	136,018	(680)
Total Assets	158,497	156,498	1,999

Current Liabilities

Payables	2,277	1,955	322
Accrued employee benefits	3,475	2,761	714
Other	272	305	(33)
Total Current Liabilities	6,024	5,021	1,003
Total Liabilities	6,024	5,021	1,003
Net Assets	152,473	151,477	996

E1-5 Explanation of Major Variances — Statement of Financial Position

Cash and cash equivalents:

The variance between the cash budget and the actual is due to delays in the replacement of property plant and equipment and the surplus achieved in the Queensland Library Foundation.

Non-current assets:

The increase in intangible assets resulted from the requirement to make resources available online during the COVID-19 pandemic. The reduction of property, plant and equipment is largely due to the decrease in the valuation of the Information Collection and the delays in the replacement of property plant and equipment partly due to COVID-19 restrictions.

	ECONOMIC ENTITY		
	2020	2020	BUDGET
	ACTUAL \$'000	ORIGINAL BUDGET \$'000	VARIANCE \$'000
E1-6 Budget to actual comparison — Statement of Cash Flows			
Cash flows from operating activities			
<i>Inflows:</i>			
User charges	4,271	4,505	(234)
Grants and other contributions	68,232	66,514	1,718
GST collected from customers	508	—	508
GST input tax credits from ATO	1,531	—	1,531
Interest receipts	549	893	(344)
Other	20	311	(291)
<i>Outflows:</i>			
Employee expenses	(29,999)	(30,451)	452
Supplies and services	(15,844)	(15,837)	(7)
Grants and subsidies	(26,067)	(24,460)	(1,607)
GST paid to suppliers	(1,690)	—	(1,690)
GST remitted to ATO	(528)	—	(528)
Other	(343)	(930)	587
Net cash from/(used in) operating activities	640	545	95
Cash flows from investing activities			
<i>Inflows:</i>			
Sale of non-financial assets	—	777	(777)
<i>Outflows:</i>			
Payments for valuables	(421)	(465)	44
Payments for library collection	(208)	(349)	141
Payments for property, plant and equipment	(690)	(900)	210
Payments for intangibles	(846)	(595)	(251)
Net cash used in investing activities	(2,165)	(1,532)	(633)
Net (decrease) in cash and cash equivalents	(1,525)	(987)	(538)
Cash and cash equivalents — opening balance	22,779	18,660	4,119
Cash and cash equivalents — closing balance	21,254	17,673	3,581

E1-7 Explanation of Major Variances — Statement of Cash Flows

Grants and other contributions/grants and subsidies expense

Higher than expected grant revenue was received, which resulted in higher grant payments being made to local government and other clients.

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

F1-1 Details of Key Management Personnel

As from 2016-17, State Library's responsible Minister is identified as part of State Library's Key Management Personnel, consistent with additional guidance included in the revised version of AASB 124 *Related Party Disclosures*. That Minister is the Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts.

The following details for non-Ministerial Key Management Personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2018-19 and 2019-20 as part of the Executive Team. Further information on these positions can be found in Appendix B.

Position	Position responsibility
State Librarian and CEO	The State Librarian and CEO is responsible for the proper and sound management of State Library, under the authority of the Library Board of Queensland.
Executive Director, Corporate Governance and Operations	The Executive Director, Corporate Governance and Operations is responsible for providing a range of organisational services that underpin and support State Library's activities.
Executive Director, Content and Client Services	The Executive Director, Content and Client Services is responsible for providing clients of State Library with physical and virtual access to the state's diverse collections and services.
Executive Director, Public Libraries and Engagement	The Executive Director, Public Libraries and Engagement is responsible for providing support for local government and communities to deliver library services in over 320 library and Indigenous Knowledge Centre (IKC) service points in Queensland.

F1-2 Remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The Library Board does not bear any cost of remuneration for its Minister. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements, which are published as part of Queensland Treasury's Report on State Finances.

State Library executives and senior managers employed by the Library Board are paid at rates set by government for Senior Executives and Senior Officers. These executives are engaged as employees under the *Libraries Act 1988* (Qld) or as executives under the *Public Service Act 2008* (Qld) on renewable contracts or as tenured senior officers.

Remuneration policy for the Library's Key Management Personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008* (Qld). Individual remuneration and other terms of employment (including motor vehicle entitlements and performance payments if applicable) are specified in employment contracts.

Remuneration expenses for Key Management Personnel comprise the following components:

Short term employee expenses which include:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position;
- performance payments recognised as an expense during the year; and
- non-monetary benefits — consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.

Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

F1-3 Key Management Personnel Remuneration Expense

The following disclosures focus on the expenses incurred by State Library that is attributable to key management positions during the respective reporting periods. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

POSITION	SHORT TERM EMPLOYEE EXPENSES		LONG TERM EMPLOYEE EXPENSES	POST EMPLOYMENT EXPENSES	POST TERMINATION BENEFITS	TOTAL EXPENSES
	MONETARY EXPENSES	NON-MONETARY BENEFITS				
	\$'000	\$'000				
1 July 2019 – 30 June 2020						
<i>State Librarian and CEO</i>						
Current	298	6	7	36	—	347
<i>Executive Director, Corporate Governance and Operations</i>						
Current	174	6	4	17	—	201
Previous Incumbent	43	—	1	6	—	50
<i>Executive Director, Content and Client Services</i>						
Current	184	6	4	20	—	214
<i>Executive Director, Public Libraries and Engagement</i>						
Current	188	6	4	20	—	218
Total Remuneration	887	24	20	99	—	1,030
1 July 2018 – 30 June 2019						
<i>State Librarian and CEO</i>						
Current	294	7	6	35	—	342
<i>Executive Director, Corporate Governance and Operations</i>						
Current	190	7	4	19	—	220
Temporary Relieving	13	—	—	1	—	14
<i>Executive Director, Content and Client Services</i>						
Current	189	7	4	19	—	219
Temporary Relieving	6	—	—	1	—	7
<i>Executive Director, Public Libraries and Engagement</i>						
Current	185	7	4	20	—	216
Temporary Relieving	15	—	—	1	—	16
Total Remuneration	892	28	18	96	—	1,034

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES (CONT'D)

F1-4 Library Board remuneration

Library Board fees, including both sitting fees and special assignment fees totalled \$43,433 (2019: \$43,667). Other fees such as fringe benefits tax, superannuation, payroll tax, insurance, travel, catering and printing totalled \$38,218 (2019: \$36,192). The total cost of Library Board operations was therefore \$81,651 (2019: \$79,859).

Fees paid to members of the Library Board are in accordance with the guidelines provided for the *Remuneration Procedures For Part-Time Chairs and Members of Queensland Government Bodies*. These amounts exclude expenses associated with the hosting and transport to meetings.

Remuneration of board members was as follows:

NAME	MEMBER FROM	MEMBER TO	2020	2019
Professor Andrew Griffiths (Chairperson)	March 2014		\$12,000	\$12,000
Emeritus Professor Tom Cochrane AM (Deputy Chairperson)	March 2017		\$5,000	\$5,000
Cr Julia Leu	September 2016		\$933	\$—
Dr Anita Heiss	March 2017		\$4,000	\$4,000
Professor Marek Kowalkiewicz	March 2017		\$5,000	\$5,000
Malcolm McMillan	March 2017	February 2020	\$2,667	\$4,000
Dr Sandra Philips	March 2017		\$4,000	\$4,000
Bob Shead	March 2017		\$6,000	\$6,000
Tamara O'Shea	May 2018		\$833	\$3,667
Jodie Siganto	March 2020		\$1,333	\$—
Nicola Padget	March 2020		\$1,667	\$—
Total			\$43,433	\$43,667

F2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to Key Management Personnel

All annual grants paid to Queensland local governments are recommended by the Library Board and approved by the Minister based on an independently developed methodology also approved by the Minister.

All grants paid under other programs were determined by independent panels and the Library Board was not involved in determining the allocation of these grants to individual councils.

The Library Board did not engage in any transactions, contracts or employment related activities with any people or entities related to Key Management Personnel.

Transactions with other Queensland Government-controlled entities

The Library Board's primary ongoing source of funding from government for its services is recurrent grants (Note B1-2) which is provided in cash via the Department of Environment and Science.

The Library Board also receives grant funding for specific projects, provided in cash, via the Department of Environment and Science.

The Library Board's South Bank buildings are leased from Arts Queensland, free of charge with the fair value recognised as a non-cash contribution (Notes B1-2 and B2-2). Other buildings and motor vehicles are purchased via the Department of Housing and Public Works under commercial arrangements (Note B2-2) and therefore not recognised under AASB 16.

The Library Board receives administrative and facilities support on a fee for service basis from the Department of Environment and Science via the Corporate Administration Agency and Arts Queensland (Note B2-2).

The grants provided by the Library Board (Note B2-3) are annual grants to the Queensland local governments for the provision of library services to the people of Queensland.

F3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN POLICY

Accounting standards applied for the first time

Three new accounting standards with material impact were applied for the first time in 2019–20:

- AASB 15 *Revenue from Contracts with Customers*
- AASB 1058 *Income of Not-for-Profit Entities*
- AASB 16 *Leases*

The effect of adopting these new standards are detailed in Notes F3-1 to F3-4. No other accounting standards or interpretations that apply to State Library for the first time in 2019–20 have any material impact on the financial statements.

Accounting standards early adopted

No Australian Accounting Standards have been early adopted in 2019–20. As per Note D6, the Library Board does not expect any impact on future accounting standards that are not yet effective.

F3-1 AASB 15 Revenue from Contracts with Customers

The Library Board has considered the impact of applying AASB 15 *Revenue from Contracts with Customers* for the first time in 2019–20. The nature and effect of changes resulting from the adoption of AASB 15 are disclosed in Note B1.

Other changes arising from AASB 15

The standard requires contract assets (accrued revenue) and contract liabilities (unearned revenue) to be shown separately and requires contract assets to be distinguished from receivables.

Further disclosures have been included in Notes B1-1.

Transitional impact

The Library Board applied the modified retrospective transition method and has not restated comparative information for 2018–19, which continues to be reported under AASB 118 *Revenue* and related interpretations.

The Library Board applied a practical expedient to reflect, on transition, the aggregate effect of all contract modification that occurred before 1 July 2019.

F3-2 AASB 1058 Income of Not-for-Profit Entities

AASB 1058 applies to transactions where the Library Board acquires an asset for significantly less than the fair value principally to enable the Library Board to further its objectives.

The Library Board's revenue line items recognised under this standard from 1 July 2019 include most grants and contributions and other revenue.

The revenue recognition framework for in scope transactions is as follows:

1. Recognise the asset — e.g. cash, receivables, PP&E, a right-of-use asset or an intangible asset
2. Recognise related amounts — e.g. contributed equity, a financial liability, a lease liability, a contract liability or a provision; grants and donations in many cases can have a nil related amounts)
3. Recognise the difference as income upfront.

The Library Board has considered AASB 1058 *Income of Not-for-Profit Entities* and further analysis regarding impact of AASB 1058 is noted in Note B1-2 *Grants and Contributions*.

F3-3 Impact of adoption of AASB 15 and AASB 1058 in the current period

The Library Board has considered AASB 15 and AASB 1058 in the current period and determined that there is no material impact on the Library Board. For further analysis regarding impact of AASB 15 and AASB 1058 on the Library Board, please refer to Note B1 – *Revenue*.

F3-4 AASB 16 Leases

The Library Board applied AASB 16 *Leases* for the first time in 2019–20. The Library Board applied for modified retrospective transition method and has not restated comparative information for 2018–19, which continue to be reported under AASB 117 *Leases* and related interpretations.

The Library Board has considered AASB 16 *Leases* and determined that there is no material impact on the Library Board. The accounting treatment of Peppercorn Lease with Arts Queensland is noted in Note B2-2 *Supplies and Services*.

F4 TAXATION

The Library Board is a state body as defined under the *Income Tax Assessment Act 1936* (Cth) and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only Commonwealth taxes accounted for by the Library Board. The Library Board is a Deductible Gift Recipient for taxation purposes.

F5 CLIMATE RISK DISCLOSURE

The Library Board has not identified any material climate related risks relevant to the financial report at the reporting date, however constantly monitors the emergence of such risks under the Queensland Government's Climate Transition Strategy.

CERTIFICATE OF THE LIBRARY BOARD OF QUEENSLAND

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), section 39 of the *Financial and Performance Management Standard 2019* (Qld) and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for the establishment and keeping the accounts have been complied with in all material respects; and
- (b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Library Board and the consolidated entity for the financial year ended 30 June 2020, and of the financial position of the entity at the end of that year; and
- (c) we acknowledge responsibility under section 7 and section 11 of the *Financial and Performance Management Standard 2019* (Qld) for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.

Professor Andrew Griffiths
Chairperson
Library Board of Queensland
27 August 2020

Vicki McDonald AM
State Librarian and CEO
State Library of Queensland
27 August 2020

INDEPENDENT AUDIT REPORT



To the Board of the Library Board of Queensland

REPORT ON THE AUDIT OF THE FINANCIAL REPORT

Opinion

I have audited the accompanying financial report of the Library Board of Queensland (the parent) and its controlled entities (the group).

In my opinion, the financial report:

- a) gives a true and fair view of the parent's and group's financial position as at 30 June 2020 and their financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statements of financial position as at 30 June 2020, the statements of comprehensive income, statements of changes in equity and statements of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the parent and group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Board for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the parent's and group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the parent or group or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the entity's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the group.
- Conclude on the appropriateness of the parent's and group's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the parent's or group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my the parent or group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial report. I am responsible for the direction, supervision and performance of the audit of the group. I remain solely responsible for my audit opinion.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2020:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.

PART 6

APPENDICES

APPENDIX A: FUNCTIONS OF THE LIBRARY BOARD

The functions of the Library Board, as set out in section 20(1) of the *Libraries Act 1988* (Qld), are:

- (a) to promote the advancement and effective operation and coordination of public libraries of all descriptions throughout the state
- (b) to encourage and facilitate the use of public libraries of all descriptions throughout the state
- (c) to promote mutual cooperation among persons and bodies in Queensland responsible for libraries of all descriptions and between such persons and bodies in Queensland and outside Queensland to enhance library and archival collections generally and to encourage their proper use
- (d) to control, maintain and manage State Library, to enhance, arrange and preserve the library, archival and other resources held by it and to exercise administrative control over access to the resources
- (e) to control, manage and maintain all lands, premises and other property vested in or placed under the control of the board
- (f) to supervise in their duties all persons —
 - (i) performing work for the board under a work performance arrangement
 - (ii) appointed or employed under this Act
- (g) to collect, arrange, preserve and provide access to a comprehensive collection of library, archival and other resources relating to Queensland or produced by Queensland authors

Paragraph (h) is intentionally omitted

- (i) to provide advice, advisory services and other assistance concerning matters connected with libraries to local governments or other public authorities
- (j) to perform the functions given to the board under another Act
- (k) to perform functions that are incidental, complementary or helpful to, or likely to enhance the effective and efficient performance of, the functions mentioned in paragraphs (a) to (j)
- (l) to perform functions of the type to which paragraph (k) applies and which are given to the board in writing by the Minister.

The general powers of the Library Board are set out in section 22 of the *Libraries Act 1988* (Qld) as follows:

- (1) For performing its functions, the board has all the powers of an individual and may, for example —
 - (a) enter into arrangements, agreements, contracts and deeds; and
 - (b) acquire, hold, deal with and dispose of property; and
 - (c) engage consultants; and
 - (d) appoint agents and attorneys; and
 - (e) charge, and fix terms, for goods, services, facilities and information supplied by it; and
 - (f) do anything else necessary or desirable to be done in performing its functions.
- (2) Without limiting subsection (1), the board has the powers given to it under this or another Act.
- (3) The board may exercise its powers inside and outside Queensland, including outside Australia.
- (4) In this section — *power* includes legal capacity.

APPENDIX B: LIBRARY BOARD MEMBER AND STATE LIBRARY EXECUTIVE TEAM BIOGRAPHIES

CHAIRPERSON

Professor Andrew Griffiths

Andrew Griffiths is the Executive Dean, Faculty of Business, Economics and Law at The University of Queensland, and is the current Chairperson of the Library Board of Queensland. He is an internationally recognised scholar with research areas including the management of corporate change and innovation, and strategic issues relating to the pursuit of corporate sustainability and adaptation to climate change.

DEPUTY CHAIRPERSON

Emeritus Professor Tom Cochrane AM

Tom Cochrane AM was appointed a Member of the Order of Australia (AM) for his service to library and information management, and to education through digital learning initiatives. He is currently an Emeritus Professor, Faculty of Law, Queensland University of Technology, working in the research field of Intellectual Property and Innovation, and the Deputy Chairperson of the Library Board of Queensland. Tom is also a Fellow of the Australian Library and Information Association, Director at the Australian Digital Alliance and a former Queensland Museum Board Member.

MEMBERS

Professor Anita Heiss

Anita Heiss is a prolific author of non-fiction, historical fiction commercial women's fiction, poetry, social commentary and travel articles. She is an Ambassador for the GO Foundation and a Lifetime Ambassador of the Indigenous Literacy Foundation. Anita actively promotes and participates in State Library events to improve literacy and promote reading. She is a former Board Member and Chair of the Australian Society of Authors and is currently on the Board of The University of Queensland Press and Circa. She is Professor of Communications at The University of Queensland and was a finalist in the 2012 Human Rights Awards and the 2013 Australian of the Year Awards. *Growing Up Aboriginal In Australia*, edited by Anita, was the Small Publishers' Adult Book of the Year, ABIA Awards 2019.

Professor Marek Kowalkiewicz

Marek Kowalkiewicz is the Founding Director of Centre for the Digital Economy at QUT and is an academic and industry leader with extensive experience conducting academically sound research in the digital economy field. He has led significant technology and innovation research projects and co-invented with industry and university partners to deliver ground-breaking technologies to market. In the past, Marek worked for SAP Australia, SAP Americas and SAP Asia, and Microsoft Research Asia.

Ms Julia Leu

Julia Leu is a local council veteran with over 25 years' experience and was Mayor of the Douglas Shire Council from 2014 until March 2020, following six years as an independent Councillor with Cairns Regional Council. She has ten years of public sector experience, including senior roles in community services and Indigenous education. Julia holds a Master of Business Administration, a Bachelor of Arts, and Graduate Diplomas in Education and Communication. Julia is a passionate advocate for regional communities, environmental, cultural and social sustainability. Julia is a former director of the Australian Coastal Councils Association, Wet Tropics Management Authority, Regional Development Australia, Far North Queensland and Torres Strait Inc, Terrain NRM and the Northern Alliance of Councils Inc.

Mrs Tamara O'Shea

Tamara O'Shea has over 20 years of public sector experience, including roles at the Director-General and senior executive levels, and as the Interim Administrator of the Logan City Council. She was Director-General of the Department of Local Government, Racing and Multicultural Affairs as well as the Department of National Parks, Sport and Racing. Tamara's career has involved governance oversight of key statutory bodies, including Racing Queensland and Stadiums Queensland, and she has extensive experience operating in complex and rapidly evolving environments. She has a particular interest in corporate governance, strategic policy analysis and creative problem solving.

Ms Nicola Padgett

Nicola Padgett is an experienced finance professional having held senior roles across the construction and mining sectors. Nicola is currently the Chief Financial Officer and Company Secretary of a prominent civil engineering and construction company and was previously a manager at KPMG within the Audit and Assurance division. Nicola holds a Bachelor of Commerce (Accounting and Finance), is a Chartered Accountant and a graduate of the Australian Institute of Company Directors.

Associate Professor Sandra Phillips

A member of the Wakka Wakka and Gooreng Gooreng nations in Queensland, Sandra is Associate Dean (Indigenous Engagement) at The University of Queensland. Her research interest lies in Indigenous creativity and she is published in diverse outlets. Sandra is a director of the board of the National Institute of Dramatic Art (NIDA) and a member of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).

Mr Bob Shead

Bob Shead is a retired partner at BDO and a former director and audit committee member of a number of companies and public sector entities. He has over 40 years' experience in financial management and public policy, working for the last 15 years as a consultant in Australia and in capacity-building roles in Pacific Island countries and in China. Bob holds a Master of Business Administration (Hons) and a Bachelor of Business (Accountancy). He has been published in a number of academic and industry publications on issues relating to public policy and climate change.

Dr Jodie Siganto

Jodie Siganto is a privacy and cyber security lawyer and consultant. Over her career, she has held in-house counsel roles for Tandem Computers, Unisys Asia and Dell. She co-founded data security firm Bridge Point Communications and more recently Privacy108 Consulting, and has held leadership roles with industry groups including AISA. Jodie is an experienced company director, holding positions with government-owned corporations and private businesses.

OBSERVER: STATE LIBRARIAN AND CEO

Ms Vicki McDonald AM

Vicki McDonald AM is a key player in the transformation of the library sector in Queensland. As State Librarian and CEO of State Library of Queensland, she understands the need for a strong, relevant and innovative library service. Ms McDonald's extensive national and international experience includes executive roles with State Library of New South Wales and Queensland University of Technology. As State Librarian and CEO, Ms McDonald is a custodian of Queensland memory and works in partnership with public libraries and Indigenous Knowledge Centres.

Ms McDonald is a Past President of the Australian Library Information Association. She is also very active in the International Federation of Library Associations and Institutions (IFLA); as Chair of the Professional Committee she is an ex officio member of the IFLA Governing Board. She is also a member of IFLA's Asia Oceania Section Standing Committee. In January 2020, Vicki was awarded a Member (AM) in the General Division of the Order of Australia for significant service to librarianship, and to professional associations. In March 2019, Vicki was awarded an ALIA Fellowship in recognition of her exceptionally high standard of proficiency in library and information science.

STATE LIBRARY OF QUEENSLAND EXECUTIVE TEAM

Ms Louise Denoon

EXECUTIVE DIRECTOR, PUBLIC LIBRARIES AND ENGAGEMENT

Louise is responsible for State Library's program offer and its partnership with Queensland local governments to deliver services through more than 320 public libraries. Louise has more than 20 years' experience working with cultural institutions, most recently at State Library of New South Wales and previously as Executive Manager, Queensland Memory at State Library. Louise also worked at the Museum of Brisbane, Brisbane City Council and Global Arts Link, Ipswich City Council. Louise is passionate about working with communities and unleashing the potential of cultural organisations to meet the challenges of the 21st century. With an educational background in Visual Arts and Humanities, Louise is an experienced cultural leader who has been responsible for a number of important exhibitions and initiatives including developing new models of community engagement and participation.

Ms Tanya Fitzgerald

EXECUTIVE DIRECTOR,
CORPORATE GOVERNANCE AND OPERATIONS

Tanya is responsible for providing a range of high-level services and support that equip State Library teams to achieve the organisation's strategic priorities. These services include financial, human resources, ICT, commercial services, administrative, facilities management, governance, project management, risk management and reporting services. Tanya has more than 20 years' experience working across a variety of industries, most recently a number of roles in the Department of Natural Resources, Mines and Energy, following an extensive career in the private sector. Tanya is a qualified Certified Practising Accountant and also has qualifications in Change Management and Health Science (Life Coaching).

Ms Anna Raunik

EXECUTIVE DIRECTOR, CONTENT AND CLIENT SERVICES

Anna Raunik is responsible for the development of State Library's collection and client service offers online and onsite at South Bank. Anna has extensive experience in library services in Queensland. A significant component of Anna's career at State Library has focussed on the introduction and exploitation of technology to enable service delivery improvements and greater statewide reach. Key outcomes have included coordination of national initiatives including the National edeposit project and leading the development and delivery of State Library's Digital Strategy, *Q ANZAC 100: Memories for a new Generation*, First World War statewide commemoration activities and Anzac Square Memorial Galleries visitor services. In February 2020, Anna was awarded the VALA Robert D. Williamson Award for her outstanding contribution to the development of information technology usage in Australian libraries.

APPENDIX C: LIBRARY BOARD COMMITTEE AND ADVISORY GROUPS

PUBLIC LIBRARIES ADVISORY GROUP

The objectives of the Public Libraries Advisory Group (PLAG) are to:

- provide advice to the Library Board on policy and strategy matters concerning public libraries
- represent the views of public librarians, local government and relevant stakeholders to the Library Board through formal community engagement processes.

PLAG members are not paid for sitting on the group; however they are reimbursed for reasonable expenses associated with meeting attendance on presentation of documentary evidence of the expense.

Members

Ms Julia Leu (Chairperson)	Member, Library Board of Queensland
Mrs Tamara O'Shea	Member, Library Board of Queensland (from April 2020)
Mr Stephan Bohnen	Principal Advisor, Intergovernmental Relations, Local Government Association of Queensland
Mr Craig Doyle	Chief Executive Officer, Mackay Regional Council
Ms Chris Girdler	Manager, Customer and Cultural Services, Moreton Bay Regional Council
Ms Lisa Harth	President, Queensland Public Library Association and Library Services Coordinator, Western Downs Regional Council
Ms Sharan Harvey	Manager Library Services, Brisbane City Council
Cr Alf Lacey	Mayor, Palm Island Aboriginal Shire Council (until March 2020)
Cr Joyce McCulloch	Mayor, Mount Isa Council (until March 2020)
Cr Tanya Milligan	Mayor, Lockyer Valley Regional Council (from May 2020)
Ms Vicki McDonald AM	State Librarian and CEO, State Library of Queensland
Ms Louise Denoon	Executive Director, Public Libraries and Engagement, State Library of Queensland

Observer

Ms Michelle Carter	Director, Digital Capability Development, Department of Housing and Public Works
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Secretariat

Ms Kate Johnson	Acting Manager, Local Government Coordination, State Library of Queensland
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AUDIT AND RISK MANAGEMENT COMMITTEE

The Audit and Risk Management Committee (ARMC) Charter has been approved by the Library Board of Queensland. The purpose of the Charter is to outline the role, responsibilities, composition and operating guidelines of the ARMC. The ARMC has observed the terms of this Charter and has due regard to Queensland Treasury's Audit Committee Guidelines. The ARMC meets at least three to four times per year and members may be remunerated for their role on this committee in accordance with the guidelines for the *Remuneration of part-time chairs and members of government boards, committees and statutory authorities*. For more information on the role and achievements of the ARMC, see Governance, accountability and risk (page 30).

Members

Mr Bob Shead (Committee Chairperson)	Member, Library Board of Queensland
Emeritus Professor Tom Cochrane AM	Member, Library Board of Queensland
Professor Marek Kowalkiewicz	Member, Library Board of Queensland
Ms Nicola Padget	Member, Library Board of Queensland (from April 2020)
Mr Danny Short	Chief Finance Officer, Department of Child Safety, Youth and Women

Secretariat

Ms Tanya Fitzgerald (Executive Officer to the Committee)	Executive Director, Corporate Governance and Operations, State Library of Queensland
Mr Gwyn Davies (Assistant Executive Officer to the Committee)	Acting Director, Finance, Facilities and Administration, State Library of Queensland (until March 2020)
Ms Jennifer Genrich (Assistant Executive Officer to the Committee)	Manager, Office of the State Librarian, State Library of Queensland (from April 2020)

INDIGENOUS ADVISORY GROUP

The objectives of the Indigenous Advisory Group (IAG) are to provide:

- advice to the Library Board on policy, projects and strategic matters concerning library and information service provision for Aboriginal and Torres Strait Islander people
- a forum for discussing Aboriginal and Torres Strait Islander issues impacting on library and information services in Queensland
- a formal mechanism for ongoing liaison between the Library Board and Aboriginal and Torres Strait Islander people.

IAG members are not paid for sitting on the group; however, they are reimbursed for reasonable expenses associated with meeting attendance on presentation of documentary evidence of the expense.

Members

Associate Professor Sandra Phillips (Chairperson)	Member, Library Board of Queensland
Professor Anita Heiss	Member, Library Board of Queensland
Mr Michael Aird	Adjunct Associate Lecturer and Research Fellow, School of Social Science, The University of Queensland
Ms Denise Andrews	Director, Local Thriving Communities, Department of Aboriginal and Torres Strait Islander Partnerships (from October 2019)
Mr Warren Collins	Chief Executive Officer, Cherbourg Aboriginal Shire Council (until August 2019)
Ms Alana Harris	Manager Client Access, Australian Institute of Aboriginal and Torres Strait Islander Studies (until October 2019)
Ms Ruth Link	Lawyer, EY (until February 2020)
Ms Henrietta Marrie AM	(from May 2020)
Ms Rhianna Patrick	Journalist, Australian Broadcasting Corporation
Ms Isabel Tarrago	Director, Cultural Heritage, Department of Aboriginal and Torres Strait Islander Partnerships (until September 2019)
Ms Vicki McDonald AM	State Librarian and CEO, State Library of Queensland

Observers

Ms Louise Denoon	Executive Director, Public Libraries and Engagement, State Library of Queensland
Ms Anna Raunik	Executive Director, Content and Client Services, State Library of Queensland

Secretariat

Mr Colin Crosbie	Acting Lead, Strategy, Planning and Policy, State Library of Queensland (until September 2019)
Ms Kristyna Dillon	Acting Lead, Strategy, Planning and Policy, State Library of Queensland (from October 2019)

APPENDIX D: COMPLIANCE CHECKLIST

SUMMARY OF REQUIREMENT	BASIS FOR REQUIREMENT	ANNUAL REPORT REFERENCE
Letter of compliance	• A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7 page 1
Accessibility	• Table of contents	ARRs – section 9.1 pages II-III
	• Glossary	
	• Public availability	ARRs – section 9.2
	• Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 inside back cover
	• Copyright notice	<i>Copyright Act 1968</i> (Cth) ARRs – section 9.4
	• Information Licensing	QGEA – Information Licensing ARRs – section 9.5
General information	• Introductory Information	ARRs – section 10.1 Part 1
	• Machinery of Government changes	ARRs – section 10.2, 31 and 32 n/a
	• Agency role and main functions	ARRs – section 10.2 Parts 1 and 2
	• Operating environment	ARRs – section 10.3 Part 1
Non-financial performance	• Government's objectives for the community	ARRs – section 11.1 Part 1
	• Other whole-of-government plans / specific initiatives	ARRs – section 11.2 Part 1
	• Agency objectives and performance indicators	ARRs – section 11.3 Part 3
	• Agency service areas and service standards	ARRs – section 11.4 Part 3
Financial performance	• Summary of financial performance	ARRs – section 12.1 Part 5
Governance — management and structure	• Organisational structure	ARRs – section 13.1 page 10
	• Executive management	ARRs – section 13.2 Part 2
	• Government bodies (statutory bodies and other entities)	ARRs – section 13.3 Appendix B Appendix C
	• Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> (Qld) ARRs – section 13.4 page 30
	• Human Rights	<i>Human Rights Act 2019</i> (Qld) ARRs – section 13.5 page 26
	• Queensland public service values	ARRs – section 13.6 n/a
	• Risk management	ARRs – section 14.1 page 31 Appendix C
Governance — risk management and accountability	• Audit committee	ARRs – section 14.2 page 30 Appendix C
	• Internal audit	ARRs – section 14.3 page 30
	• External scrutiny	ARRs – section 14.4 page 30
	• Information systems and recordkeeping	ARRs – section 14.5 page 31
	• Strategic workforce planning and performance	ARRs – section 15.1 page 29
Governance — human resources	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2 n/a
Open Data	• Statement advising publication of information	ARRs – section 16 page 31
	• Consultancies	ARRs – section 33.1 data.qld.gov.au
	• Overseas travel	ARRs – section 33.2 data.qld.gov.au
	• Queensland Language Services Policy	ARRs – section 33.3 data.qld.gov.au
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1 page 71
	• Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2 pages 72-73 Part 5

FAA *Financial Accountability Act 2009* (Qld)

FPMS *Financial and Performance Management Standard 2009* (Qld)

ARRs *Annual report requirements for Queensland Government agencies*

GLOSSARY

AARNET	Australia's Academic and Research Network
ABIA	Australian Book Industry Awards
AIATSIS	Australian Institute of Aboriginal and Torres Strait Islander Studies
ALA	Australian Library of Art
ALIA	Australian Library and Information Association
ARC	Australian Research Council
ARMC	Audit and Risk Management Committee
AISA	Australian Information Security Association <i>A not-for-profit organisation and charity that champions the development of a robust information security sector</i>
ATO	Australian Taxation Office
BABOP	Building a better online presence <i>The project to redevelop State Library of Queensland websites</i>
BDO	<i>An accountancy and advisory organisation</i>
BIMA	Brisbane Indigenous Media Association
CAA	Corporate Administration Agency <i>A shared service agency providing services for State Library</i>
COVID-19	Novel coronavirus disease
DPC	Department of the Premier and Cabinet
eDRMS	Electronic document and record management system
ET	State Library of Queensland's Executive Team
EY	Ernst & Young <i>An advisory, assurance, tax and transaction services firm</i>
FAA	<i>Financial Accountability Act 2019 (Qld)</i>
FPMS	<i>Financial and Performance Management Standard 2009 (Qld)</i>
GLAM	<i>Industry sector: Galleries, Libraries, Archives and Museums</i>
HVAC	Heating, Ventilating, and Air Conditioning systems
IAG	Indigenous Advisory Group
ICT	Information and Communications Technology <i>Includes any communication device or application, though often used to refer to digital communications</i>
IFLA	International Federation of Library Associations and Institutions
IKC	Indigenous Knowledge Centre <i>A communal hub operated in partnership with Aboriginal and Torres Strait Island Councils that combines traditional library services and internet access with lifelong learning opportunities, and provides a keeping place for recording, accessing and celebrating the unique Indigenous cultures of Queensland</i>
JOL	John Oxley Library
KPMG	<i>A global network of professional firms providing audit, tax and advisory services</i>
NAB	National Australia Bank
NAIDOC	National Aborigines and Islanders Day Observance Committee
NED	National edeposit
NIDA	National Institute of Dramatic Art
NSLA	National and State Libraries Australia <i>Australia and New Zealand's national and state libraries working together</i>
OCLC	<i>A global library cooperative that supports libraries in making information more accessible and more useful to people around the world.</i>
OHA	Oral History Australia
PLAG	Public Libraries Advisory Group
PPP	Personal Performance Planning
Q ANZAC 100	<i>A five-year project of legacy initiatives supported by the Queensland Government to commemorate the centenary of the First World War and Anzac history</i>
QLA	Queensland Literary Awards
QPAC	Queensland Performing Arts Complex
QUT	Queensland University of Technology

GLOSSARY (CONT'D)

RACQ	Royal Automobile Club of Queensland <i>An insurance company</i>
RLQ	Rural Libraries Queensland
SDGs	United Nations Sustainable Development Goals
SDS	Service Delivery Statements
STEAM	Science, Technology, Engineering, Arts and Mathematics
The Foundation	Queensland Library Foundation
UPS	Uninterruptible power supply
UQP	University of Queensland Press <i>An Australian publishing house</i>
VALA	<i>An independent, Australian-based not-for-profit organisation that supports the use and understanding of information technology in libraries and the GLAM sector</i>

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The Annual Report documents State Library of Queensland's activities, initiatives and achievements during 2019–20 and shows how it met its objectives for the year and addressed government policy priorities.

Copies of this report and the compliance checklist are available at slq.qld.gov.au/about-us/corporate-information/annual-report-library-board-queensland or by contacting Communications on media@slq.qld.gov.au or 07 3842 9847.

For further information about this report, please contact the Office of the State Librarian by telephone on 07 3840 7866, email osl@slq.qld.gov.au or fax 07 3840 7860.

State Library is committed to open and accountable governance and welcomes feedback on this report.

Please email comments or suggestions to info@slq.qld.gov.au or go to the Get Involved website at qld.gov.au/annualreportfeedback to complete the feedback form.

Library Board of Queensland Annual Report for the year ended 30 June 2020 © Library Board of Queensland 2020.

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The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you have difficulty understanding this report, please call us on 07 3842 9985 and we will arrange an interpreter to effectively communicate the report to you.

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