



LIBRARY BOARD OF QUEENSLAND

2019 --- 2020

ANNUAL REPORT

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PART 1

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INTRODUCTION

PART 2

6 **CORPORATE**

PART 3

OUTCOMES 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.

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.

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.

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 refocused 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.

PART 4

**STRATEGIC PLAN
2020-24**

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.

LIBRARY BOARD
OF QUEENSLAND

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FINANCIAL STATEMENTS

FOR THE YEAR ENDED
30 JUNE 2020

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.

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.

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	2019	2020	2019
\$'000	\$'000	\$'000	\$'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 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 \$'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.

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.

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

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.

PART 6

APPENDICES

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.

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.

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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.

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