

STATE LIBRARY OF QUEENSLAND

OPERATIONAL PLAN 2021-22

Objective 1 TRUSTED CONTENT

Collect, preserve and provide access to trusted content

Objective 2 SHARED EXPERIENCES

Grow our audience through rewarding experiences

Objective 3 FUTURE-FOCUSSED PEOPLE AND PROCESSES

Enable continuous improvement and innovation

PERFORMANCE INDICATORS

Number of additions to the Queensland Memory collection – **41,000**
Use of content – **17m**

Visits onsite and online – **4m**
Number of new members – **37,000**
Visits to public libraries – **21.9m**

Customer satisfaction with State Library services: visitor services, information services, collections and programs – **95%**
Average cost per visit – **≤\$7.50**

STRATEGIES

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

Improve access, so it's easier to find and use information
Empower our clients to create, participate and learn
Scale services to reach new audiences
Deliver and promote lifelong learning opportunities
Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

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

FOCUS ACTIVITIES 2021-22

Collect, interpret and share First Nations perspectives of the Queensland story
Strengthen our digital collecting and preservation

Deliver online and onsite experiences that empower, stimulate and enrich
In partnership with local government, implement the new grant methodologies to build a resilient and future-proof network

Invest in our people to enable us to do our best
Achieve effective business models and processes, and fit for purpose digital services

Output report

The primary source of funding for activities is the Queensland Government grant, which supports free access to collections and free access to most State Library services and programs. The balance of funding is derived from other revenue including Queensland Library Foundation donations, other government funding, interest on bank accounts, user charges and sponsorship revenue. State Library does not separate activities to be funded from commercial operations. Commercial revenue is used to supplement Parliamentary appropriations for a range of activities. Queensland Library Foundation will continue to raise funds to support specific collection purchases, fellowships, exhibitions, projects and online resources. There are no outputs not in the Library Board of Queensland's commercial interests to supply. No major investments or borrowings are intended during 2021-22.

Risk management

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

Relationship with specific purpose plans

This operational plan aligns with whole-of-government specific purpose planning including an Agency Procurement Plan, Significant Procurement Plan and Strategic Workforce Plan. State Library's risk management system aligns with other agency processes to manage risk.

Human rights

We will review policies, programs, procedures, practices and service delivery to ensure that decisions and actions are compatible with human rights and ensure that human rights are central to the work we do.

State Library of Queensland aligns with *Creative Together: 2020-30 to: A 10-year Roadmap for arts, culture and creativity in Queensland to:*

- elevate First Nations arts
- activate Queensland's local places and global digital spaces
- drive social changes across the state
- strengthen Queensland communities
- share our stories and celebrate our storytellers.

COVID-19 has significantly impacted service delivery and represents a continued major risk to business operations in 2021-22. State Library will continue to be agile with service delivery, acknowledging that capacity to reach some or all targets will be compromised.