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all yours

Volunteer Program Report 2019-2020

Introduction

2019-2020 has been another successful year for State Library of Queensland Volunteer Program, despite its temporary suspension in March 2020 due to COVID-19. With over 130 volunteers participating in seventeen projects, the program contributed to a large range of activities, both onsite and digital, enhancing the experience of visitors to State Library and helping to make our collections more accessible. New online opportunities were introduced, with contributors adding street names to our unique collection of Real Estate maps and improving the accuracy of digitised oral histories via the Amplify platform. We are very grateful for our volunteers' time, warmth and enthusiasm, and for the diversity of perspectives and skills they bring to State Library of Queensland. We look forward to welcoming our volunteers back on site as soon as possible.

Vicki McDonald, State Librarian and Chief Executive Officer

Onsite Volunteer Projects in 2019-2020

- Applied Creativity Community
- Behind the Lines Exhibition
- Brisbane Bushwalker
- BWF Bookshop
- Children's Art Archive finding aid
- Digital Image Description
- Fun Palace
- Moreton Bay Records Project
- Music Friday Afternoon
- Music Monday Lunchtime
- Open House
- Sheet Music Records
- Ships passengers' lists – Brisbane
- State Library Tour Guide
- Spoken Exhibition
- Summer Festival
- Transcriptions

Online Volunteer Contributions 2019-20

- Image descriptions
- Digitised newspaper transcriptions
- Real Estate Maps description
- Oral History transcriptions



Volunteer, Naz Masoudi, Summer Festival

Projects 2019-2020	Supervisor 2019-2020	Department	Total Vols	Hours
Applied Creativity Community Volunteer	Mick Byrne	PLE, Community Connections	15	3510
	Nadine			
Behind the Lines Exhibition	Cameron	PLE, Community Connections	28	1296
Open House	Nat Duncan	PLE, Community Connections	5	25
Spoken Exhibition	Toni Simmonds	PLE, Community Connections	28	2052
Fun Palace	Daniel Flood	PLE, Applied Creativity	11	99
Summer Festival Volunteer	Linda Beard	PLE, Young People and Families	5	68
Sheet Music Records	Katherine Oldfield	CCS, Content Management	1	234
Transcription Volunteers	Marg Powell	CCS, Content Management	6	1248
Children's Art Archive finding aid	Jenni Edwards	CCS, Content Management	1	273
Digital Image Description	Jenni Edwards	CCS, Content Management	1	273
Brisbane Bushwalker	Christine Ianna	CCS, Content Management	4	45
FHU Moreton Bay Records Project	Stephanie Ryan	CCS, Visitor & Information Services	3	468
FHU Ships passengers' lists - Brisbane	Stephanie Ryan	CCS, Visitor & Information Services	2	312
Music Friday Afternoon	David Crane	CCS, Visitor & Information Services	4	8
Music Monday Lunchtime	David Crane	CCS, Visitor & Information Services	17	72
SLQ Tour Guide	Naomi Murphy	CCS, Visitor & Information Services	5	50
BWF Bookshop	Adam McArthur	CGO, Commercial Services	24	96

Spoken Exhibition

Supervisor – Adam Jefford, Lead Exhibitions Public Libraries and Engagement

Project Description

Spoken: celebrating Queensland languages was a thought-provoking exhibition about the survival and revival of Aboriginal and Torres Strait Islander languages.

Volunteers helped guide visitors through the exhibition, including the language groups featured, and the shore-to-ship perspective on the 1770 landing of HMS Endeavour on Cape York. They helped draw visitors' attention to James Cook's Endeavour Journal on loan from National Library of Australia, as well as learning resources developed for teachers and students.



28 Volunteers over 22 weeks



Volunteer, George Roberts welcoming visitors to the *Spoken* exhibition

Behind the Lines

Supervisor – Nadine Cameron, Public Libraries and Engagement

Featuring over 80 cartoons by 30 of Australia's best political cartoonists, this travelling exhibition developed by Museum of Australian Democracy at Old Parliament House revisited the 2018 political year, capturing the humorous side of the year's leading political headlines.

The exhibition included works by leading political cartoonists Mark Knight, Alan Moir, Cathy Wilcox, John Shakespeare, Judy Horacek and 2018 Political Cartoonist of the Year, Matt Golding.

A total of 28 volunteers led exhibition tours over 12 weeks.

Visitors were invited to take part in a political card game or try their hand at sketching a self-portrait from a distorted mirror.

28 Volunteers over 12 weeks

State Library Tour Guides

Supervisor – Anne Pensalfini, Content and Client Services

Fifty hours of library tours and other program assistance were delivered in 2019 -2020 by the volunteer guides.

The guides are trained and skilled in public speaking, library knowledge and student contact and come from a range of cultural backgrounds and age groups.

Expressed reasons for guiding included professional development, increasing English language proficiency, socialisation and engagement during retirement, connection with library services and a passion for State Library.

"Guiding groups around the State Library of Queensland is a pride-filled pleasure. Little things add to that pleasure like watching eyes light up about the piano available in the music room, the way rowdy students all go silent in the Red Room and the amazement at the size and variety of our collection that is there for free. Another key enjoyment is meeting with other volunteers and comparing notes about the wonders of the resources."

Elise Costello, volunteer



Volunteer, Sue Edwards touring TAFE students

5 volunteers contributed 50 hours
over 40 weeks

Summer Festival

Supervisor – Linda Beard, Public Libraries and Engagement

Summer Night

On Friday 20 December families were invited to explore State Library's exhibition spaces, play together, share stories, make and create, and experience State Library after dark.

Highlights included:

- Enjoying musical performances from performer Lucas Proudfoot.
- Joining a storytelling session with Nana Magic
- Experimenting with Ozobots in the tech play pit
- Creating laser-cut gift tags
- Making custom wrapping paper.

Five volunteers assisted on the night from approximately 4-8pm, checking in participants, assisting with consent forms, providing guided tours and wayfinding throughout the building, and helping with activities such as paper and sticker making.



Volunteer, Jaewang Kim at the Summer Festival

Summer Festival

From 14 December to 25 January, families were invited to participate in State Library's annual Summer Festival, with activities for children of all ages.

Children under 5 and their caregivers explored *the Jarjum Stories* exhibition or danced and sang at a free *First 5 Forever* session.

Children 8-14 engineered a robot racer using Lego, challenged themselves with a treasure hunt and joined a game of comic book scrabble.

Teens sparked their imagination and met new people with dedicated Dungeons and Dragons workshops, exploring new worlds in a VR (virtual reality) environment. Plus, teens designed their own spaces and objects, using creative and technology equipment at The Edge, including sewing machines and the laser cutter.

Volunteers were rostered to assist a staff member in either the Knowledge Walk or kuril dhagun with the main role being helping children with craft activities.

"I would like to say a huge thanks to each of you for your help during the State Library Summer Festival Program. It has been a very busy few weeks with the Summer Festival coming to conclusion last Saturday. As you know we received lots of additional visitors to State Library and we also received lots of positive feedback from happy children and families. We appreciate that you played an important part in delivering our program and we really appreciate your support. I hope you enjoyed your experience with the Young People & Families team."

Linda Beard, A/Coordinator, Young People and Families

5 volunteers contributed

68 hours over 3 weeks

Moreton Bay records

Supervisor – Stephanie Ryan, Content and Client Services

Three volunteers worked on the chronological indexing of the Moreton Bay records this year.

The work is time-consuming, but volunteers have been able to locate an early map indicating the planned Queen's Wharf (now part of the North Bank project), an early map of Eagle Farm prepared for land sale and a number of significant documents relating to convicts, settlers and administrative decisions.

The original microfilm, held at the Mitchell Library, has largely been lost to vinegar syndrome so State Library's copy (filmed in the 1960s) is very important. It can be very difficult to read so the descriptive indexing has been essential to allow researchers to navigate within the documents.

The numbering system has been a challenge for volunteers because documents had been filmed out of chronological sequence to locate them with other material to provide context. Documents can now be searched by document number to make those links.

Christine D'Ath (a retired librarian) has been working on the project for over 20 years. Her level of description is essential, and in recent years, two more volunteers have joined her.

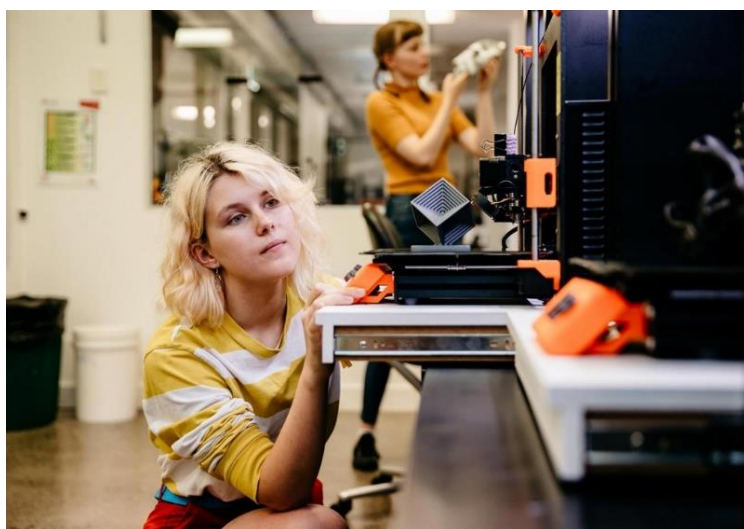
The project is particularly significant with the 200 years anniversary of the establishment of Moreton Bay in 2024.

3 volunteers contributed

468 hours over 39 weeks

Applied Creativity Community Volunteers

Supervisor – Mick Byrne, Public Libraries and Engagement



15 Volunteers contributed a total of

4680 hours over 39 weeks

Applied Creativity Community Volunteers checking equipment at The Edge

The Edge hosted a program of events, workshops, meetups and community lab sessions to develop client skills and connect like-minded creatives. A total of 15 volunteers contributed 4680 hours to assist staff and visitors in the:

- Fabrication Lab – providing an open access community makerspace with equipment and tools for anyone with a creative idea

- Recording studio – offering professional equipment for recording, editing and mixing sound
- Digital Media Lab – providing professional software for creative endeavours.

Transcription Volunteers

Supervisor – Marg Powell, Content and Client Services

Several significant collections were transcribed for inclusion in the Anzac Square Memorial Galleries.

Transcription projects are selected based on criteria which reflect State Library's commitment to enhancing the discoverability of its heritage collections.

These include Aboriginal and Torres Strait Islander content; service during the First and Second World Wars; Exploration and Settlement; and other significant events which reveal the stories of Queensland.

Two volunteers checked all 1000 records of the Real Estate Maps of Queensland Historypin collection. In addition to finding more precise geographic locations for map pins, volunteers searched advertisements for the sale of estates in Trove newspapers.

In many cases they were able to locate sale dates that were not in our catalogue.

the Historypin record and these updates will be added to State Library catalogue records improving access.

Volunteers also worked on the Torrens family photographs, photographic slides and home movies of Badu Island and Wujal Wujal, adding image descriptions. Staff completed these and the collection is now live in One Search.

6 Volunteers contributed

1664 hours

Open House

Supervisor – Nat Duncan, Public Libraries and Engagement

State Library opened its doors for the 10th anniversary of Brisbane Open House this year.

Participants joined tours for special behind-the-scenes glimpses at either State Library building at South Bank, or the newly refurbished Anzac Square and Memorial Galleries in Brisbane CBD.

A total of 145 people attended nine events – two Conservation Lab tours, two Repository tours, and three General Building tours.

Five volunteers and six staff guided participants throughout the spaces.

5 Volunteers contributed

25 hours

Brisbane Writers Festival Bookshop

Supervisor – Corporate Governance and Operations

Brisbane Writers Festival 2019 featured a line-up of over 160 internationally renowned writers, thinkers and opinion makers at State Library from September 5 to 8. This year, the Festival explored the theme, This Way Humanity, showcasing a diverse mix of talent and

opinions with panels, conversations and workshops running from Friday through to Sunday.

The festival store's bestsellers reflected a strong demand among attendees for nonfiction, particularly in political, social and cultural affairs. Nonfiction titles made up 50

percent of this year's top 20 bestsellers, with *Speaking Up* by Gillian Triggs and *Accidental Feminists* by Jane Caro among the top five. Female authors were particularly popular with readers, making up 65 percent of the 2019 bestseller list and every spot in the top five.

"With almost \$290,000 worth of books filling the shelves of our Festival bookshop last year, the State Library volunteers were more vital than ever in making sure the space was bumped in and out quickly and efficiently and kept beautiful throughout the 6 festival days."

Adam McArthur, Coordinator Library Shop

State Library of Queensland bookshop recorded a 5.9 percent growth in sales at the Brisbane Writers Festival (BWF) bookstore from the previous year, thanks to the strong six-day program and change in festival shop location.



Volunteer, Ruby Rousell, BWF Bookshop 2019

Monday Morning Music / Friday Afternoon Music Supervisor – David Crane, Content and Client Services

A team of 17 volunteer musicians entertained our clients on Level 1 outside the main doors (9.15am-10am). This an entertaining and creative start to the week. Additionally, a variety of conservatorium-trained pianists entertain our clients on the grand piano on Level 2 on the first Friday of every month.

This activity receives regular positive feedback from our visitors who greatly enjoy this service.

104 Hours of live music

Children's Art Archive

Supervisor – Jenni Edwards, Content and Client Services

Dr Barbara Piscitelli AM volunteered one day each week over the year to complete an audit of the old finding aid for the Children's Art Archive collection, working with Metadata Services staff to build a new collection guide.

The work involved correcting errors, identifying works requiring digitisation and arranging the collection, which supported the *Big Voices* exhibition. As part of that process, more works were described and digitised, adding additional content for the new guide.

The resulting guide has been a huge amount of work by many people. It was not a 'migration' job - but a major re-build. State Library now has many more, better quality images of the artworks available via One Search.

The new platform not only gives a better display to the public but is much more user-friendly for staff to work on. Further work will be done in the future to fine tune the guide and to add more digitised images as our capacity allows.

Brisbane Bushwalkers

Supervisor – Christine Ianna, Content and Client Services

Volunteers contributed over 30 hours of their time to assist in a collaborative project to quality assure 3,012 scans of The Brisbane Bushwalker Journal from 1952-1981. The Brisbane Bushwalker group also donated these previously unheld titles to State Library.

Image descriptions

This year, online contributors added value to the 268 images contained in the six 2019-20 Flickr Commons assignments – Bugged & Stuck; Dogs of Queensland: Camping in Queensland; Corsets & Corsetry; Strike a Pose; and Nurses and Doctors by tagging them with details such as who is in the photo, when it was taken, where it is and what's happening in the image.

These sets have received a total of 4585 views, contributing to the 25 million+ collection views in Flickr Commons to date.



Doctor O'Leary of the Royal Flying Doctor Service makes his patient comfortable for the flight to Mt. Isa Queensland; -24.13,145.65

Copied and digitised from Courier Mail Queensland Annual, 1969

Digitised newspapers transcription

Online contributors helped to correct the text of seven digitised Queensland newspapers accessible on Trove – the Balonne Beacon, Beaudesert Times, The Border Star, The Longreach Leader, The National Leader, Toowoomba Chronicle and Darling Downs Gazette. Other online contributors chose to text correct a newspaper article published on their birthday.

As of 30 June 2020, 53,224 tags and 1,237 comments had been added by State Library of Queensland contributors in Trove.



Inaugural meeting of the Country Women's Association in Bowen, 1923. John Oxley Library, State Library of Queensland, Negative No: 25762

Real Estate Maps description

A total of 93 contributors helped transcribe street names in State Library's unique collection of Real Estate maps via Digivol, a crowdsourcing platform. State Library's digitised estate maps are invaluable for investigating the history of urban landscapes. They provide information about how land was subdivided, first auctioned, the surveyors, and who sold the land. These enhanced descriptions will be added to State Library's catalogue enhancing access for future users.

In 2019-20, over 98% of the 1733 'tasks' involved in this project had been transcribed and validated.



Phillips, Phillips, George, Raff, H., and Isles, Love & Co. *Bulcock Estate Caloundra / Isles, Love, Land Agents ; Geo. Phillips, and Harry Raff, Surveyors.* Brisbane, Qld.: Isles, Love &], 1917. Print.

Oral history transcriptions

This year, State Library invited online contributors, via the State Library's website and SeekVolunteer, to listen to and correct errors in automated oral history transcripts in Amplify.

Amplify is a crowdsourcing platform that allows users to listen to digitised oral histories from State Library's collections alongside automatically generated transcripts, to help improve their accuracy and enable others to discover the voices of Queensland.

Collections text-corrected in 2019-20 include the Bloomfield River, Coral Sea '92 Commemoration, Royal Brisbane Hospital Graduate Nurses' Association, Somerville House Centenary, and Australian Fishing Industry oral histories. Over 5,000 shares of these records have been made to date.

Conclusion

In 2019-2020, State Library continued its focus on Increasing the diversity of volunteers and the range of platforms for those volunteers to engage with the organisation. Diversity provides State Library with increased access to a broader range of perspectives, skills, and resources.

Unfortunately, State Library's onsite volunteer program was temporarily suspended in March 2020 following State Library's closure in the wake of Covid-19. With the health and safety of our valued volunteers our primary concern, volunteers were invited to pivot to digital volunteering by listening to and correcting errors in transcripts via Amplify.

We look forward to welcoming onsite volunteers again as restrictions ease.

Volunteering helps State Library leverage and align its community relations to reinforce its brand identity and community goodwill. Our volunteer program builds morale and loyalty, as well as providing opportunities for State Library employees to share and develop their skills and expertise. Volunteer involvement strengthens the library sector by increasing capacity to deliver services and enhances State Library's reputation in the community.

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