

ANNUAL REPORT 1997-1998

of The Library Board of Western Australia



The Library & Information
Service of Western Australia

46TH ANNUAL REPORT OF THE BOARD
PERTH WESTERN AUSTRALIA 1998

LOCATION

Alexander Library Building
Perth Cultural Centre
Perth Western Australia 6000

HOURS OF OPENING

Monday to Thursday	9.00am to 9.45pm
Friday	9.00am to 5.30pm
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**The Library & Information
Service of Western Australia**

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MINISTER FOR THE ARTS WESTERN AUSTRALIA

Once again during 1997-98, the Library Board of Western Australia has maintained its high standards in providing innovative library and information services to the people of Western Australia.

The delivery of electronic information services is becoming increasingly important, and I was particularly pleased that people in regional Western Australia will have access to the Internet through their regional libraries. The Regional Libraries Online project, which was funded by the State and Commonwealth Governments, is an example of all levels of government working together to improve information services.

People in regional areas, and those unable to visit LISWA in person, will have improved access to information about Western Australia through LISWA's website. They can not search the Infolink database of government and community informationk, and access detailed information about Western Australia previously only available in card indexes which have been added to the catalogue. In addition, the digitisation of information will provide people with much greater flexibility in how they access information, and the photographic images available on LISWA's website provide a taste of things to come.

Despite the importance of electronic information, most people visit their public library to borrow books and other materials. In order to improve the stock of those public libraries which have less than the standard of 1.25 books per capita, I was pleased that Government provided an additional \$400,000 for the purchase of public library materials in 1998-99 to bring them up to that standard.

During the last year the Ministry for Culture & the Arts has become established and I would like to thank Dr Lynn Allen, State Librarian, and LISWA staff who have contributed their time and ideas to this change. It has meant new ways of working for some areas, but there is evidence to date that these will enable many opportunities for cooperation.

A handwritten signature in black ink, appearing to read 'Peter Foss'.

Hon Peter Foss QC MLC
Attorney General
Minister for Justice; The Arts

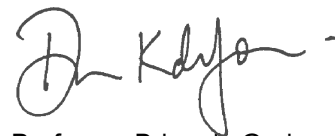
The Hon Peter Foss QC MLC
Minister for the Arts
12th Floor, Dumas House
2 Havelock Street
West Perth WA 6005

Dear Minister

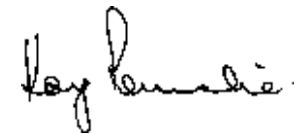
In accordance with Section 66 of the Financial Administration and Audit Act, 1985, and in fulfilment of obligations imposed on the Board by The Library Board of Western Australia Act, 1951-1983, we hereby submit for your information and presentation to Parliament the Annual Report of The Library Board of Western Australia for the year ending 30 June 1998.

The report has been prepared in accordance with provisions of the Financial Administration and Audit Act 1985.

Yours sincerely



Professor Brian de Garis
Chairperson



Mrs Kay Poustie
Member of the Board

28 August 1998

Our Role

The Library and Information Service of Western Australia (LISWA) is the operational name of the organisation established under the terms of *The Library Board of Western Australia Act 1951-83*. It is responsible to The Library Board of Western Australia through the Chief Executive Officer/State Librarian, who is the executive officer of the Board. Since July 1997, LISWA has been a service delivery agency within the Ministry for Culture & the Arts.

LISWA defines its purpose as follows:

To provide and promote equitable access to information resources and services which support the intellectual, economic, cultural, social and recreational needs of the people of Western Australia.

To put this simply we explain ourselves briefly as:

LISWA : Your Guide to Knowledge

This expresses in a few words to clients, staff, partners and other interested parties the essence of our services. We wish to empower Western Australians to be information literate and so become self sufficient in finding the information they need. Our role is to provide the staff, systems and services that guide people to this goal.

WHAT DO WE DO?

LISWA's main activities are:

Public Library Support Services

LISWA provides books and other materials, services and products to local government and other participating bodies which deliver public library services to the people of Western Australia. The partnership between the Board and local government works through consultation, joint decision-making and agreed standards.

Reference Services

The State Reference Library provides a general reference information service utilising its own collections as well as the nation's and the world's libraries and databases. Collections and services are designed to complement the school, government, private, university and public library systems. Specialist areas include music, film and business information services.

Western Australian Documentary Heritage Services

The J S Battye Library of West Australian History (Battye Library) identifies, collects, organises, preserves and provides access to Western Australia's documentary heritage. Services based on information about Western Australia are provided to a wide range of clients regardless of location. There are specific responsibilities for the preservation of, and access to, these collections as part of the nation's heritage. It also collects and provides information about government and community organisations and services.

Records Management and Archival Services

The Public Records Office delivers records management and archival services to State and local government agencies. Training, consultancy advice and standards development are provided to improve the quality of records management on a system-wide basis and to encourage conformity. Policies, guidelines and instructional publications are produced to promote and implement a government-wide approach in the two jurisdictions. The public has access to government archives through the search facilities in the Alexander Library Building.

Preservation Services

LISWA's well-equipped preservation laboratories enable the conservation of documentary heritage, as well as the transfer of material to formats more easily useable by clients. LISWA is increasingly looking at the digitisation of material to increase access to these sources.

Document Delivery Services

LISWA coordinates inter-library loans and other document delivery services among public and other libraries in Western Australia, obtaining information from local, interstate and overseas sources.

Services to make library materials accessible

LISWA operates centralised acquisition and cataloguing services for the Western Australian public library system, the State Reference Library and the Batty Library. Our information systems allow people throughout Western Australia to access our catalogues 24 hours a day.

LISWA PRIDES ITSELF ON BEING A VALUE DRIVEN ORGANISATION

Our values are:

1. Our clients are the focus of our services, our planning and how we measure our success.
2. We strive for excellence and demonstrate innovation in our work and leadership in our fields.
3. We plan what we do and do what we planned.
4. We communicate openly and widely with each other and the wider community. We share information fairly and responsibly.
5. We respect our colleagues and treat them with consideration. We listen to each other's points of view and encourage each other's creativity and initiative.
6. We work as teams - with common goals and rewards and with a cooperative responsibility for assessing and improving our services and skills continuously.
7. We make effective and efficient use of the resources we hold in trust in the public interest.



Highlights for 1997-98

INTAMEL Conference

In September 1997 LISWA hosted the annual conference of the International Association of Metropolitan City Libraries (INTAMEL). This conference brought to WA the directors of major city library systems from 12 countries including Germany, Singapore, Great Britain, the USA, Belgium, the Netherlands, Israel, Hungary and Canada. Delegates from a number of Australian States and Territories also attended.

Regional Libraries Online

The Regional Libraries Online project established free public Internet access in the 11 regional libraries in Western Australia. This exciting initiative, using joint funding from the State Government and the Commonwealth Government's Online Public Access Initiative, connected the public libraries in Northam, Narrogin, Albany, Bunbury, Karratha, Kalgoorlie, Merredin, Broome, Port Hedland, Geraldton and Carnarvon to the Internet.

Public Library Resources

New library resources to the value of \$6.5 million were provided to public libraries in Western Australia in 1997-98. At the same time, major reviews into the way LISWA purchases, processes and allocates resources to public libraries in WA were completed and endorsed by The Library Board of Western Australia and the Western Australian Municipal Association. The reviews involved extensive consultation with staff and public librarians.

Services to Aboriginal People

Substantial consultations were held with Aboriginal communities on ways to improve services to Aboriginal people. A service plan, *Services to Aboriginal and Torres Strait Islander Peoples delivered by The Library and Information Service of Western Australia*, was published and distributed.

Preserving our Newspapers

The Friends of Battye Library were successful in obtaining a grant for \$169,000 from the Lotteries Commission to assist with the microfilming of pre-1900 issues of two major Perth/statewide newspapers - *The Perth Gazette/West Australian* and *The Inquirer*. The project team is also conducting an assessment of other pre-1901 newspapers to determine what needs filming or re-filming.

Access to Western Australian Information

Access to information about Western Australia was made easier for off-site, regional and remote clients by making the Infolink database of government and community information available through our Internet website, and including information from the Battye Library card indexes in the catalogue.

Prompt Copy

A new service known as "Prompt Copy" was launched in the State Reference Library to improve access to an extensive collection of playscripts. The collection currently contains 3,130 individual play titles and 22,011 copies in multiple copy sets. Clients will now be able to borrow individual plays or sets directly from the Music and Performing Arts Library.

Significant Addition to the State's Archival Collection

The Public Records Office accepted custody of plan registers of the former Public Works Department (dating from the early 1890's) from the Department of Contract and Management Services.

Disposal of Discarded Stock

LISWA established The Discard Book Shop on the ground floor of the Alexander Library Building to offer clients a selection of discarded adult fiction, adult non-fiction and junior library books to browse at their leisure and purchase at affordable prices. Five discard book sales were conducted - three in country towns and two in the metropolitan area.

Improved Photocopying Service

A new photocopying service utilising swipe card technology was introduced for clients in the Alexander Library Building. The old coin-operated machines were replaced by 17 new photocopiers including a colour photocopier and a map photocopier.

Digitisation of the Passey Collection

In 1976 LISWA acquired the Passey collection of 2048 photographs depicting scenes in Western Australia from ca.1880 to 1920. To make the collection more widely accessible, 500 of the most interesting images have been digitised and linked to records in LISWA's catalogue.

Promotion

A number of major exhibitions highlighting the collections in the Alexander Library Building were held in the Centre for the Book. These exhibitions were entitled *RSVP - an invitation to social history*, *Cover-to-Cover: Writing and publishing in Western Australia*, and *Food for Thought: a taste of WA*. Another important achievement was a music recital of Western Australian songs which reflected the thoughts of Western Australians from the 1940s to the 1960s, and which had been overlooked by generations of performers. Government archives and other documentary items were drawn on heavily by the Constitutional Centre for the opening of the Centre and its ongoing permanent exhibitions.

Records Management Services

Records management consultancy services and training were provided to State and local government agencies throughout the State including Albany, Dardanup, Esperance, Toodyay, Narrogin and Karratha.

Chairperson's Report

This has been an awkward year for the Board. Before it commenced we were led to believe that legislation for our abolition was imminent and so it seemed unwise to plan too far ahead; at the year's end legislation is still apparently imminent. In the meantime, we have continued to hold very significant statutory responsibilities, some of which we have not been able directly to supervise since the incorporation of LISWA into the Ministry for Culture & the Arts. Nevertheless, despite the Board's uncertainty about its own future LISWA has continued to go from strength to strength. Both the Board and LISWA and its staff have done their best to facilitate the establishment of the new Ministry, and despite some teething troubles, the new arrangements seem to be working satisfactorily. In pushing LISWA into framing a Service Delivery Agreement and linked three year Business Plan to define its relationship with the Ministry, the new structure has in fact led to an enhancement of the organisation's already impressive strategic management.

Another piece of proposed legislation of great interest to the Board is the State Records Bill. Again, our expectation at the beginning of the year was that this would by now be on the statute book; in practice events have moved rather more slowly with various departments and agencies bringing to our attention detailed provisions about which they were unhappy. This has been a productive process however, and it is heartening to see how seriously this important Bill is now being taken throughout the public service. As a result of a lot of hard work and discussion, led by Chris Coggin, the Director: Public Records Office, the draft legislation is now ready to bring world best practice records management to Western Australia.

A gratifying feature of the year from a Board perspective has been the strengthening of relations with the Western Australian Municipal Association. The State Librarian and I were pleased to make a presentation to a meeting of the Western Australian Municipal Association (WAMA); and its Chief Executive Officer, Tim Shanahan, and Chair, Ken Pech, attended one of our Board meetings followed by a lunch. The partnership between the State, represented by the Library Board, and local government, has been the cornerstone of Western Australia's magnificent public library system and it is essential that it be renewed and reshaped to carry us into the new century. The Public Library Resources

Review, carried out with a great deal of input from local government, was a valuable step in this direction and will lead to efficiencies for both LISWA and public libraries, making possible an enhanced service to the community.

1997-98 saw the opening of Western Australia's largest public library at Joondalup, as well as additional or improved service points in many other localities, and the establishment of libraries in the Indian Ocean Territories at Christmas Island and the Cocos Islands in association with the Commonwealth Government. The Board also approved a number of proposals to improve library services to Aboriginal and Torres Strait Islander peoples. These included negotiations for the establishment of a community library at Warburton in the Shire of Ngaanyatjaraku as a model for other Aboriginal communities, and the formulation of the Aboriginal and Torres Strait Islander Plan for services from the Battye Library and State Reference Library.

The establishment of free public Internet access at the eleven Regional Libraries was an important step towards improved information access in regional areas. This has also been boosted by a trend in country areas for the sharing of resources by collocating libraries with educational institutions or with telecentres so that both parties can improve services for their clients.

In addition to its oversight of the state-wide public library and information service the Board is also responsible for the provision of services within the Alexander Library Building. At the physical level, library users will have noticed changes to the underground carpark, which presage re-development of the cultural precinct within which the Library is located. Less immediately noticeable, but equally significant, was the departure towards the end of year of the Ministry for Culture & the Arts from its 'temporary' home in the Library Building, releasing space for improved customer services. Growth in use of the Centre for the Book facilities on the ground floor has given particular satisfaction to the Board, as has the popularity of the new Discard Book Shop, which offers some of Perth's best bargains.

The Board is grateful for the many donations of material to the collections which have been made again this year. Those presented to the Battye Library range from major corporate records such as those of the Perth Building Society through literary manuscripts to records from community and service associations and private papers. Many people also make their time available for oral history interviews and checking transcripts to ensure accuracy. These are important historical records which document our social and business history. The State Reference Library also formalised its policy on donations and its relationship with donors by creating a Donor's Agreement.

After a great deal of consideration and several staff presentations, the Board resolved during the year to limit the range of photographic services it provides to the public and to increase charges for these services in order to secure a more realistic return and release resources for vital photographic conservation work. Although we have received some complaints about these changes the Board is satisfied that they are in the best interests of the collections and the community, and will be administered flexibly to deal with special cases.

It is clear that in the future it will be necessary to generate an increasing proportion of LISWA's income from fees for specialised value-added services to clients; and a number of such services are being developed. The Board remains unwaveringly committed, however, to the principle of providing free community access to its public library collections and other information services.

In what may well be the last Report for which I, and the Library Board of Western Australia, am responsible, I should like to pay special tribute to the present State Librarian, her predecessors, and their staff. As a regular library user since the mid 1950s, when the present system was established, as well as a Board member since 1991 and more recently its Chair, I am more conscious than most of what a magnificent service has been consistently provided and of the myriad ways in which it has evolved to meet the challenges of our information-minded age.

I would also like to offer my personal thanks to my colleagues on the Board for making my job such a pleasant one.

Whatever, and whoever, succeeds us, I believe we will be handing on a smoothly running organisation and a set of priceless collections which illuminate our state's past and will guide its future.



Brian de Garis
Chairperson

Chief Executive Officer's Review

A Year of Change and Development

I have written in previous years that we have undergone a great deal of change. This year has been no exception but some of the change has been unanticipated and of immense proportions. I would like to compliment and thank my staff for their support and the highly professional attitude with which they have approached these changes. I will outline some of them in my review.

This is my tenth year as State Librarian and head of LISWA. The decade has been enormously exciting and challenging. While it is for others to judge the achievement, I am proud of what we have created throughout that time and would like to thank the Board for their support. In particular, the chairpersons - Prof Brian de Garis, Mrs Wendy Birman and Prof Peter Reeves - have given generously of their time and guidance and I thank them wholeheartedly for that.

Each year builds on the one before. For example, in 1995-96 we installed new core systems and made our catalogues available on the Internet. In 1997-98 we extended Internet services to the public in regional WA, so in 1998-99 we can start delivering actual electronic documents.

The World Comes to Us

We were privileged to host the International Association of Metropolitan City Libraries' Annual Conference in Perth. This was the first time the Association had held its conference in the southern hemisphere. It was a delight and a revelation to meet with more than forty senior staff and directors of metropolitan public libraries from countries as far away as the United States and Germany.

New Ways of Delivering Services

This year saw us develop a range of new services and revamp a number of existing ones. The Internet continues to dominate much of our planning since this is the way we can reach all Western Australians. We cannot assume that everyone has access to the Internet within their homes or work so we were pleased to work with State, Federal and local governments to install Internet workstations in all of our eleven regional public libraries. This was made possible by \$200,000 from both the State and Federal Governments. LISWA managed the project and it has been a great success. The Information Systems Branch did an excellent job with this project.

The Infolink database, a source of information about Western Australian government and community organisations, was established on the Internet with a simple to use interface. This will help remote clients to find their way around Government.

For some of our old services, we have looked at improvements. These include examining the way we use the telephone and how we could establish a modern telephone enquiry service. Our photocopying services were submitted to the market place and a successful tender let which includes swipe card technology. The introduction of this technology means that we will be able to use it for other services, for example printing from our public workstations.

The world of multimedia, digitisation and interactive technologies has many attractions for new ways of delivering services. But this is a game fraught with pitfalls for new players - and it is very expensive. Rather than rush into spending scarce resources on these technologies, we have approached the issue cautiously from a strategic point of view. The result is a very clear idea of what we might use these technologies for and a commitment to standardisation so that monies are not wasted as standards and fads change. Our document, *Western Stories*, explains this.

Now that we have a reasonable infrastructure in place - the Internet is available in almost every library where there is a librarian throughout the State and many libraries are providing access for the public - we can move to using this mechanism for services other than finding out where a book is. A new system for electronic document delivery has been developed for the Australian Vice-Chancellors' Committee and we were delighted to be invited to join this project. The system will be installed in 1998-99 not only at LISWA but at the four WA universities. This will give us an unrivalled opportunity to work in a cooperative fashion for the benefit of all Western Australians.

Partnering

LISWA has had a partnership with local government since the first public libraries were opened. We value that relationship very highly and the strength of the partnership has enabled us to gain extra funding and develop new services. The communications framework established a few years ago continues to serve us well and I am grateful for the support we have received from public librarians throughout the year. The appointment of our new Director: Public Library Services, Ms Debrah Lewis, has served us in good stead this year and we welcome Debrah to the team.

We completed the second of our plans to guide how we deliver services to Aboriginal and Torres Strait Islander Peoples. The consultative processes were extensive and the response to the plan has been very encouraging. Negotiations are underway with the Warburton Community and we hope we can deliver specialised services that suit the community's special needs.

Our partnership with the Friends of Battye yielded \$169,000 from the Lotteries Commission to microfilm newspapers. This project is well underway and will deliver real benefits to researchers who need to use newspapers for their work. We are grateful to the Friends and their President, Professor Geoffrey Bolton for their continued support. The partnership with the Western Australian Genealogical Society (WAGS) is valued greatly - we could not support the family history interests of Western Australians without them. Planning for a new Genealogical Centre in the Alexander Library Building has been completed and construction is expected in 1998-99.

New Ways of Working

In keeping with government policy and good management practice, we evaluated several of our operations. We treated these as major reviews with a senior manager from a different area managing the review process. These included the Public Library Resources Review which looked at how we deliver public library stock; a review of cataloguing, acquisitions and document delivery service (called the BibDoc review); and a review of discarding processes and policies.

These reviews showed a range of areas where we need to go back to basics and consider some policy issues, and develop fundamental changes in practice: changes which will make us more efficient and focus more on clients. These processes take up quite a bit of staff time and can engender anxiety in staff. I am grateful to the staff for their openness in providing their ideas and concerns and I am sure that we will deliver significant improvements over time.

LISWA Online was developed and implemented this year. This is our intranet service and our focus on the 'paperless office.' All staff have access to e-mail and the system on which we have placed all our policies, staff information and newsletters. This has become a standard way of working within the organisation, enabling staff to develop new skills and communicate better with each other.

Governance Issues

With the creation of the Ministry for Culture & the Arts, LISWA staff have had to consider how to manage within this new environment. Since the legislation is yet to be finalised, the Board remains as a Statutory Authority and this is its report. The Ministry has implemented a purchaser/provider governance model based on annual service delivery agreements between the Director General and the service agency chief executive. To ensure that LISWA takes a proactive approach to this, we developed a three year business plan which has been accepted by the Director General. This plan involved all LISWA managers in a great deal of work and is an exemplary document. I am proud of the way the managers have approached this project and believe that this plan, together with annual service delivery agreements, will provide the Minister and the public with transparent, clear statements of goals and achievements.

New legislation to replace the Library Board of WA Act is being developed as well as new public records legislation. On the latter, Chris Coggin, Director: Public Records Office, and his staff have spent considerable time in reviewing legislation in other jurisdictions and working to produce world class documentation. I am confident that the result will be admired by many archival institutions throughout the world. My thanks to everyone who has supported us through these issues.

Chief Executive Officer's Review

Money, Money, Money

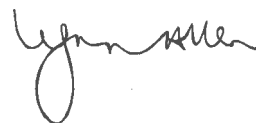
Like all agencies, whether in government or the private sector, one can think of projects and ideas that would be beneficial if we had enough money. Our budget for the year was more or less the same as the previous year, allowing for productivity improvement initiatives. We gained \$400,000 to purchase new books for public libraries in 1998-99, specifically to bring to standard those libraries which have less than 1.25 items per capita.

We have recognised that we need to develop sources of income beyond the Consolidated Fund. One initiative to do this is the creation of the WA State Library Custodians Inc. We intend to create this body in 1998-99, but it is essential here to thank Mr Ron Sheen who has agreed to be the President of the Custodians and has assisted us greatly to develop the concepts and the foundation for the future.

The Most Important Resource

By now, you will have appreciated how much staff have contributed to the above projects. LISWA is a service agency and our services are delivered by people. Technology is only a tool and needs staff to be prepared to develop new skills and new ways to make the technology work. On the whole, staff have responded to these issues positively and enthusiastically. Like all change, there are many people who are upset by it and we have done our best to keep staff informed about why change is necessary.

We had some major staff changes in 1997-98. Ms Lennie McCall, long time employee of the Board and Director of the Batty Library, announced her intention to retire. Mr John Bishop, who had not been with LISWA for many years but had made a substantial contribution in terms of the reviews and the creation of the Ministry, retired. Andrew Hocken, long term employee and Manager: Bibliographical Services, left to take up a position with Baker & Taylor. To Lennie, John and Andrew - farewell and thank you.



Lynn Allen
Chief Executive Officer

Development of a Customer Focussed Culture

In 1997-98 LISWA built upon our achievements in customer service and developing a customer focussed culture throughout the organisation.

CUSTOMER SERVICE COUNCILS

Following the launch of the customer services program by the Premier in 1994, LISWA established three customer service councils and these consultative forums are providing valuable feedback from clients on LISWA's services.

Public Library Services

The Communications Framework for public librarians, implemented in 1995, is the official forum for discussing and progressing issues between public librarians in Western Australia and LISWA. Delegates represent the metropolitan and country public libraries and meet with LISWA staff at meetings which are held regularly and are formally documented. These include the quarterly Regional Librarians Meetings and the bi-monthly Public Library Services Meetings for all public librarians. Operational matters are addressed by two standing committees: the Library Networks Standing Committee and the Resources Selection and Supply Standing Committee. Policy issues are referred to the Future Directions Committee, and during 1997-98 the committee discussed the Public Library Resources Review, local government structural reform, performance measurement, disaster recovery planning and the creation of the Ministry for Culture & the Arts. In 1998-99 these committees will play a key role in the implementation of the Public Library Resources Review.

State Reference Library

When the State Reference Library's Customer Service Council was formed, consideration was given to the breadth and diversity of the client group, and the difficulties which could be encountered in forming a Council of reasonable size which would represent the client group as a whole. To assist in overcoming this situation it was decided to implement a focus group structure as an adjunct to the Council. These groups would be formed on an as needs basis to address specific issues.

In 1997-98 three such focus groups were formed. As part of the review of the Research Collection of Children's Literature, a focus group was formed to gather information on ways in which to improve access to and raise awareness of the collection. The group was comprised of people with an interest or involvement in children's literature including authors, illustrators, editors, academics, book collectors, specialist book traders, tertiary students and members of the public who use the collection for research purposes. The focus group provided valuable feedback and ideas on a number of issues including collection development, promotional and marketing opportunities, and future directions.

'Prompt Copy', the former Performing Arts Collection, was launched to the public on May 26 1998. The new collection offers quicker access to film and playscripts for clients, and it focuses on developing the collection to meet community needs. The new service was the result of 18 months of planning by staff of the Music and Performing Arts Library in a process which placed the theatre community of Western Australia at its centre. It utilised two focus groups - one from within the organisation which looked at processes, and one from the theatre community itself (professional, amateur, writing and educational sectors) looking at client requirements. As a result of these focus groups, the proposal was adjusted and the new service released to clients. The Independent Theatre Association of WA (the state body for community theatre) has described it as "an exciting new service" and Allanah Lucas (Managing Director, Perth Theatre Company) has praised the library for its initiative in actively seeking client input.

Battye Library and Public Records Office

The combined Battye Library and Public Records Office Customer Service Council provides a useful forum for customers and client groups to express their concerns, needs or compliments about the services provided. This Council comprises representatives of the Friends of Battye Library, the Western Australian Genealogical Society, Professional Historians and Researchers (WA), and an independent client. Three meetings of the Customer Service Council were held during 1997-98. Issues addressed during the year included the move to the ground floor of the Public Records Office, new information sheets, guides and brochures, providing training courses to clients on searching the catalogue, improving access to the Pictorial Collection, the new photocopier service and more efficient processing of published material to ensure speedier availability to clients.

OVERALL IMPROVEMENTS IN CUSTOMER SERVICE

Access to the Internet for regional Western Australians was greatly enhanced by the installation of public access internet kiosks in each of the eleven regional libraries under LISWA's Regional Libraries Online project. This project was funded using Commonwealth funds under the Online Public Access Initiative and matching State Government funding. A detailed report on this project including extensive client feedback has been compiled and will provide a model for other country libraries in the installation of Internet services in the future.

Client access to the Internet within the Alexander Library Building was also improved with the installation of more powerful computers for the Internet workstations and the centralisation of Internet bookings at one service point.

A major accomplishment has been the automation of collection catalogues and indexes held in the library. This project has made collections and indexes, previously only available in card form within the Alexander Library Building, simpler to search and accessible to many more people through the Internet. The private archives collection records are now available on LISWA's database and staff are undertaking retrospective work on serials, newspapers and maps. A number of card indexes, including the indexes for Research Notes and for the Royal Western Australian Historical Society's publication *Early Days* were automated. Within the State Reference Library there are now over 6,000 index entries for songs available. All current indexing from 1 January 1997 is now available online.

Infolink database records of government and community information were enhanced with the addition of external Internet site addresses to the relevant records. Clients now can read the Infolink record and then go to the agency's own homepage by simply clicking on the link. The linking feature provides clients with quick and easy access to Internet resources which are often very difficult to find using conventional Internet search tools.

The special needs of Aboriginal and Torres Strait Islander peoples were addressed as part of overall service improvements. In addition, a special information and discussion workshop was held with Noongar people, mostly elders, with some representatives from the University of Western Australia's Centre for Indigenous History and the Aboriginal Affairs Department. The workshop provided an opportunity to promote the Battye Library amongst the Noongar community and for community representatives to provide feedback and suggestions on services.

There has been strong support from public librarians for two of the major outcomes of the Public Library Resources Review, completed in 1997-98. These are to base the provision of stock in public libraries on local government population rather than on existing stock size in individual public libraries, and to develop an online stock selection system.

Client needs have been a priority in the design of the new Public Records Office reading room on the ground floor. Feedback from Customer Service Council members was sought and the design has incorporated a number of features to improve customer service, including easy accessibility to microforms from the main service point, a larger, quieter search room, and more clearly defined work areas for researchers.

Long term planning and improvements in the microfilming program is steadily reducing the backlog of newspaper microfilming. A new microfilm reader printer was acquired to ease the heavy demand on the existing two machines.

All of LISWA's brochures were updated and republished and a range of new information sheets and guides produced. These finding aids provide assistance to clients in identifying and accessing unique parts of LISWA's collections. Some examples are:

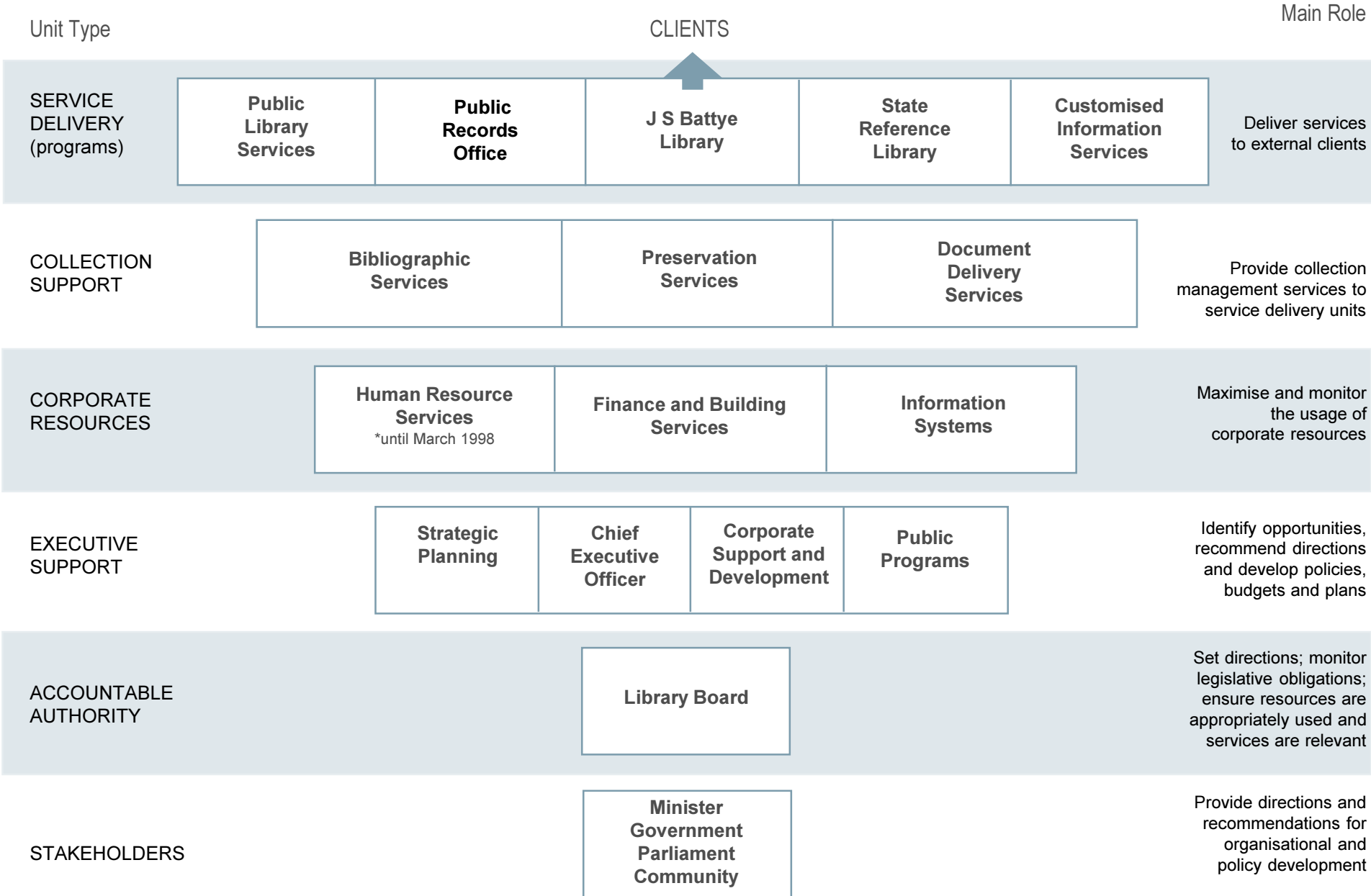
- Maps and Plans at the Public Records Office;
- Family History Services for Aboriginal People at the Public Records Office;
- How to Find Government Archives ;
- Colonial Secretary's Office Correspondence;
- Australian Industry Profiles;
- Business Information Centre;
- Running a small business; and
- Prompt Copy

The full range of LISWA Information Sheets will be available on the new website to be launched in 1998-99.

For clients unfamiliar with computers the increasing use of information technology in libraries can create a barrier for them to access the information they need. To address this issue two courses were run for clients to teach them how to find material using the library's computer system on the public workstations which are available throughout the library. Further assistance with computers is provided by staff in public areas.

Organisational Structure 1997-98

All unit head positions report directly to the CEO.



Services to Public Libraries

OBJECTIVE

To meet the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, resources, information and support services.

SERVICES PROVIDED

The Public Library Services team provides a balanced public library collection of catalogued books and other materials, and facilitates the provision of the widest range of information services to the people of Western Australia through a State-wide network of public libraries managed by local government. The partnership between State and local governments, and other participating bodies, is maintained and developed through consultation, joint decision making and agreed standards. A range of training programs are provided to improve the range and level of services offered by public libraries, and special assistance is provided to public libraries to meet the needs of Aboriginals and Torres Strait Islanders, seniors, people with disabilities, people with literacy problems and Western Australia's multicultural community.

ISSUES AND TRENDS

- There is rapid growth in home and public library Internet access necessitating new ways of delivering services to public libraries and the people of Western Australia.
- The range of materials required in public libraries has expanded with the growth in electronic information resources. In some cases these are produced as single format materials such as CD-ROMs, but some are only available for licence over a network.
- Library suppliers are providing a wider range of services including online selection and ordering of books and other formats and the cataloguing and processing of materials.

- The collocation of community services in country towns including joint-use facilities between public libraries, the Education Department and/or Telecentres and other agencies.
- A new Framework Agreement between State and local governments for the operation and management of public libraries will be negotiated in 1998-99.

STRATEGIC OBJECTIVES 1997 - 2001 (SEE *INFORMATION & BEYOND*, 1996)

- To improve Western Australians' access to public libraries.
- To extend the range of LISWA and other information services provided through public libraries.
- To assist local government gain access to telecommunications and networked services for their public libraries.
- To improve the effectiveness of the public library partnership framework.
- To improve the efficiency of the public library partnership framework.

MAJOR ACHIEVEMENTS FOR 1997-98

- **To improve Western Australians' access to public libraries.**

Three new public libraries were established in the Indian Ocean Territories: one on Christmas Island and two on the Cocos (Keeling) Islands. Establishment costs, including purchase of stock, training and on-site assistance, was enabled through receipt of \$253,000 from the Commonwealth Government. An annual amount is given to the Library Board to maintain the three library service points. Quarterly financial reports and an annual report on the success of the project have been presented to the appropriate departments.

Each year local governments establish service points to cater for new population areas, and build new libraries or upgrade existing buildings to cater for increased growth. LISWA provided 74,585 volumes for new and expanded libraries at the following locations: Albany, Australind, Dunsborough, Floreat Park, Joondalup, Kalgoorlie, Kwinana, Mandurah, Margaret River, Midland, Palmyra, Scarborough, Spearwood, Tamala Park, Thornlie, Victoria Park, Vincent and Warnbro.

Many local governments, particularly in country or fringe areas, have established joint-use libraries in conjunction with educational institutions and other information services. In 1997-98 the Public Library Services team provided advice and assistance to local governments regarding joint-use proposals for Bullsbrook, Donnybrook, and Esperance.

There was continuing liaison with the Warburton Community to negotiate an agreement for the establishment of a library to meet the needs of the local Aboriginal population and provide a model for the development of services in Aboriginal communities elsewhere. It is hoped this will be finalised in 1998-99.

During the Local Government Week conference an information stand about public libraries was used to inform councils of the range of library services available. LISWA also staffed an information stand, jointly with the Ministry for Culture & the Arts, at the JOY '98 Youth Festival in Perth. Language Learning Centres in public libraries were promoted at the Adult Learner's Expo.

- **To extend the range of LISWA and other information services provided through public libraries.**

In order to provide up-to-date information, 200,955 pamphlets and other items of information were distributed to the people of Western Australia through the public library system on behalf of government and non-government agencies.

Each year LISWA staff and public librarians select material according to the Collection Development Policy from the vast array of new material published. This year 17,926 new titles were added to the range of library stock available in the state-wide public library collection.

Staff were involved in the awarding of further grants to public libraries for the development of Language Learning Centres, and arranged and hosted an information workshop for prospective applicants. This was achieved by providing advice to and participating in the assessment panel of the Office of Multicultural Interests and the Lotteries Commission. This was the final year of the grants program which has resulted in more than 70 libraries establishing centres to assist people to improve their skills in English or to learn another language.

Library services to children and young adults were improved and promoted by:

- designing, producing and coordinating, in consultation with public librarians, the annual holiday reading program. Approximately 10,000 children participated in over 100 libraries.
- coordinating the Western Australian component of the *Nestlé Write Around Australia* short story competition for school children in Western Australia. Approximately 2,000 entries were received from year 6 and 7 students.
- organising a tour by a visiting author to schools and libraries in metropolitan and country areas for Children's Book Week.

- **To assist local government gain access to telecommunications and networked services for their public libraries.**

The development of online information services has been growing at an increasing rate in recent years and potentially represents the greatest transformation of the world economy since the industrial revolution. Yet many people in rural communities throughout Western Australia were unable to share in these developments. The Regional Libraries Online project allowed the installation of equipment that will provide free public access to the Internet in all eleven regional public libraries throughout Western Australia. This new regional service was made possible by funding provided by the Commonwealth Department of Communications and the Arts under its Online Public Access Initiative, and matching funding from the Western Australian Government. Public libraries in Northam, Narrogin, Albany, Bunbury, Karratha, Kalgoorlie, Merredin, Broome, Port Hedland, Geraldton and Carnarvon have been connected to the Internet in this exciting initiative to provide improved public access to online services in rural communities.

To take advantage of the improved communications network, a prototype website aimed specifically at public library staff has been developed. When in full operation in 1998-99 this will improve the efficiency and effectiveness of communication between LISWA and public librarians and enable new products and services to be delivered.

- **To improve the effectiveness of the public library partnership framework.**

Staff in the Public Library Services team provide advice and assistance to local governments and public library staff through telephone calls, newsletters, meetings and by visiting libraries as part of the formal visit program. In 1997-98 staff visited 132 libraries.

Training is another important service and this year staff organised and conducted 22 training courses on a range of topics for 283 public librarians, as well as 6 four day training courses for 26 library officers. These courses included:

- Customer focus - services to clients who are blind or vision impaired;
- Public libraries - good places for Aboriginal people;
- Battye Library Resources - Original Materials;
- Battye Library Resources - Special Collections;
- Introduction to State Reference Library;
- Introduction to Reference Tools;
- Books Alive - the Presentation of Stories to Young People;
- Display Workshops;
- Infolink - Government & Community Information Database;
- Repairing Library Stock;
- Lost and Damaged Stock Processing;
- Inter Library Loans.

To emphasise the importance of delivering library services within a multicultural community, staff coordinated and presented the 1997 Public Library Multicultural Services Award, with sponsorship from the Office of Multicultural Interests and the Aboriginal Affairs Department.

- **To improve the efficiency of the public library partnership framework.**

A major review of the way in which library resources are distributed to public libraries was conducted in consultation with local government. The final report of the Public Libraries Resources Review was presented to the Library Board for endorsement, and implementation of the recommendations will take place in 1998-99 and beyond resulting in a more effective and efficient service to public libraries and their clients. Two of the major outcomes of the review are to base the provision of stock to public libraries on local government population rather than on existing stock size in individual public libraries, and to develop an online stock selection system.

The Exchange Program provides fresh stocks of new and used items regularly to public libraries in Western Australia. This year 393,459 volumes were dispatched to public libraries through this program and, as part of this process, 26,755 items were repaired or rebound for re-selection in the exchange of stock.

To ensure that the purchase of materials is equitable and orderly the Resource Provision Program is prepared each year. This provides a planned breakdown of expenditure on the purchase of items for public libraries. With much of the material for public libraries sourced from overseas, quarterly ordering plans were produced to allow for major fluctuations in the value of the Australian dollar.

A new version of the *Handbook for public libraries* was produced and distributed to libraries, as well as the publication *Searching the LISWA catalogue*. These publications assist public library staff, particularly those in country areas, by providing on-hand assistance with procedures and searching techniques.

Western Australian Documentary Heritage Collections and Information Services

OBJECTIVE

To maintain and make available the documentary heritage of, and information about, Western Australia to meet the needs of current and future customers.

SERVICES PROVIDED

The staff of the J S Battye Library of West Australian History identify, collect, organise and preserve Western Australia's published documentary heritage as required by legislation, as well as collections of original Western Australian historical records. Information services based on these collections are provided to a wide range of clients regardless of location. The Battye Library has specific responsibilities for the preservation of and access to these collections as part of the nation's heritage, as well as the maintenance and development of databases on Western Australian government and community services.

ISSUES AND TRENDS

The Battye Library caters for a diverse range of clients, from those who are curious about an aspect of family history or local history, to professional historians and community organisations. In particular, increasing community expectations require that information about indigenous and migrant groups be reflected in collections and the delivery of services. Staff need to be aware of the wide range of information needs, cultural backgrounds and skills of their clients and design services to meet these needs.

The volume, range and variety of formats of Western Australian information continues to increase. The Battye Library cannot collect all of this material. Resources which target areas of greatest interest to clients need to be identified and partnerships developed with other collecting institutions to ensure the widest possible access to Western Australia's documentary heritage.

Increasing interest in our past and a growing sense of a Western Australian identity places an obligation on Western Australian collecting institutions to encourage and support the telling of stories and experiences, thereby improving access to and use of documentary heritage in their care.

The citizens of Western Australia need reliable and up-to-date information about government. LISWA needs to pursue the most cost effective way of collecting this information and making it available from its own database and in partnership with other government agencies.

New electronic formats and networks present challenges in the presentation and delivery of documentary heritage information. The digitisation of materials is very expensive. Opportunities exist for LISWA to tell Western Australian stories through new partnerships with government and corporate organisations using new media to take those stories to the rest of the world.

STRATEGIC OBJECTIVES 1997- 2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To improve access to Western Australia's documentary heritage and information on Western Australia.
- To make Western Australian information accessible from many perspectives.
- To help people from interstate and overseas gain ready access to Western Australian information.
- To develop and maintain Western Australian documentary heritage collections in a variety of formats.
- To make the Western Australian community aware of the value of heritage information and the means by which it can be preserved and experienced.

MAJOR ACHIEVEMENTS FOR 1997-98

- **To improve access to Western Australia's documentary heritage and information on Western Australia.**

A great deal of progress has been made on placing some of the remaining Battye Library card catalogues and indexes online, substantially improving client access to sections of our collections. This improved access combined with active marketing of our services has seen a marked increase in the number of information enquiries handled throughout the year. The increase is despite significantly less staff-mediated enquiries for government and community information.

The Infolink Government and Community Information Database has been revised and reviewed and made available to clients through our web-based computer system, allowing off-site, regional and remote clients direct access to this information for the first time. Infolink has linked its database to the homepages of State Government agencies and is progressively linking to Commonwealth agencies and community organisations. State awards and State legislation can be viewed online from the Infolink database.

All brochures and information sheets were updated this year and will be available online with the launch of the new LISWA website in 1998-99. Battye staff have scoured the Internet for sites of interest to clients and links to these sites will also form part of the new website.

LISWA is very grateful to the many volunteers who participate in our volunteer program. This program continues to perform strongly with over 3000 hours of volunteer time given to providing genealogical reference services and improving access to collections through indexing and other tasks.

There is a growing demand from clients for copies of the historical photographs which are held in the photographic collection. To cater for this demand the operations of the photographic public order service have been streamlined and placed on a more cost-effective footing.

- **To make Western Australian information accessible from many perspectives.** Substantial consultations were held with the Aboriginal community on ways to improve services to Aboriginal people. A service plan, *Services to Aboriginal and Torres Strait Islander Peoples delivered by The Library and Information Service of Western Australia*, has been developed in conjunction with the State Reference Library and distributed to stakeholders.

Staff have conducted more than 55 talks, lectures and training courses and 45 consultancies across the State, on topics ranging from advice on establishing and developing local history collections, to conducting oral history projects.

- **To develop and maintain Western Australian documentary heritage collections in a variety of formats.**

Collection development policies and access plans have been developed for all the Original Materials collections and an integrated approach to collecting and creating access to original materials has been adopted.

The Friends of Battye Library were successful in obtaining a grant for \$169,000 from the Lotteries Commission to assist with the microfilming of pre-1900 issues of two major Perth/statewide newspapers - *The Perth Gazette/West Australian* and *The Inquirer*. The project also includes an assessment of other pre-1900 newspapers.

Backlogs in all areas of the library have been mapped and prioritised. Coherent plans for managing these materials have been drawn up, including a detailed and comprehensive strategy for the conservation of our unique newspaper collections.

- **To make the Western Australian community aware of the value of heritage information and the means by which it can be preserved and experienced.**

A major exhibition based on the Ephemera Collection was launched in the Centre for the Book on 1 August 1997 entitled *RSVP - an invitation to social history*. Western Australian heritage material has been used extensively in a number of other displays, including the *Cover-to-Cover* and *Food for Thought* exhibitions held in the Centre for the Book.

Oral History staff made a substantial contribution to the development of a video produced by the Oral History Association of Australia called *Capturing the Past*. This video teaches oral history techniques to high school students.

A major guide to Western Australian genealogical resources, *Dead reckoning: how to find your way through the genealogical jungle of Western Australia*, was launched in August 1997. This publication has proved to be a very popular aid to genealogists and researchers.

A bibliography of labour history in the oral history collection has been prepared and a new edition of the *Calendar of Special Dates* published.

OBJECTIVE

To ensure public records of continuing value are available for use by government agencies and the public, and to provide records and archival management services to State and local government agencies so as to improve the quality of current records management systems.

SERVICES PROVIDED

Recordkeeping services provide for the corporate memory of Government. They document Government accountability, preserve the evidence of Government activities, enable timely access to current administrative information, and ensure the survival of original records selected for their archival value. The end result is the capture of heritage documents and their accessibility for the community.

Recordkeeping services straddle a continuum: at the one end is the creation of the record and its active management and use; in the middle, its semi-active phase; at the other, its final disposition. The first two phases place the function firmly into the category of business activity per se; the last one into the category popularly referred to as archival. Clients in the first two phases comprise Government agencies; in the last named category, the public as well.

Services in the area of recordkeeping include facilitating efficient and effective records management systems in State and local government agencies, developing policies, standards, and manuals on records and archival systems, delivering consultancy services to agencies and developing and delivering training programs in records management, archival appraisal, and retention and disposal scheduling.

The Public Records Office provides archival reference services to the public and to Government agencies. Because records are the unpublished products of current Government business, they often have attributes of sensitivity and confidentiality that require special treatment to ensure their security. To protect the interest of the agencies that created those records, mechanisms and policies are developed and applied when handling the transfer of records to the Public Records Office. In discharging that responsibility, it is important that documentation standards have been met by the transferring agencies, that proposed transfers are in accordance with retention and disposal policies and customer satisfaction is achieved.

ISSUES AND TRENDS

Community and Government expectations for greater accountability, better control of information resources and increased efficiency in recordkeeping have led to the development of a draft Bill that will ensure that records will be created, managed and preserved as a whole-of-government asset.

Electronic networking in records management and archival databases are demanding a reappraisal of ways client services are delivered.

Computer based records are being produced at an increasing rate and mechanisms are being designed to ensure that those of long term value are identified and preserved for the benefit of the community and government.

The recommendations of the report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families raises complex issues for the identification, location, and management of records containing information of critical importance to the indigenous community.

STRATEGIC OBJECTIVES 1997-2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To improve access to public records.
- To instil within the Western Australian public sector the value of good records management practice.
- To ensure good records management principles are applied to the management of electronic records.
- To establish a framework for the development of good public records management practices.
- To ensure the State's public records are identified, collected and processed in such a way that the appropriate records are archived.

MAJOR ACHIEVEMENTS FOR 1997-98

- **To improve access to public records.**
The Public Records Office (PRO) has an obligation to improve access by indigenous Australians to their family history. A project to index the files of The Chief Protector of Aborigines 1898 to 1908 was undertaken, with assistance from the Friends of the Battye Library and the Department of Family and Children's Services. This index will be of great help to all seeking references to their Aboriginal ancestors during this period. In addition, staff have participated in the work of the State Records Taskforce established to address the recordkeeping issues raised in the report *Bringing Them Home*.

Public Records and Archival Management Services

A number of new information sheets, guides and brochures were produced to provide assistance to clients in identifying and accessing parts of the Public Records Office's collection of archival records, as well as explaining the services the PRO provides.

LISWA's new website will provide significantly more information about the services and collections of the Public Records Office. This information will include guides to the services offered, information sheets and guides to the collections, and links to other significant archival sites. Staff made a significant contribution to the design of the website and in producing content for the site. The new website will be the first step towards an online archive.

- **To instil within the Western Australian public sector the value of good records management practice.**

Successful records management consultancy services were provided to a broad range of State and local government agencies throughout the State this year. As well as the metropolitan area, consultancies were conducted in areas such as Albany, Dardanup, Esperance, Toodyay, Narrogin and Karratha.

The Standing Committee on Public Records met on four occasions, deliberating over 43 disposal authorities. The use of electronic records within government is noticeably reflected in the more holistic approach taken with the development of disposal authorities.

- **To ensure good records management principles are applied to the management of electronic records.**

The increased use of computers to create and receive records has prompted the development of standards and training programs to assist senior agency personnel in the best practice management of electronic records. In response to these trends, the Recordkeeping Services Team provides consultancy services, advice and training on all aspects of records management. Ten courses were conducted as part of this year's training program, including one presented to agencies in the Pilbara.

Four guidelines have been produced to assist agencies in the complex area of electronic records. They deal specifically with the Management of Electronic Documents in Networked Computer Environments, the Management of Electronic Documents in Stand-Alone Computer Environments, the Management of Electronic Mail, and the Management of Electronic Records as Archives.

- **To establish a framework for the development of good public records management practices.**

Considerable time was spent on fine-tuning new draft legislation for public records. It is expected that the State Records Bill will be introduced to Parliament in the 1998 Spring Session.

Training courses conducted during the year, including customised presentations to groups of senior managers of two agencies, encouraged officials to administer records management systems in the context of their mission and functions. This aspect will receive particular attention when the State Records legislation is passed, since agencies will be required to produce detailed record keeping plans in that context.

The *Records Disposal Handbook*, first published in 1992, was substantially revised and updated.

- **To ensure the State's public records are identified, collected and processed in such a way that the appropriate records are archived.**

The major component of the PRO's preservation program is the microfilming of archival records. Amongst material filmed on behalf of government agencies were many crown lease records previously held by the Native Title Unit of the Department of Land Administration. These records document not only pastoral properties but also the spread of conditional purchase leases in the Wheatbelt and south west agricultural regions in the first half of this century. This year we also organised the filming of permanent value records on behalf of the Family Court, Perth Central Law Courts, the Minister's Office for Planning Appeals and various local authorities.

Other records transferred to the government archives collection include plans of premises once occupied by the Rural and Industries Bank, drawings of locomotives and rolling stock built at the Railway Workshops at Midland and early records of the Perth Mint. In May, the current custodians (apart from the PRO) of WA's government architectural heritage, the Department of Contract and Management Services, handed over the original plan registers of the Public Works Department at a ceremony at Dumas House.

This year all architectural and engineering drawings stored by the Public Records Office in leased premises in East Perth were moved to the archives repository where intermediate records of temporary value are held on behalf of some state government agencies. These services are being reviewed and, as an initial step, those agencies whose intermediate records are stored were billed for the first time for storage services.

OBJECTIVE

To meet the information needs of the people of Western Australia through the provision of general reference information to individuals and organisations.

SERVICES PROVIDED

The staff of the State Reference Library provide a general reference information service utilising resources held in the Alexander Library Building as well as in the nation's and the world's libraries and databases. Collections and services are designed to complement the university, specialist, school and public library systems. The main target client group is Western Australians who need information which is not readily available from another accessible source. Other clients include public and other library staff making enquiries on behalf of their own clients.

Services are provided direct to individuals, organisations and government through personal contact, telephone, electronic mail and traditional mail services. In addition, the State Reference Library maintains a wide range of self-help resources, such as catalogues and indexes for clients who wish or need to find information for themselves. To provide focused services the State Reference Library comprises five subject libraries: Arts & Literature, Business & Management, Industry & Technology, Music and Performing Arts and Social Sciences. Specialist services and collections offered through these libraries include music, film and business information.

In providing these services, the State Reference Library, in some instances, uses partnership arrangements with organisations and groups such as public librarians, government agencies and university libraries.

ISSUES AND TRENDS

The Australian Bureau of Statistics Census found that almost two million households (30%) used a computer. 23% of all households with a computer also had a modem or external link. This indicates that clients and potential clients are becoming increasingly technologically literate. There is a need to define service delivery in relation to electronic services and resources and the ways in which clients interact with such services and resources.

The Internet, too, is experiencing an increased growth rate in Australia. An AGB McNair Network Internet Survey (<http://www.agb.com.au/>) found that, in a one month period, 10% of all Australians aged 14 and over accessed the Internet. The results showed that young people are the highest users. (21% of those aged 14-17 accessed the Internet). These are the clients of the future. They will require immediate access to well organised electronic information.

The State Reference Library's annual client survey (1997/98) indicated that 71.6% of those clients surveyed were students. In essence this makes LISWA (and hence the State Reference Library) the 'hidden arm' of the education and training sector. As such, it is time to become more visible and develop more viable and productive links with the formal education sector.

STRATEGIC OBJECTIVES 1997 - 2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To improve Western Australian's access to global information.
- To provide searching tools which enable clients to meet their own information needs.
- To help clients use the most appropriate reference services to meet their specific needs.
- To deliver reference services packaged in a way that meets clients' changing needs.
- To help Western Australians, regardless of location, gain ready access to reference information.

MAJOR ACHIEVEMENTS FOR 1997-98

- **To improve Western Australian's access to global information.**

The strategic directions document *Information and Beyond* identified the need to establish Centres of Excellence in fields of special significance to Western Australia. These Centres will provide a more advanced level of service. During 1997-98 a project was established to identify potential Centres of Excellence in the State Reference Library, and to develop criteria for the services and collections which would be the basis of these Centres. As a result of the project seven potential Centres were nominated:

The Research Collection of Children's Literature;
The Business Information Centre;
The Information Technology Centre;
Australian and International Standard Collection;
The Music Library;
Prompt Copy (playscripts etc) and
The Genealogical Centre.

In order to facilitate client access to electronic information, a set of strategies was identified to ensure the provision of an increased range of services and resources via client friendly interfaces. To ensure a planned and structured approach to both the maintenance of current electronic services and the introduction of new services, the strategies have been translated into the State Reference Library Business Plan.

To increase clients' understanding of the services and collections available in the State Reference Library, staff organised 117 tours, talks and training sessions in 1997-98. These activities are very popular with clients and ranged from general tours of the State Reference Library to specialised talks and training sessions which focus on particular resources and services. One such training session was an intensive hands-on training course entitled *Basic Reference Tools* which was designed for and presented to public library staff to enable them to assist their clients in the use of reference materials. Another was presented through the Australian Society of Music Education's summer school program, where staff from the Music and Performing Arts Library provided a tailored program for music teachers to assist them in accessing a variety of music resources.

- **To provide searching tools which enable clients to meet their own information needs.**

Where commercial indexes fail to provide access to Australian and local information, the State Reference Library maintains its own indexes to assist clients. This year marked the start of a project to transfer this information from manual card indexes into electronic format within the main library database. Early preparation focussed on improved access points for clients and supporting procedures to keep information up-to-date. By the end of the year approximately 6,000 entries were available, most of them in the Song/Instrumental Index. Major indexing requirements within the State Reference Library were identified during the year, and plans to convert existing indexes have been established for 1998-99.

A considerable amount of effort went into planning and designing LISWA's new website. The staff involved took an innovative approach to developing the site as a virtual librarian. The final product will include a comprehensive set of guides to resources and services as well as links to relevant sites.

- **To help clients use the most appropriate reference services to meet their specific needs.**

A quantitative survey was administered in the State Reference Library during October/November 1997 in order to determine the different types of students who visit the library, which institutions were most represented and why they used the State Reference Library. The 1996-97 annual client survey revealed that 60% of clients surveyed were students and this student specific survey gave a clearer picture of the client profile, a better understanding of the needs of tertiary students and why they represent such a large proportion of the client profile.

A new service known as 'Prompt Copy' was launched to improve access to an intensive collection of playscripts. The collection currently contains 3,130 individual play titles and 22,011 copies in multiple copy sets. Clients will now be able to borrow individual plays or sets directly from the Music and Performing Arts Library.

On behalf of LISWA, the staff of the State Reference Library organised and staffed an exhibition stand at the National Special Librarians' Conference held in Perth. The exhibition showcased LISWA's publications and services and utilised a direct Internet link to the LISWA homepage and the LISWA video. It was a venture which attracted much interest and comment.

- **To deliver reference services packaged in a way that meets clients' changing needs.**

A large number of telephone reference enquiries are received and handled by staff on the public reference desks. This often interrupts the reference interview between the walk in client and the librarian and disrupts clients studying and researching. To assist in addressing this issue a telephone enquiry service model was established to gather information on the type of enquiries received in this manner. The aim of this project was to ascertain the nature, frequency and origin of the calls received and to provide recommendations on how best to handle them. The project report recommended that a separate telephone enquiry service be established to better manage the variety of calls received and to improve the manner of service delivery to both telephone and walk in clients.

A new photocopying service utilising swipe card technology was introduced. The old coin-operated machines were replaced by 17 new photocopiers including a colour photocopier and a map photocopier.

Two major reviews of our rare book collections, including the Research Collection of Children's Literature (RCCL), were conducted. Both reviews recommended ways in which access to the collections could be improved and modifications made to the storage and location of the collections. A system of researchers' tickets is being considered as a result of these reviews.

- **To help Western Australians, regardless of location, gain ready access to reference information.**

The State Reference Library provides responses to requests for information which are unable to be answered at public libraries. In consultation with public librarians, an improved system for satisfying such requests was designed. The team which worked on this project have recommended a streamlined system which takes advantage of developments in technology and more direct and timely contact with the staff of the State Reference Library.

The Music & Performing Arts Library organised and presented a recital of Western Australian songs in the Alexander Library Building Theatre. By preparing a recital based solely on WA compositions, the library was able to showcase not only the performances, but also material that had been overlooked by generations of performers. The songs were a mix of vigorous patriotism and local sentiment reflecting the thoughts of Western Australians from the 1940s to the 1960s. The recital was picked up by ABC radio and Allison Fyfe, from the Music and Performing Arts Library, was interviewed and three numbers were performed on Night Time with Ted Bull.

Preservation Services

OBJECTIVE

To preserve and conserve relevant material in LISWA's collections.

SERVICES PROVIDED

Paper and book conservation, microfilming services, photographic services, digitisation of collections, disaster recovery planning and risk management.

ISSUES AND TRENDS

Many of the library's resources are stored on material which is deteriorating. This includes paper, film and photographic images. There is a need for long-term planning and prioritising of the many preservation needs across LISWA to make the best use of limited resources and to examine interim stabilising solutions. In the past, preservation programs have been designed which use only one of the many services available at a time. These services are micrographic, photographic, book and paper conservation, book binding, boxing and encapsulation. By coordinating projects and programs, better use will be made of resources, results will be more effective, and clients will be better serviced. Technology is developing rapidly presenting new ways of preserving materials. While processes such as scanning and digitisation offer exciting possibilities, issues such as standards and the long-term stability of the format need to be assessed before extensive resources are redirected to these processes.

STRATEGIC OBJECTIVES 1997-2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To develop and maintain Western Australian documentary heritage collections in a variety of formats.
- To improve access to public records.

MAJOR ACHIEVEMENTS FOR 1997-98

New directions are being taken which emphasise preventative conservation and conservation management of collections, rather than remedial treatment. The impetus for this change has been the appointment of a new Senior Conservator with 25 years professional experience in conservation. As a consequence, boxing programs have been increased and storage assessment projects planned.

During the year, LISWA developed strategic guidelines for the digitisation of collections, emphasising a two-pronged approach: digitising important parts of the collections to create a database of Western Australian materials, and using these digital images to tell stories of Western Australia in a unique way. This project is titled *Western Stories*. Two projects underway are the digitisation of 500 images from the Passey Photographic Collection, and a lovely presentation combining photographs and other images, sound and text to tell the story of 'Memories of Picnics'. The Digitisation Standing Committee has spent much time working on standards which will guide projects and make the best use of resources.

The photographic unit was able to spend time on vital photographic preservation work, as well as servicing the photographic public order service of the Battye Library. The year brought a 31% increase in the number of preservation negatives made, a 1705% increase in duplicate negatives, and 1764 original negatives were cleaned and stabilised where none had been possible the previous year.

The micrographic unit has completed an extensive program of microfilming original records from the Battye Library, the Public Records Office and government agencies. A review was undertaken of the microfilm reels held in preservation conditions within LISWA. This involved a condition survey of 1391 microfilm reels prepared before the present expert unit was formed in 1996, covering filming of material from the 1890s to 1949. The document 'Standards and Processes for Microfilming' was updated.

To prevent contaminants entering the waste system, arrangements were made for the collection of fixer used in film processing from which silver will be extracted.

With such important heritage collections held for future generations it is imperative that LISWA is prepared for any disaster. During 1997-98 the Disaster Recovery Plan for LISWA was revised and a new one prepared for the off-site records repository.

BIBLIOGRAPHICAL SERVICES

SERVICES PROVIDED

The major tasks of the Bibliographical Services Unit continue to be the acquiring, cataloguing and processing of library materials for the public library system, the State Reference Library and the Battye Library. In addition, serials ordering and accessioning is done for the whole organisation. A major responsibility is to ensure the integrity of LISWA's database and to formulate standards and procedures to maintain a high standard of accuracy. Since 1995 this area has been divided into two teams to support the major client groups of Public Library Services and Reference Services.

ISSUES AND TRENDS

Publishers and library suppliers are providing a greater range of services. These include access to databases of material available for purchase, electronic ordering, downloading catalogue records with the delivery of material, and end processing.

A significant proportion of the library materials LISWA purchases for public libraries and the State Reference Library are sourced overseas. The value of the Australian dollar has a significant impact on the quantity of library materials which can be purchased.

As the volume of material on the Internet increases and finding relevant material becomes more difficult, the traditional skills of the librarian to organise information are highlighted. Computer networks and databases provide opportunities for librarians to assist clients find information by organising appropriate material available on the Internet.

STRATEGIC OBJECTIVES 1997-2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To give clients catalogues, indexes and other searching and retrieval tools which are comprehensive, effective and easy to use.

MAJOR ACHIEVEMENTS FOR 1997-98

Staff raised over 31,000 orders for new stock and processed almost 280,000 items for public libraries in Western Australia, the State Reference Library and the Battye Library.

A detailed costing exercise was undertaken to determine the cost of cataloguing different types of material. The results identified thirteen groups of material, further broken down into original, copy and duplicate cataloguing. Not surprisingly the cost of original cataloguing for Western Australian material was the most expensive with fiction and children's material in public libraries the cheapest.

The introduction of indexing records to LISWA's computer system was a milestone during the year. The Bibliographical Services team provided assistance in setting up indexing procedures, and advice on standards to ensure consistency and maintain the integrity of the LISWA database.

Most of LISWA's collections are classified according to the Dewey Decimal Classification System which attempts to organise the whole of human knowledge. This is a dynamic system which requires revision, usually every seven years, as areas of knowledge change. The twenty first edition is the current edition and considerable time was spent reclassifying areas of the State Reference Library collections, particularly in the life sciences.

A major review of Bibliographical Services and Document Delivery was undertaken in 1997-98. The main thrust of the recommendations was to develop further the concept of service delivery teams. There will be three teams aligned with the Service Delivery Units, i.e. Public Library Services, the State Reference Library and the Battye Library. As a result, accountability for the complete cycle of stock management and control functions will be identified within each Service Delivery Unit. There will be improved opportunities for focussing on client needs and this will provide a sound basis for benchmarking and market testing in the future.

DOCUMENT DELIVERY SERVICES

SERVICES PROVIDED

The public library system in Western Australia is built on the concept of resource sharing. Every person in Western Australia, no matter where they are, have access to the entire State-wide collection and, if possible, the resources of the nation's libraries. If a book or document is not available in their local collection, it may be available from another collection either as a loan or a copy of a document which may be retained. The item may be borrowed from a public library, a government or special library, or a university library within Australia, or sometimes an overseas library such as the British Library.

The Document Delivery team coordinates all such resource sharing activity. As a major national collection holder LISWA is also called upon to supply material to many libraries locally and throughout Australia. The coordination of public library requests is a very important activity and by far the largest part of the inter library loan traffic. Loan requests for items not in stock are verified then drawn to the attention of staff involved with stock selection, thereby improving the overall stock.

ISSUES AND TRENDS

When the first automated library management systems were being developed the business of inter library loans was often considered too complex for automation or at best left incomplete. Technology has now matured to the extent that inter library loans and document supply can be considered in the one package.

The supply of documents, as opposed to books, is increasingly being undertaken electronically by commercial firms rather than manually from libraries.

STRATEGIC OBJECTIVES 1997-2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To provide Western Australians with improved access to information held in Australia and overseas.
- To develop document delivery services linking public libraries to a wide variety of government and community organisations.

MAJOR ACHIEVEMENTS FOR 1997-98

Staff received over 66,000 requests for loans or photocopies during the year, as well as 12,550 requests for bibliographical information or the location of material.

When computing facilities were upgraded as part of the LISWA Online project, the opportunity was taken to use the graphical user interface of ILANET, a system devised by the State Library of New South Wales to send and receive requests electronically. This saved expenditure on some direct costs and enabled staff to work more efficiently. An added benefit was that staff became involved with a more advanced electronic product and were able to develop a culture of working electronically. This helped when a pilot project was run for thirteen weeks accepting loan requests by e-mail from public libraries.

Staff spent considerable time evaluating a new interlending and document delivery system titled LIDDA which has been developed as an initiative of the Australian Vice-Chancellors' Committee, but also includes national and State libraries. It is certain to change the possibilities for the whole Australian library resource sharing community. The aim is to minimise human intervention in the process, to provide history and reporting on requests, and basically, to get computers to do what for many libraries still remains a complicated paper chasing activity. LISWA has decided to go for a total solution for electronic inter library loans and document supply. To use e-mail alone would have meant developing an in-house system.

OBJECTIVE

To provide value added customised services and products which meet the information needs of business, the public sector and community, on a fee for service basis for clients who are prepared to pay, and to maximise the revenue generated from ancillary services.

SERVICES PROVIDED

This area focuses on increasing investment and sponsorship for LISWA and its services through activities which utilise LISWA's expertise, resources and assets to deliver customised benefits, products and services for which clients are prepared to pay. It also focuses on generating revenues from ancillary services such as photocopying and venue hire. It clearly separates LISWA's free services from fee based customised information and revenue generating services.

STRATEGIC OBJECTIVES 1997 - 2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To meet the need for customised fee-for-service activities while enhancing the role of free public services.
- To increase our resource base beyond that provided from the Consolidated Fund (State Budget).

MAJOR ACHIEVEMENTS FOR 1997-98

The Discard Book Shop on the ground floor of the Alexander Library Building commenced operations on the 21 July 1997. It offers the public and clients of the Alexander Library Building self-service access to a wide range of discarded library books at affordable prices in the categories of adult fiction, adult non-fiction, biographies, multi-language and children's books. The Discard Book Shop is open 7 days per week and staff are available to provide service and offer clients assistance.

New public photocopy machines were installed, including a plastic swipe card access system for loading client credit and operating the photocopiers. The contract for these new machines replaced photocopiers which had reached the end of their useful lives and the swipe card system replaced labour intensive coin machines. Clients now have the convenient choice of purchasing a LISWA photocopy card for regular and multiple photocopies, or using any magnetic strip plastic card they may have for single or occasional copying. Additional photocopy services including colour and A2 large format photocopying are also available. The new public photocopy service has been well received by clients and staff.

Two successful metropolitan discard book sales were held and three in regional districts. The metropolitan sales included a general discard book sale in the staff car park beneath the Alexander Library Building during October 1997 and an Adult Fiction discard book sale in June 1998 at the Tom Wilding Pavilion at the Claremont Showgrounds. This change of venue was brought about by modifications to the City of Perth No. 11 Public Car Park during 1997-98, which rendered the traditional venue for LISWA's discard sales unsuitable. The change to the Claremont Showgrounds proved very successful and the support and popularity with the public of these events was clearly demonstrated by the attendances over the weekend of the sale. Following the success of the sale the Claremont Showgrounds will be used for future sales.

Country discard sales were conducted in Northam in November 1997, Esperance in January 1998 and at Busselton over the Anzac long weekend. These country discard sales proved very successful and were well supported by the local communities of the host regional public libraries.

A major review of the discard process for public library stock was conducted. The review looked at all processes in the Public Library Services area including outgoing exchanges, incoming exchanges, discard selection, repairs and binding, and current discard disposal strategies. A draft report with recommendations of viable options for improved processing of discard stock and disposal options was prepared. Implementation of the review will take place in 1998-99.

Resource Management

INFORMATION SYSTEMS

SERVICES PROVIDED

LISWA uses extensive computer and communications facilities to support its service delivery and management functions. This allows the delivery of electronic services to clients at all times and to all areas of Western Australia.

The Information Systems team provides clients with services that allow the most effective use of LISWA's information systems. These services include the management of information systems and corporate information, and the provision of advice on the delivery of electronic services.

STRATEGIC OBJECTIVES 1997-2001 (SEE *INFORMATION & BEYOND*, 1996)

- To use information technology to deliver flexible services, support partnerships and to manage our resources well.
- To have information management practices which make LISWA a leader in the field.

MAJOR ACHIEVEMENTS FOR 1997-98

The Information Systems team project managed the Regional Libraries Online project and arranged for the installation of the equipment that will provide free public access to the Internet in all eleven regional public libraries throughout Western Australia. A full evaluation of the project has been completed to provide feedback on the success of the project and provide a model for other libraries.

LISWA's Intranet, known as LISWA Online, was realised this year after considerable input from a wide range of staff. It provides a resource for all staff to quickly and easily locate a large and growing range of information resources relevant to their duties and about the organisation, whilst also fostering their development. The system has moved LISWA towards the goal of becoming a truly online organisation. Another benefit is that the immediacy and equity of information dissemination to staff supports productivity improvements across the organisation.

There have been major improvements to the communications facilities used to deliver electronic services to clients via the Internet. The result of these improvements has been more secure and timely delivery of electronic services.

Year 2000 Project

LISWA assembled a project team early in 1997 to manage the risks associated with the Year 2000 problem. A Year 2000 risk audit has been undertaken and responsibilities for managing the risks associated with the problem have been clearly identified. Quarterly reports on the progress of the project are prepared for The Library Board of Western Australia and the State Government. The assessment of the Year 2000 project team is that the exposure to the Year 2000 problem will be moderate. The major risks identified are those associated with computing systems and building management systems.

The risks associated with building management systems are of major importance to libraries and these are receiving equal attention to those associated with computing systems. The building management systems in LISWA are scheduled for replacement this year and the new building management systems will be Year 2000 compliant. The strategies identified to manage the risks associated with computing systems include confirmation of Year 2000 compliance with vendors, inclusion of Year 2000 compliance in all new system acquisitions, and planning for the implementation and testing of Year 2000 compliant upgrades. The LISWA Year 2000 web site (<http://www.liswa.wa.gov.au/year2000>) is used to provide progress reports and additional information on the project.

FINANCE & BUILDING SERVICES

SERVICES PROVIDED

Financial management services are provided to The Library and Information Service of Western Australia jointly by the Ministry for Culture & the Arts and staff within LISWA. LISWA is responsible for the efficient functioning of the Alexander Library Building and its facilities, as well as other premises.

MAJOR ACHIEVEMENTS FOR 1997-98

Financial improvements and activities

This year saw significant changes in the area of financial management, with the transfer of most of this function to the Ministry for Culture & the Arts. LISWA contributed significant resources to the establishment of financial arrangements for the Ministry for Culture & the Arts, including the transfer of the Financial Services Bureau and payroll functions to the Ministry's new premises. Additional work was required to set up the systems necessary to establish LISWA as a client of the Finance and Administration Business Unit of the Ministry, including the development of a Service Delivery Agreement for 1998-99.

LISWA has traditionally offered public libraries a service to purchase forms and other stationery which is uniform throughout the public library system in WA. Significant savings are expected from the outsourcing of this service under a contract covering both State and local government.

An additional role in 1997-98 was to provide ongoing support and resources for the implementation of a new public photocopier system using swipe card technology. This system provides an efficient record of transactions which assist LISWA and its clients.

Once again LISWA received an unqualified audit report on the financial statements (1996-97) from the Office of the Auditor General. LISWA also received a silver award in the W.S. Lonnie Awards for excellence in annual reporting in the WA public sector.

Building related activities

The Alexander Library Building (ALB) is a significant asset for the State and has the largest public areas of any government building in WA. To better centralise and coordinate building services activities, and to better meet the needs of internal and external clients, a Coordinator of Building Operations was appointed in 1997-98.

A major building project this year was improving energy efficiency in the Alexander Library Building. With extensive public opening hours of 74.5 hours per week, seven days a week, energy consumption is a major expense. A project to upgrade the building management controls in order to improve energy efficiency

was commenced involving LISWA, the Department of Contract and Management Services, the Office of Energy, P & O Facilities Management and external consultants.

Another major achievement was the development of a Strategic Building Maintenance Plan for 1998 - 2001 in consultation with the Department of Contract and Management Services.

HUMAN RESOURCE MANAGEMENT

SERVICES PROVIDED

The Human Resources Section provides the principles of best practice in human resource management in order to contribute to the business objectives of LISWA and the development and welfare of its employees.

STRATEGIC OBJECTIVES 1997 - 2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To have staff who are appropriately skilled, committed to delivering a high quality service, well managed and have a determination to excel.

MAJOR ACHIEVEMENTS FOR 1997-98

Staff Employed by the Ministry for Culture & the Arts

The Human Resources Section of LISWA operated until March 1998, when it was transferred to the Human Resources Business Unit of the Ministry for Culture & the Arts. During its nine months of operation the staff provided services to management and staff of LISWA, as well as contributing to a whole of Ministry approach in the establishment of a human resource function.

From the 1 July 1997, LISWA's staff ceased to be employed by The Library Board of Western Australia (a statutory authority) and were employed by the Ministry for Culture & the Arts (a public service department). This meant that the terms and conditions of employment for all LISWA staff changed from being covered by the Government Officers Salaries, Allowances and Conditions Award to the Public

Service Award. Registration of the LISWA Workplace Agreement, negotiations for the Enterprise Bargaining Agreement, and the physical relocation of staff meant that the HRS team were faced with many challenges and changes during the financial year.

A new payroll/human resource system (Micropay) was introduced for the Ministry for Culture & the Arts, and Hilary Bell was appointed Project Officer to coordinate the transfer of payroll information from the service agencies. This work was initially carried out at LISWA until the relocation to the Ministry. All staff in the Human Resources Section were redeployed to the Ministry for Culture & the Arts, excepting Carole Baetge who was retained at LISWA to take up the position Manager: Organisation Development.

Code of Conduct

In March 1997 a project team was established to develop an appropriate Code of Conduct for LISWA staff consistent with the principles embodied in the Code of Ethics for the public sector. This project was successfully completed after extensive consultation with staff and is available to all staff through LISWA's intranet, LISWA Online.

Workplace Agreement

A new workplace agreement was developed with the purpose of offering staff greater flexibility in working hours. Staff had the option of working either 35, 37.5 or 40 hours per week for the term of the agreement, which is two years. A number of staff took the option of 35 hours and will work a nine day fortnight.

As with the last workplace agreement, there is a 7% wage increase associated with the achievement of productivity initiatives outlined in a Productivity Improvement Plan. The productivity initiatives were developed in a highly consultative manner with management and staff identifying changes in work practices and improvements or changes in client services.

One of the more exciting initiatives in the workplace agreement is the introduction of The Knowledge Generation Incentive Scheme which has the potential to pay staff up to 1% of their salary as a one off bonus payment. The scheme is based on participation in an entrepreneurial project which will require commitment of staff time outside of normal working hours to develop an additional service or product consistent with LISWA's strategic directions outlined in *Information and Beyond*.

Government Two Year Plan for Women

LISWA participated in the *Government Two Year Plan for Women* in the area of Women and Decision Making through increasing women's access to local, state and international information. This has been achieved by making the Infolink database available on the Internet (<http://www.liswa-wa.gov.au/infodb.html>) and producing a bibliography of women's resources which will be launched and published during 1998, as well as being made available on the Internet.

Organisation Development

The creation of the new position Manager: Organisation Development recognises the need to provide support mechanisms for organisational change, as well as identifying skills investment opportunities to take us into the 21st century. The implementation of the recommendations from the three major reviews undertaken during the 1997-98 period will bring about significant changes in work practices. This change is unsettling for staff and they will need considerable support during this period. A skills investment program has been developed for the next three years, commencing on 1 July 1998. This will see emphasis placed on strategic skills development across the organisation.

Occupational Safety and Health

The Occupational Safety and Health Committee successfully promoted safety and health awareness at LISWA with the following programs:

- Change Management - all staff were encouraged to attend a presentation on managing change in the workplace, and in life generally. Staff were taken into a "magic garden" through a meditation session as part of the relaxation segment.
- Participation in OSH Week 96 - a competition for all LISWA staff promoting safety at the workplace was a very successful event, with a large number of staff participating.

Equal Employment Opportunity and Workforce Diversity

Work has continued during the year on providing services to meet the needs of people with disabilities. During 1997-98, the implementation of the Disability Services Plan included consultation with the WA Association for the Blind to upgrade equipment used in the Alexander Library Building to assist the visually impaired, making the Infolink Database of Government and Community Information available on the Internet, providing grants to the WA Association for the Blind for the production of audio cassettes for the vision impaired, purchasing materials in large print and audio formats, and providing training programs to

public librarians on the topics: Services to the blind and vision impaired; Adult literacy and intellectual disabilities; and Clients with special needs. A range of equipment for people with disabilities is available in the Alexander Library Building and information about services for people with disabilities is available on LISWA's website.

Following extensive consultation LISWA has published *A plan to Deliver Library Services for Aboriginal and Torres Strait Islander Peoples in Western Australia*. This service delivery plan was distributed widely to libraries, government agencies and Aboriginal groups.

A Foreign Language Skills Report is available to management and staff through LISWA Online. This report promotes awareness of the cultural diversity at LISWA and enables easy access if an interpreter is required, for either oral or written purposes. There are more than 50 staff who can speak, read and write at least one language (apart from English), covering a total of 30 languages, including sign language and four Chinese dialects. The development of the Foreign Language Skills Report has assisted in the provision of services to our clients.

Work and Family Responsibilities

As mentioned previously, the LISWA workplace agreement offers staff the option of working 35, 37.5 or 40 hours per week and a range of options to combine work with family, leisure and study commitments. The workplace and enterprise agreements provide staff with access to Special Personal Leave, which allows up to five days of accumulated sick leave to attend to caring for a sick family member or friend, urgent personal business, personal emergencies and a supplement to Bereavement Leave.

LISWA is in the process of formalising a Jobshare Employment Policy with the intention of identifying the optimum number of jobshare arrangements within the context of achieving organisational effectiveness. This policy will enable the achievement of targets in full time and part time working arrangements, while continuing to provide services to our clients.

Casual employment has continued to be an important feature of working arrangements at LISWA as this provides for flexible working arrangements to suit staff requirements and LISWA's operational requirements. Most casual staff are employed in the State Reference Library and J S Battye Library to provide services to clients during the library's extended opening hours.

Staffing Profile

Staff employed at LISWA during the 1997-98 financial year were as follows. The profile for the previous financial year is also shown for comparative purposes.

Classification Level	As at 30 June 1997		As at June 1998	
	Number	%	Number	%
Wages Staff	15	5.24	16	5.23
1	109	38.11	122	39.87
2	39	13.64	48	15.69
2/4 (Librarian)	56	19.59	58	18.95
3	14	4.89	11	3.59
4	8	2.8	9	2.94
5	19	6.64	20	6.54
6	16	5.59	13	4.25
7	4	1.4	3	0.98
8	5	1.75	5	1.63
Executive	1	0.35	1	0.33
Total	286	100	306	100

The above figures do not include casual employees, although LISWA's casual staff are a significant part of the organisation. At the end of June 1998 there were 84 casual staff working in the J S Battye Library and the State Reference Library.

The staff numbers listed above, plus casual staff employed during the year, were employed within LISWA's approved staffing level of 283 Full Time Equivalents (FTE) (prior to the transfer of staff to the Ministry). In April 1998, 22 staff from the Human Resources and Finance area, plus the Financial Services Bureau, transferred to the Ministry for Culture & the Arts.

WORKERS' COMPENSATION

The table below reports the indicators required by Treasurer's Instruction 903(vii)(c).

Frequency Rate

The Frequency Rate for time lost due to injury or disease in LISWA in 1997-98 was unable to be calculated because of changes to number of employees through with the transfer of staff to the Ministry for Culture & the Arts.

Frequency Rate is defined as:
$$\frac{\text{Number of LTI/D} \times 1,000,000}{\text{Total Hours Worked}}$$

Where the number of LTI/D is the number of Lost Time Injuries/Diseases where one or more days was lost. In 1997-98 this was 3. Total Hours worked is the total hours worked in the premium period 1 July 1997 to 30 June 1998.

Estimated Cost of all claims incurred was \$0.3914 per \$100.00 of wage/pay roll.

Estimated Cost of Claims Incurred can be defined as:

$$\frac{\text{Cost of Claims Incurred} \times 100}{\text{Total Wages}}$$

The Estimated Cost of Claims Incurred is the actuarially estimated cost of claims incurred by LISWA in the renewal period adjusted to their present day value.

LISWA's calculated premium rate for 1997-98 was 0.69%.

The Premium Rate is calculated as follows:

$$\frac{\text{Provisional premium} + \text{premium adjusted component} \times 100}{\text{Total Wages Declared}}$$

The provisional premium is the amount paid by LISWA prior to any adjustments being made. The premium adjustment component is that part of the premium charged after adjustments have been made. It is not charged as part of LISWA's premium until the following financial year.

Rehabilitation Success Rate

Rehabilitation Success Rate is defined as:

$$\frac{\text{Number of Rehabilitated Employees} \times 100}{\text{Number of Eligible Employees}}$$

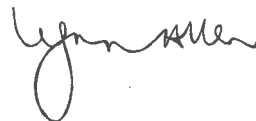
There were no LISWA employees injured in 1997-98 who qualified for the rehabilitation success rate.

Compliance with Public Sector Standards

In the administration of the Library and Information Service of Western Australia I have complied with the Public Sector Standards in Human Resource Management and the Code of Ethics.

I have put in place procedures designed to ensure such compliance and conducted appropriate internal checks to satisfy myself that the above statement is correct.

During 1997-98 there were no allegations of breach of public sector standards from internal or external applicants.



Lynn Allen
Chief Executive Officer

SERVICES PROVIDED

LISWA promotes its services to the community by organising events and experiences which inform, educate, challenge and entertain through the utilisation of LISWA facilities and collections either alone or in partnership with other organisations. These activities include publications, exhibitions, multimedia, and public events.

STRATEGIC OBJECTIVES 1997 - 2001 (SEE *INFORMATION AND BEYOND*, 1996)

- To make Western Australian aware of the range of LISWA's information services.
- To involve the community in interactive experiences which challenge, educate and explain.

MAJOR ACHIEVEMENTS FOR 1997-98

LISWA's program of four monthly themes was used in 1997-98 to coordinate a range of events. The themes presented were *RSVP - WA's Social History, Cover to Cover: Writing and publishing in Western Australia* and *Food for Thought - A taste of WA*. Exhibitions on these themes were mounted in the Centre for the Book, and the exhibition *Cover to Cover* is touring metropolitan and regional libraries throughout Western Australia in 1998 and venues throughout Australia in 1999. The use of display panels which can be re-used in libraries throughout WA is a strategy which will be incorporated in future displays.

Public lectures were presented to tie in with the themes. Lectures by international author Dorothy Rowe, author Veronica Brady, historian Prof. Martyn Webb and LISWA's Julie Martin and Jen Ford were presented in association with The Western Australian Library Society. As part of the *Cover to Cover* theme a tribute to author Elizabeth Backhouse was produced by Rita Clarke and a musical event celebrating composing in WA was conducted as part of the theme celebrating WA's social history.

The Centre for the Book is both a physical space and a concept to bring readers, writers, booksellers and the public together to celebrate book culture. It was the venue for a number of book launches during the year including *Sibling Stories; From Afar A People Drifted; Dead Reckoning; The Misfortune of Phoebe; Far from Home* and *Hedland Voices*.

For the first time, the prestigious dinner and presentation of the Western Australian Premier's Book Awards was held in the Alexander Library Building. In February 1998 the Premier of Western Australia, The Hon Richard Court MLA, presented the awards at the function which was well attended by Western Australia's literary and business sectors. The Premier's Prize and Fiction category winners were shared by Robert Drewe for *The Drowner* and Gail Jones for *Fetish Lives*. Other category winners were Deborah Lisson for *A Place of Safety*, Alec Choate for *Collected war poems*, Philip Playford for *Carpet of Silver: The wreck of the Zuytdorp*, the Women's Cancer Group for *Songs of Strength: Sixteen women talk about cancer*, and the Perth Theatre Trust—Screenwest Script Award went to Dickon Oxenburgh and Andrew Ross for their stage adaptation of *Merry-go-round-in-the-sea*.

In order to scope potential themes for future exhibitions, and to provide input to the three year plan for Public Programs throughout LISWA, a workshop was held in September 1997 and facilitated by Ian Templeman, formerly with the National Library of Australia. The outcome was a blueprint for the next three years entitled "*The People's University*": *Public Programs: Policies and Principles*.

Compliance with Section 175ZE of the Electoral Act 1907

During 1997-98 The Library Board did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

\$69,961 was spent on radio and newspaper advertising for events and services with Media Decisions and the Western Review.

The Western Australian Library Society

The Western Australian Library Society, launched in November 1996, aims to involve the whole community in the life of The Library and Information Service of Western Australia. Its objects are to assist, encourage and promote interest in the Service in many ways.

Members of the Society receive a number of benefits including invitations to exhibition openings and book launches, special tours of the Alexander Library Building, and special functions for members. They also receive a subscription to the bi-monthly LISWA Newsletter *Knowit* which keeps friends aware of what LISWA is doing to improve services and collections, as well as providing details of

activities for members. Activities for members are aligned to LISWA's cycle of themes, and a number of the events which were held in 1997-98 are mentioned above.

When the Society was launched, people who had been members of the Westralian Library Foundation were given complimentary Library Society membership until June 1998. Membership renewal will be conducted in the 1998-99 financial year for the first time since the Westralian Library Foundation ceased, and we are anticipating an 85% renewal of memberships.

WA State Library Custodians

A special dinner was held in August, hosted by Mr Ron Sheen, to further discuss the formation of the WA State Library Custodians - a business network group which will assist LISWA gain corporate support for special projects such as digitisation, special exhibitions or multimedia projects. The Custodians concept was enthusiastically endorsed by all attendees and in principal agreement to become a 'Custodian' was pledged by several people. Full incorporation of the Custodians group is now in process and it is expected that this new Western Australian entity will be officially launched in November 1998.

Friends of Battye Library

The Friends of Battye Library (Inc.) assists and promotes the interests of the J S Battye Library and the Public Records Office, with particular concern for the acquisition, preservation and use of archival and documentary records. This is achieved through volunteers undertaking special projects, publishing guides and bibliographies, the sale of publications to raise money, and donating funds to undertake projects or acquire materials. Regular meetings and newsletters promote particular aspects of the collections and services.

A major project which began in January 1998 is the *Access to Western Australian Historical Newspapers 1833-1901*, funded by a grant from the Lotteries Commission of Western Australia. This project will reassess the status and condition of the major Perth pre-Federation historical newspapers, and collate and microfilm the most complete set available to Australian archival standards for the Battye Library collections. A further aspect is to investigate and report on future options to make these resources available state-wide. As a preliminary to formulating an access and preservation policy, a report will be prepared on the status of microfilms and original copies of the 175 other pre-Federation newspapers which cover several country centres including the Goldfields.

Changes to the Constitution at the Annual General Meeting in July 1997 cleared the way for the Friends to receive the grant from the Lotteries Commission of Western Australia for the newspapers project.

Another major project, funded by the Friends and begun in April 1998, is the indexing of Chief Protector of Aborigines records held at the Public Records Office (Accession 255). The records comprise approximately 1500 files from 1898 to 1908. The index will provide a quick searching mechanism to the wealth of information and personal references contained in the files. The project will be of great benefit to Aboriginal persons tracing their family history, as well as other researchers.

There were a number of lectures presented during the year: Jen Ford, *Soldiers Land Settlement*, Frank Dunn, *Centenary of the 'Sunday Times'*, Brian Bull, *Policing in WA*, Brian Stewart, *WA Ink (Access to Western Australian Historical Newspapers 1833-1901)*, and Catherine Killerby, *Biography of Ursula Frayne*.

The Friends will receive all proceeds from the sale of the publication *Well Read: a bibliography of Communist Party and other sources*. This bibliography, compiled by Michal Bosworth, is a finding aid to the A & D Cameron papers in the Private Archives collection. Due to popular demand Gillian O'Mara's *Convict Records of Western Australia: a research guide* is being reprinted.

The President and committee express their appreciation to Glenda Oakley who has served the Friends in many capacities over ten years, including as committee member, newsletter editor, publications editor and compiler of the popular *Date It and More Dates*. Not standing for re-election, Glenda ends a long association with the Friends of Battye Library Committee. Alison Brain, the Secretary, represented the Friends at a conference on volunteers.

The Friends of Battye welcomed twenty new members during the year, including two State Members of Parliament, the Hon Phil Pandal MLA and Dr Geoff Gallop MLA, Associate Professor Ross Harvey, and two members from interstate. The continued support of members is appreciated. It is with great regret that the Friends record the passing of Thelma Gibbons. She will be remembered both as an indefatigable researcher and documenter of Norseman history and as a generous supporter of the Friends.

ACCOUNTABLE AUTHORITY

The Library Board of Western Australia is the Accountable Authority as defined by the Financial Administration and Audit Act 1985.

LEGISLATION

The Library Board operates under *The Library Board of Western Australia Act, 1951 - 1983*.

MINISTRY FOR CULTURE & THE ARTS

On 1 July 1997 The Library and Information Service of Western Australia became a service agency of the Ministry for Culture & the Arts and staff became employees of the Ministry. However, legislation formalising the Ministry is yet to be enacted and considerable funds required for LISWA's operations were under the control of The Library Board of Western Australia.

OTHER SIGNIFICANT LEGISLATION

The Board has complied with all relevant written law taking particular account of the following Western Australian and Commonwealth Acts.

Western Australian Acts

Equal Opportunity Act 1984
Equal Opportunity Amendment Acts 1988 and 1992
Financial Administration and Audit Act 1985
Freedom of Information Act 1992
Industrial Relations Act 1979
Minimum Conditions of Employment Act 1993
Occupational Health, Safety and Welfare Act 1984
Public Sector Management Act 1994
State Supply Commission Act 1991
Workers Compensation and Rehabilitation Act 1981
Workers Compensation and Rehabilitation Amendment Act (No 2) 1992
Workplace Agreements Act 1993
Workplace Relations Act 1996

Commonwealth Acts

Competition Policy Reform Act 1995
Copyright Act 1968
Trade Practices Act 1974

Responsible Minister

Minister for the Arts
The Hon. Peter Foss QC MLC



Auditor General

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 1998

Scope

I have audited the performance indicators of The Library Board of Western Australia for the year ended June 30, 1998 under the provisions of the Financial Administration and Audit Act 1985.

The Board is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the performance indicators in order to express an opinion on them to the Parliament as required by the Act.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance of the performance indicators to

the program objective and the appropriateness of the performance indicators in assisting users to assess the Board's performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

The audit opinion expressed below has been formed on the above basis.

Audit Opinion

In my opinion, the performance indicators are relevant to the objective of The Library Board of Western Australia. The indicators are appropriate for assisting users to assess the Board's performance and fairly represent the indicated performance for the year ended June 30, 1998.

A handwritten signature in black ink, appearing to read 'D R Pearson'.

D R PEARSON
AUDITOR GENERAL
November 24, 1998

OBJECTIVES

The Library and Information Service has the following high level service objectives:

- To meet the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, information and support services.
- To maintain and make available the documentary heritage of and information about Western Australia to meet the needs of current and future customers.
- To ensure public records of continuing value are available for use by government agencies and the public through the provision of records and archival management services to government agencies to improve the quality of current records management systems.
- To meet the information needs of the people of Western Australia through the provision of general reference information to individuals and organisations.

EFFECTIVENESS INDICATORS

The extent to which the State Government's contribution to the public library system is delivered in an efficient and timely manner to meet the information and reference needs of public library users.

The ratio of LISWA public library stock to State population.

LISWA provides a circulating stock to public libraries. To meet this requirement the Library Board has a policy of maintaining an overall stock of 1.25 books per capita. Improved funding now reflects increased availability of stock. However continued population increases have offset these stock increases in real terms.

Number of items per capita

1990-91	1.35
1991-92	1.34
1992-93	1.30
1993-94	1.30
1994-95	1.30
1995-96	1.29
1996-97	1.30
1997-98	1.27

Note: (1) The population estimate of the WA population for 1997-98 is 1,798,129 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics, December quarter 1997)
(2) Public Library Stock includes the 65,000 items in the Core Stack - a collection of final copies of books available for inter library loan.

Percentage of inter-library loan requests which were satisfied.

1995-96	91.68%
1996-97	92.12%
1997-98	90.75%

Note: By satisfied, the person was supplied with an inter library loan, the requested item was purchased for stock, a photocopy was provided, information was provided, or the person was referred to an appropriate alternative source of information.

The extent to which the public's information requirements are satisfactorily met in a timely, cost effective and efficient manner by services available from the Alexander Library Building.

Surveys of clients using the Alexander Library Building have been conducted for a number of years. The same survey form is used for clients of the State Reference Library and clients of the J S Battye Library of West Australian History. Coding of the survey forms allows responses from the different areas to be analysed.

On overall satisfaction of the service and facilities results were:

J S Battye Library of West Australian History

	June 1994	June 1995	June 1996	June 1997	June 1998
Satisfied or very satisfied	93%	94.2%	90.6%	92.3%	87.4%
Neutral	4%	4.5%	5.6%	6.3%	5.7%
Dissatisfied	0%	0.6%	0.6%	0.7%	4.6%
Did not respond	3%	0.6%	3%	0.7%	2.3%

State Reference Library

	June 1994	June 1995	June 1996	June 1997	June 1998
Satisfied or very satisfied	86.8%	87.7%	90.4%	86.6%	89.1%
Neutral	8.8%	9.6%	5.8%	8.6%	7.9%
Dissatisfied	1.5%	0.8%	1%	0.9%	0.7%
Did not respond	3%	1.8%	3.4%	3.8%	2.3%

Performance Indicators

Public Records Office Search Room

A survey of clients using the Archives Search Room was conducted in May/June 1998. This survey was independent of the survey done for the other service areas of the Alexander Library Building. Results are compared to previous years. Survey results provide profile information about users of the Search Room and this will assist in future planning for service improvement.

	June 1994	June 1995	June 1996	June 1997	June 1998
Number of search room clients who responded	26	28	20	26	13
Percentage satisfied or very satisfied with the help they received	100%	100%	95%	96%	100%

Note: During 1998-99 the Public Records Office will review the scope of this survey to more accurately reflect the client group and increase sample precision.

The extent to which government agencies are satisfied with the quality of records management services.

During May/June 1998 a survey was conducted to measure government agency client satisfaction with the major areas of service provided. An analysis of the feedback from the 131 responses to the survey (16% response rate) is detailed below. The sample group for this survey was increased by 124% on the previous year. The number of responses increased by 35% on the previous year.

Respondents who thought services were good or excellent.

	1995-96	1996-97	1997-98
Consultancy Services	96%	100%	96%
Retention & Disposal Advice	96%	97.5%	95%
Publications	95%	95%	94%
Training Courses	93%	97%	94%

A survey of 33 government agencies was conducted in May/June 1998 to determine whether archival and repository loans services are satisfying their needs. The same agencies are surveyed each year and represent the most frequent clients of these services. Twenty four agencies responded, a 73% response rate.

The results indicate respondents who were satisfied or very satisfied with the service provided.

	1993-4	1994-5	1995-6	1996-7	1997-8
Intermediate records repository loan service	93%	92%	86%	75%	85%
Archival Loan Service	91%	92%	92%	77%	92%
Other service provided	n/a	73%	79%	87.5%	91%

EFFICIENCY INDICATORS

Cost of providing fully processed stock to public libraries.

Cost per title of acquiring library stock

1993-94	\$10.74
1994-95	\$12.79
1995-96	\$12.89
1996-97	\$13.34
1997-98	\$11.02

Note: Based on total costs of Cataloguing Branch and including cataloguing for the State Reference Library and the Battye Library.

Unit cost of cataloguing new titles for stock

1993-94	\$25.89
1994-95	\$23.65
1995-96	\$24.79
1996-97	\$22.25
1997-98	\$21.10

Note: The decrease in costs for 1997-98 for the two indicators above is partly due to lower on-costs due to the transfer of staff to the Ministry for Culture & the Arts.

Unit cost of preparing items for use

1993-94	\$1.53
1994-95	\$0.88
1995-96	\$1.03
1996-97	\$0.81
1997-98	\$0.81

Note: On-costs for 1997-98 were lower due to the transfer of staff to the Ministry for Culture & the Arts.

Cost of Exchanging stock.

Cost per item of sending library materials to public libraries on exchange

Cost: per item

1993-94	\$2.20
1994-95	\$1.86
1995-96	\$2.48
1996-97	\$2.22
1997-98	\$2.17

Cost of providing information services to the public.

Cost per enquiry in J S Battye Library

1994-95	\$6.46
1995-96	\$9.85
1996-97*	\$11.84
1997-98	\$10.97

Note: Although enquiries to staff from the Infolink government & community information database continue to fall now that clients can search for information themselves, other enquiries are increasing. There has been an increase in the number of librarians and library technicians during this period which explains the decrease in enquiries per person.

Cost per enquiry in the State Reference Library

Year	Cost	Comment
1991-92	\$7.93	Salaries only
1992-93	\$9.66	Based on full payroll costs
1993-94	\$7.46	Based on full payroll costs
1994-95	\$7.19	Based on full payroll costs
1995-96	\$9.15	Based on a wider definition of full payroll costs
1996-97	\$9.07	Based on a wider definition of full payroll costs
1997-98	\$8.24	

Note: Part of the reduced cost can be attributed to the reduction in on-cost elements resulting from the transfer of staff to the Ministry for Culture & the Arts.

Cost of maintaining the collections.

Cost per support staff activity in the J S Battye Library

Support staff activities counted are current serial issues processed, new materials processed and items re-shelved.

1994-95	\$2.56
1995-96	\$2.75
1996-97	\$2.32
1997-98	\$1.80

Note: The decrease in costs for 1997-98 is due to a 25% decrease in the number of support staff and lower on-costs due to the transfer of staff to the Ministry for Culture & the Arts.

Cost per support staff activity in the State Reference Library

Support staff activities counted are current serials issues processed, new books processed, items reshelved.

1991-92	\$1.64
1992-93	\$1.67
1993-94	\$1.65
1994-95	\$1.44
1995-96*	\$1.92
1996-97	\$2.01
1997-98	\$1.90

*Note: *Previous figures included the Battye Library and Infolink as well as the State Reference Library. In 1995-96 only the State Reference Library is included.*

Note: Part of the reduced cost can be attributed to the reduction in on-cost elements resulting from the transfer of staff to the Ministry for Culture & the Arts.

Performance Indicators

Retrieving documents for researchers in the Archives Search Room.

Cost per document retrieved for researchers

1992-93	\$6.17
1993-94	\$4.83
1994-95	\$4.92
1995-96	\$4.82
1996-97	\$5.46
1997-98	\$4.53

*Note: Based on total archives Branch staff
From 1996-97 this figure only includes
government records, as the private
archives collections were transferred to
the J S Battye Library.*

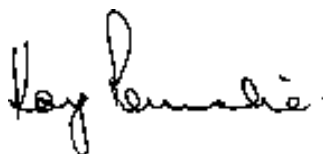
*Part of the reduced cost can be attributed
to the reduction in on-costs resulting from
the transfer of staff to the Ministry for
Culture & the Arts.*

CERTIFICATION OF PERFORMANCE INDICATORS

In accordance with the Financial Administration and Audit Act and Treasurer's Instruction 905, we hereby certify that the accompanying Performance Indicators are based on proper records and fairly represent the performance of The Library Board of Western Australia for the year ending 30 June 1998.



Professor Brian de Garis
Chairperson



Mrs Kay Poustie
Member of the Board

28 August 1998

Members of The Library Board of Western Australia

Members of the Board are appointed by the Governor in accordance with *The Library Board of Western Australia Act, 1951-1983*.

CHAIRPERSON

Professor Brian de Garis

First appointed 1991 Term ends April 1999

Brian de Garis is currently Professor of History at Murdoch University. He has held previous appointments at the University of Western Australia and the Australian National University.

Born in Western Australia, he has taught and researched many aspects of the history of this State and has been a Director of the Western Australian History Foundation since its inception. Professor de Garis has also published extensively on the history of the federation movement and other aspects of Australian political history. He is at present working on a history of Australian popular culture.

Personal interests include most of the visual and performing arts, planting trees on a small property in the south west and reading as much of LISWA's bookstock as possible.

A member of the Library Board since 1991, Professor de Garis was elected as its Chairperson in December 1993.

VICE-CHAIRPERSON

Councillor Nola Waters

First appointed 1994 Term ends May 1998

Mrs Nola Waters has been a Councillor of the City of Cockburn for sixteen years and represents the Council on the South West Zone Local Government Association, Community Policing District Committee and Bridging the Gap (South). Mrs Waters is chairperson of The Policy and Strategy Committee and the Equal Employment Opportunity Committee and is a member of the Administration Committee. She has also been Chairperson of the Fremantle Cemetery Board for the past four years.

Mrs Waters is employed by the Education Department as a teacher assistant in junior primary schools. She has been a staunch supporter for the public library system in Cockburn and played a major role in the establishment of the branch library at Coolbellup.

MEMBERS

Councillor Joan Cameron

First appointed 1990 Term ends February 2002

Joan Cameron was appointed to the Library Board in 1989. A member of the Board's Executive from 1991 to 1997 and Vice-Chairperson of the Board from 1993 to 1997, she was an inaugural member of the Library Board's Standing Committee on Public Libraries in 1991 and chaired the Committee from 1993 to 1997.

With a background as a legal executive, Mrs Cameron has been a farmer and grazier for the past thirty years and has been active in community affairs in that time. Whilst being impressed by, and dedicated to, the library system as a whole, there is a particular interest in small and isolated rural libraries which provide such a vital and comprehensive service to people who have limited access to cultural, educational and recreational facilities. Coming to the Board with eighteen years experience as a Councillor of the Shire of Plantagenet and as a long standing member of the Country Shire Councils' Association, she is interested in seeing the partnership between the Board and local government strengthened.

Mr Bryn Jones

First appointed 1998 Term ends February 2002

Bryn Jones is an Elected Member of the Fremantle City Council where he has taken an active interest in the automation of the City Library and the provision of free Internet access to library users. He is a member of the steering committee of "Fremantle On-Line", a project which is developing an integrated approach to information technology for the city. This includes the role of IT in economic development, customer service, and participation and democracy.

Bryn is Director of Management Services at Notre Dame University, situated in the West End of Fremantle, and provides consultancy services on the planning and implementation of information technology in schools.

Mr Graham McEachran

First Appointed 1994 Term ends April 2002

Graham McEachran is a Partner in the firm of Ernst & Young, specialising in information technology consulting. He brings to the Board over thirty years experience with large multinational corporations, the mining industry and many areas of government.

Mr McEachran has wide business, cultural and sporting interests and recently wrote a history of the Claremont-Nedlands Cricket Club to mark its centenary. He has particular interests in the performing arts and in architectural history, being chairman of the Heritage Committee of Royal Perth Hospital, of which he is also a board member.

Mr McEachran hopes to contribute his commercial and business experience to the Board, as well as his specific expertise in strategic information technology investment.

Mrs Kay Poustie

First Appointed 1991-93 and 1998 Term ends February 2002

Kay Poustie holds the position of Manager, Libraries, Arts and Culture at the City of Stirling. The City provides six public libraries and an administration library to service the needs of elected members and staff, plus a community information service.

Kay is a member of the Bertelsmann International Network of Public Libraries, an international group of 14 public library managers responsible for undertaking research on issues pertinent to public libraries. She is also Director of AIMA Training and Consultancy Ltd., and has held various positions in the Australian Library and Information Association, including four years as the Chair of the Board of Education and Member of the Executive of the General Council of the Association. She was made a Fellow of the Association for her contribution to public libraries and the profession in 1997. As a member of the Steering Committee, Kay was able to make a significant contribution to the recent Public Library Resources Review at LISWA.

As District 23 Governor of Zonta International, a worldwide service organisation of executives in business and the professions, Kay is also involved in community service.

Dr John Reid

First appointed 1993 Term ends February 2002

Dr Reid holds degrees from each of Western Australia's universities and a PhD from Murdoch University. He has also studied overseas, completing a Master of Education degree at the University of Alberta while on a WA Education Department Travelling Scholarship.

John Reid has taught in many secondary and primary schools in towns scattered throughout the State, and has interests in atypical children and isolated and distance education. In more recent times he has served as Director of Schools and as the District Superintendent of the Swanbourne District of Schools. He is a fellow of the Australian College of Education and the Western Australian Institute of Educational Administrators. Dr Reid brings to the Board extensive experience in education.

He has served on numerous University committees, been a syndicate leader in the Graduate School of Education, and presently holds a position on the Postgraduate Research Committee at the University of WA. He is Chairman of the Education Faculty Board at Edith Cowan University and patron of the Cottesloe Primary School.

Dr Reid takes a keen interest in the National Trust having been a State Councillor, chairman of the Education committee and member of the State Executive. He is now the Chairman of the Council, which is the governing body of the National Trust (WA).

Dr Reid is past Chair of the Library Board Standing Committee on Public Records and an honorary member of the Western Australian Library Society.

Mrs Maidee W Smith

First appointed 1994 Term ends November 1998

Maidee Smith has served on the Harvey Shire and was President from 1984-87. She was a member of the Regional Planning Committee in 1979-1981 and 1982-1989.

Mrs Smith has been involved in community and historical groups in Harvey and surrounding Shires for many years. Her involvement in Western Australia's 150th celebration prompted her to research and write a history of schools in Harvey which no longer exist. She was chairperson of the Centenary Committee of the Harvey Shire and assisted in the writing of the Shire history *Proud to be 100*, launched in March 1980. In 1997 she was made a Paul Harris Fellow by Rotary for community service.

Ms Terese Stroud

First appointed 1996 Term ends 2000

Ms Stroud represents the City of Perth on the Library Board.

In 1972 she was a founding councillor on the West Pilbara Shire Council and she continues her interest in the pastoral industry as a National Director of the Stockman's Hall of Fame and Outback Heritage Centre. Ms Stroud is an author and has written a book of poetry titled *A Camel to the moon* which has country life in Western Australia as its theme.

Professor Robert S White

First appointed 1996 Term ends 2000

Professor Bob White was born in Sydney and graduated from the Universities of Adelaide (BA, MA) and Oxford (D. Phil). He was lecturer and senior lecturer in English at the University of Newcastle upon Tyne from 1974 to 1987, before taking up the Chair of English at the University of Western Australia, where he has been Head of Department from 1989 to 1991 and from 1995 to 1996. He has held visiting Fellowships at the ANU and Oxford, and is a Fellow of the Australian Humanities Academy. Professor White has published thirteen books, mainly on Shakespeare, and his latest publication is *Natural Law in English Renaissance Literature* (Cambridge University Press, 1996). Bob White has chaired the Western Australian Premier's Book Awards judges committee. He regards libraries as sacred places, comparable with cathedrals.

Mr David Wood

First appointed 1997 Term indefinite

Mr Wood is the Senior Curriculum Officer, Cross Curriculum, in the Education Department. Mr Wood has a BScEd and a MAppSc(ScEd).

He had a distinguished career as a science teacher in government schools for approximately twenty years before moving into educational administration. Currently he manages Cross Curriculum initiatives within the Education Department including library and informational skills, the technology in schools initiatives and implementation of the state-wide curriculum improvement program.

Mr Wood will contribute his broad educational perspective as well as his knowledge and skills in the areas of inter-agency collaboration and joint use of library facilities, science and technology, and the impact of emerging technologies on information systems.

MEMBERSHIP

Dr John Reid, <i>Chairperson</i>	Library Board (<i>until August 1997</i>)
Councillor Nola Waters, <i>Chairperson</i>	Library Board
Mr Phil Chapman	RIMLG
Mr Shane Culbertson	RMAA
Ms Jenny Edgecomb	ASA
Ms Lesley Ferguson	LGRMG
Professor Geoffrey Bolton	Historian
Mr Michael Sonter	Legal Profession
Mrs Maidee Smith	Library Board
Dr Lynn Allen, <i>Ex officio</i>	CEO and State Librarian, LISWA
Mr Chris Coggin, <i>Executive Secretary</i>	Director: Public Records Office
Ms Isabel Smith, <i>Secretary of the Committee</i>	Team Leader: Public Records Office

TERMS OF REFERENCE

Since its first meeting in April 1991 the Standing Committee on Public Records has operated under the terms of reference originally set for it in 1990, namely to make recommendations to the Library Board with regard to:

- the retention and disposal of public records; and
- other matters incidental thereto.

Activities

The Standing Committee on Public Records met on four occasions and recommended 43 disposal authorities for Board approval. Major retention and disposal schedules were approved for the Public Sector Standards Commission, Fire and Rescue Services of WA, WA Department of Training, Family and Children's Services, Public Education Endowment Trust and an amendment to the Ministry of Premier and Cabinet schedule.

Principal Officers of LISWA

CHIEF EXECUTIVE OFFICER AND STATE LIBRARIAN

Dr Lynn Allen

Appointed: 16 January 1989

DIRECTOR: STRATEGIC DEVELOPMENT & REVIEW

John Bishop

Appointed: 22 May 1995

DIRECTOR: PUBLIC LIBRARY SERVICES

Debrah Lewis

Appointed: 8 December 1997

DIRECTOR: J S BATTYE LIBRARY

Lennie McCall

Appointed: 22 May 1995

DIRECTOR: PUBLIC RECORDS OFFICE

Chris Coggin

Appointed: 22 May 1995

DIRECTOR: STATE REFERENCE LIBRARY

Janine Douglas

Appointed: 22 May 1995

MANAGER: ORGANISATION DEVELOPMENT

Carole Baetge

Appointed: 7 August 1995

MANAGER: FINANCE & BUILDING SERVICES

Anthony Bennett

Appointed: 17 July 1995

MANAGER: STRATEGIC PLANNING

David Brown

Appointed: 26 August 1994

MANAGER: BUSINESS DEVELOPMENT

Greg Doehring

Appointed: 20 February 1995

MANAGER: INFORMATION SYSTEMS

Graham Hilton

Appointed: 23 March 1995

MANAGER: PRESERVATION SERVICES

Ronda Jamieson

Appointed: 23 October 1995

MANAGER: DOCUMENT DELIVERY

Haydn Sugden

Appointed: 28 July 1995

MANAGER: PUBLIC PROGRAMS

Doug George

Appointed: October 1996

CONSULTANT: POLICY & EVALUATION

Julie Ham

Appointed: May 1997

FINANCIAL INTERESTS OF PRINCIPAL OFFICERS

No financial interests have been declared to the Accountable Authority by senior officers or members of the Library Board of Western Australia.

The following people were employed at The Library & Information Service of Western Australia as at 30 June 1998. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

PUBLIC LIBRARY SERVICES

Director	Debrah Lewis
Administrative Assistant	Karen Nardini
Team Leaders	George Cowcher Pearl Tan
Consultant: Young People's Services	Michelle Gherghinis
Consultant: Special Needs	Yvonne Morant
Librarians	Nola Allen Michael Cuomo Oliver Gatty Norene Garry Sue Hunter Tom Knapp Karin Smith
Library Assistants	Anne Oakes Linda McIntosh (M/L)

Resources Team

Team Leader	Ian Stone
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Stock Maintenance

Senior Clerk	Kathleen Wilkinson
Library Officers	Julia Bajuk Jenny Feehan Rhonda Granner Pamela Gully Marjorie Hepburn Yasmin Hurrell Janet Italiano Gizella Keri Christine McGurk Helen Negus Pamela Pilmer Avis Sampson Robin Tiffen Brian Walker

Incoming/Outgoing Exchanges

Senior Clerk	Roger Ford
Library Technician	David Hodgson
Library Officers	Lina Brodalka Patricia Cambridge Teresa Epps Diane Herbert Christopher Keith Krystyna Kudla Maria Milos John Naturalny Daniela Popiel Janet Vuletich
Store Officers	Terry Cambridge Phillip Hough Christopher Manion Clint Polman Warren Wilton
Van Drivers	Zachary Bell Gary Obrecht David Rowe
Courier	Brian Pratt

J S BATTYE LIBRARY OF WESTERN AUSTRALIAN HISTORY

Director	Lennie McCall
Administrative Assistant	Louise Osborne

Original Materials and Information Services Team

Team Leader	Vicky Wilson
Librarians	Julie Martin Steve Howell Gerard Foley
Private Archivist	Leigh Hays
Co-ordinator: Oral History	Stuart Reid
Secretary: Oral History	Valda Kiely
Library Technicians	Fiona Caratozollo Maryon Craig Carmel McRobert
Library Officers	Diana Ridge Carl Studd

Information Materials and Information Services Team

Team Leader	Brian Stewart
Librarians	Sue Byrne Alison Hocken Ted North Glenda Oakley Carol Smith David Whiteford
Information Officer	Ken Smith
Library Technician	Jan Skillington
Senior Clerk	Robert Reece
Library Officers	Fiona Catherwood Lynley Edwards Meredith Howell Mary Jones Andrew MacDonald Sue Osmond

PUBLIC RECORDS OFFICE

Director	Chris Coggin
Secretary	Kerri Mockett

Public Records Access Team

Team Leader	Tom Reynolds
Archivists	Ann Archer Damien Hassan Paul Ferridge
Archives Officers	Pat Paterson Maria Carvalho
Archives Assistants	Heather Magee Peter Di Marco Karl Powell Jo Draffin
Intermediate Records Repository	Patrick McCourt

Recordkeeping Services Team

Team Leader Isabel Smith
 Records Management Consultant Anne Gill
 Recordkeeping Consultant Julie Bright
 Recordkeeping Advisory Officers Martin Fordham Michael Price
 Support Officer Doug Carrie

STATE REFERENCE LIBRARY

Director Janine Douglas
 Secretary Wendy Mekisic

Arts & Literature Team

Team Leader Gaye Sweeney
 Librarians Marilyn Carcavas Julianne Clifford Anne Keehan
 Mary Lewin Mary Magaraggia Jeya Ponnuthurai Carol Rikli
 Library Technician Julie Coyle
 Library Assistants Linda Black Paul Buttsworth
 Derek Chantler Kay Commons Lucien Duwooz

Business & Management Team

Team Leader Pam Phelan
 Librarians Jude Cooper Caroline Dowling
 Kathy Norris (Leave) Elaine Olsen Salwa Soliman
 Library Technician Virginia Burris
 Senior Clerk Tanya Daddi
 Library Assistants Rosemary Jones Adele Sugars Rick Weiss

Industry & Technology Team

Team Leader Claire Forte
 Librarians Peter Bloomfield Brenda Collins
 Kate Eckersley Leonie Hayes (M/L) Gabrielle Reynolds
 Senior Clerk Sharon Pratt
 Library Assistants Julie Ellender Samantha Fairbanks
 Karen Godfrey Julie Jennings Kerry Randall

Music & Performing Arts Team

Team Leader Brian Dawson
 Librarians Allison Fyfe Janet Hocken Jane Jones
 Library Assistants Patricia Barr Dixie Moore Gayle Roberts Julie Sheren

Social Sciences Team

Team Leader: Barbara McGuire
 Librarians Felix Dintinjana Nick Duncan
 Russell Hamilton Susan Henson Sue Sondalini
 Senior Clerk Jolanta Andres
 Library Assistants Eileen Branson Ewa Bieniawski Sue Catlow
 Moira Harding Cecil Hare Maria Vargas Margaret Watts

BIBLIOGRAPHICAL SERVICES BRANCH

Public Library Services Team

Team Leader Gladys Douthwaite
 Orders Co-ordinator Pat Hyde
 Senior Clerks Norma Giovinazzo Helen Gourlay
 Deborah Jones Karen Lydon
 Library Officers Alex Brennan Kim Bucchino Zofia Carter
 Antonetta Fernandes Claire Harloe Lorraine Karas
 Gregory Kirby Jo O'Connor Jeannette Shepherd
 Jan Mowat Nicola Smith Patti Szabo Victor Yesuratnam
 Storepersons Catherine McIntyre Ron McPherson

Reference Services Team

Team Leader Beth Reece
 Librarians Angela Don John Draffin
 Robyn Edwards Jane Jeleric Sai Kee Kek William Lambie
 Pam Marciano Joan McKenna Kathy Rawlinson Robin Robinson
 Jeri Tatian
 Library Technicians David Jones Wendy Monaghan
 Supervising Clerks Ilona Tobin Pat Willans
 Library Officers Betty Bilton Evelyn Bullin Grace Chiu
 Tarmila Cook Lucy Dal Busco Linda Davis
 Linda Laycock Glenys Oakes Renata Roberts

PRESERVATION SERVICES BRANCH

Manager	Ronda Jamieson
Senior Conservator	Pamela Najar
Project Leader: Western Stories	Patrick Moore
Conservators	Amanda Simper Kate Wojtowicz
Bookbinder and Boxmaker	Timothy Cooke
Conservation Assistant	Patrick Smith
Micrographic Coordinator	Pat Griffiths
Micrographic Technicians	Lee Blackford Fay Hayward Debbie Kearney
	Ron Melis Paul Mitchell Tina Taylor
Photographic and Audiovisual Coordinator	Toni Munro
Photographic Technician	Robert Diggins
Clerk	Maria Jakovcich

DOCUMENT DELIVERY SERVICES

Manager	Haydn Sugden
Librarians	Collett Orchard Ross Withnell
Senior Clerk	Anita Freeman
Library Technician	Sue McDonald
Library Assistants	Regan George Sandra Jones Kate Kenny
	Helen Lysaght Caroline Nightingale Pena Polmear
	Nicole Piontek Leah Proud Helen Shearer
	Shawn Smith Dianne Young

FINANCE AND BUILDING SERVICES

Manager	Anthony Bennett
Coordinator: Building Services	Rob Didcoe
Financial Officer Budgeting	Lilian Dinardo
House Officer	Lorraine Beck
Supply Officer	Kim Armstrong
Finance Officer	Diana Edwards
Van dock Supervisor	Vic Thorpe
Officers	Bev Brown (Leave) Brian Howard
	Joy Polmear Pat Skidmore
Duty Officers	Sam Earnshaw Rimar James
	Mike Phillipsz Tim Riley Des Tonge

INFORMATION SYSTEMS

Manager	Graham Hilton
Coordinator: Application Systems	Kaye Hill
System Administrator	Ian Saldanha
Coordinator: Information Technology	Dianne Calway
	Lori Polkinghorn Craig Willoughby
Coordinator: Corporate Information	Monica Dixon
Senior Corporate Records Officer	Jill Siciliano
Corporate Mail Officers	Del Lewis Win Wharam

EXECUTIVE AND STRATEGIC MANAGEMENT

Chief Executive Officer and State Librarian	Lynn Allen
Senior Executive Assistant	Pauline Jamieson
Director: Strategic Development & Review	John Bishop
Manager: Business Development	Greg Doehring
Manager: Organisation Development	Carole Baetge
Manager: Planning & Review	David Brown
Consultant: Policy & Evaluation	Julie Ham
Executive Officer: Sponsorship & Investment	Jenny Underwood
Executive Assistant	Jean Duff
Officers	Shirley D'cruze Maureen D'Rozario Jane Masterman

PUBLIC PROGRAMS

Manager	Doug George
Exhibition Coordinator	Penny McKay
Production Assistant	Dana Tonello
Staff not attached to a team	Joanna Sassoon

Staff Achievements

Lynn Allen

“From Information Provider to Knowledge Guide: client services at The Library and Information Services of Western Australia”, paper, *Old Institutions, New Images Conference*, Curtin University of Technology, 1997.

“Change Agenda and Strategic Planning at LISWA”, presentation to Curtin Library and Information Studies students, October 1997.

Invited presenter, National Library of Australia Conference on Preservation of Physical Format Publications, October 1997.

“Restructuring is a real change, not a clayton’s change”, panel member in debate for Institute of Public Administration Australia, December 1997.

“Licensing and the Corporate Sector”, presentation at University of Western Australia Library, June 1998.

Convenor and Host, International Association of Metropolitan City Libraries (INTAMEL) Conference, *Libraries, Culture & Technology*, Perth, September 1997.

Pro Chancellor, Curtin University of Technology.

Chairperson, Council of Australian State Libraries (CASL) (1995 - 1997).

Member, Western Australian Information and Communications Advisory Council.

Judge, Excellence in Records Management Awards.

Finalist, Government Sector, Telstra Business Women Awards.

Chairperson, Down South Writers Festival, Busselton, March 1998.

Member, WA Information Policy Council.

Member, CEO Consultative Group.

Nola Allen

“Commentary on writing a Picture Review”, *Magpies: Talking About Books for Children*, Vol. 12 No. 4 Sept. 1997, p.19.

“Pamela Allen’s Mr McGee and the Biting Flea”, *Magpies: Talking About Books for Children*, Vol.13 No. 3 July 1998, Cover article.

Secretary, Children’s Book Council of Australia (WA Branch).

Reviewer, *Magpies: Talking About Books for Children*.

Judge, Tim Winton Young Writers Award, City of Subiaco.

Judge, Christobel Mattingley Award for Young Writers, City of South Perth.

Julie Bright

Chair, Local Government General Disposal Authority Review Committee.

Chair, Keyword AAA Thesaurus User Group Forum (WA).

“Recordkeeping Issues and Imaging”, presentation to Local Government Records Management Group, 1 April 1998.

Facilitator, *AS4390: the key to Records Management Workshop* jointly sponsored by the Records Management Association of Australia (WA Branch), Institute for Information Management and the Australian Library and Information Association, 24 June 1998.

Chris Coggin

Member, Geographic Names Committee.

Committee member, Friends of Battye Library (Inc).

WA member, Council of Federal, State and Territory Archives.

Member, 1998 Australian Society of Archivists Conference Organising Committee.

Member, “Bringing Them Home” Records Task Force.

George Cowcher

Committee member, ALIA Public Libraries Section (WA Group).

Editor, *Just keeping in touch*.

Michael Cuomo

“Library Services to Disadvantaged Clients”, lecture presented jointly with Yvonne Morant to students at Perth Metropolitan College of TAFE.

Monica Dixon

Lecturer, School of Information Systems, Curtin University of Technology.

Greg Doehring

Chairperson: STAX (LISWA Staff Association).

Janine Douglas

"Local studies, social history and the State Reference Library: creating the links", paper presented at 1997 ALIA National Local Studies Conference, *Timekeepers: forging links in local studies*, Perth, September 1997.

"Centres of Excellence: new ways of meeting community needs", paper presented at the International Association of Metropolitan City Libraries Conference, *Libraries, Culture & Technology*, Perth, September 1997.

"In celebration of the book", paper presented at the Australian Bibliographical Society Annual Meeting, Perth, October 1997.

Gerard Foley

Program Coordinator, Australian Society of Archivists (WA Branch), July 1997

Member, Organising and Marketing Committees, Conference and Annual General Meeting of the Australian Society of Archivists, November 1997

Curated program of supporting films for the Fremantle Film Festival, Film & Television Institute, Fremantle, 21-29 November 1997.

Presentation and curated film program for the Professional Historians and Researchers Association, Alexander Library Building, 11 February 1998.

Curated film program for the 12th Annual Screen Awards, Camelot Gardens, Mosman Park, 27 February 1998.

Jointly curated film program with the Film & Television Institute for the Fremantle Heritage Awards and WA Cinematic History Event, FTI, Fremantle, 25 and 26 April 1998.

"Moving images for local studies", paper and curated film program, *Timekeepers: forging links in local studies*, 1st National ALIA Local Studies Section Conference, South Perth, 19 September 1997.

Norene Garry

Awarded, James Hammond Award for excellence in book selection.

Doug George

Member, Organising Committee, *Libraries, Culture and Technology*, Conference of the International Association of Metropolitan City Libraries, Perth, September 1997.

Member, Ministry for Culture & the Arts, Cultural Tourism Working Party.

Michelle Gherghinis

"Young Peoples Services in LISWA and public libraries", talk to Diploma of Library and Information Studies students, Central Metropolitan College of TAFE.

Committee member, Children's Book Council of Australia (WA Branch).

Committee member, Western Australian Young Readers Book Award.

State Co-ordinator and judge, WA Nestlé *Write around Australia* creative writing program.

Session Chair, Down South Writers Festival.

Judge, Tim Winton Young Writers Award, City of Subiaco.

Judge, Christobel Mattingley Award for Young Writers, City of South Perth.

Anne Gill

Member, 1998 ASA Conference Organising Committee.

Electronic Recordkeeping unit completed at Edith Cowan University.

"Security of Public Records in a Teleworking Environment", presentation to senior management of Department of Transport, 3 April 1998.

Julie Ham

Member, ALIA Continuing Professional Development Committee (WA).

Member, Organising Committee, *Libraries, Culture and Technology*, Conference of the International Association of Metropolitan City Libraries, Perth, September 1997.

Damien Hassan

Regular contributor to PRO Newsnotes in *RMAA INFORMA*, *Western Archives*.
Member, ASA 1998 Conference Organising Committee.
Editor, *Western Archives*, and member ASA (WA Branch) Committee.

Leigh Hays

Member, Australian Society of Archivists Committee.
Copy Editor: *Archives and Manuscripts: journal of the Australian Society of Archivists*.

Kaye Hill

"Information and Beyond", paper presented jointly with Graham Hilton at *Libraries, Culture and Technology*, Conference of the International Association of Metropolitan City Libraries, Perth, September 1997.
Member, Western Australian Innopac Users' Group (WAIUG) Committee.

Graham Hilton

"Information and Beyond", paper presented jointly with Kaye Hill at *Libraries, Culture and Technology*, Conference of the International Association of Metropolitan City Libraries, Perth, September 1997.
Member of the Cultural Ministers' Council, New Technologies Working Party.

Pauline Jamieson

Member, Organising Committee, *Libraries, Culture and Technology*, Conference of the International Association of Metropolitan City Libraries, Perth, September 1997.

William H. Lamble

Councillor and Honorary Librarian, Royal United Services Institute of Western Australia.
Chair, Western Australian Branch, Australian Map Circle.

Debrah Lewis

Member, Ministry for Culture & the Arts, Regional Services Development Committee.

Julie Martin

"Ephemera: The remains of the day", public lecture, Alexander Library Building, August 1997.
Curator, *RSVP - WA's Social History*, exhibition, August-Dec 1997.
Talks to Wider Vision, Probus, Women's Network, WA Genealogical Society, WA Card Collectors Society, ABC Radio.
Treasurer and Newsletter editor, Friends of Battye Library Inc.

Wendy Monaghan

Secretary, Library Technicians' Section, ALIA (WA Branch).

Yvonne Morant

"Library Services to Disadvantaged Clients", lecture presented jointly with Michael Cuomo to students at Perth Metropolitan College of TAFE.
LISWA representative, Association for the Blind of WA Inc Library Management Committee.
LISWA representative, Office of Multicultural Interests/Lotteries Commission Steering Committee, Language Learning Centres Grants Program.

Ted North

Treasurer, Annual Conference of the Australian Society of Archivists, *Place, Interface and Cyberspace: Archives at the Edge*, Fremantle, August 1998.

Pat Paterson

Member, Australian Society of Archivists (WA Branch) Committee.

Stuart Reid

President, Oral History Association of Australia (from Sept 1997).

Committee Member, OHAA (WA Branch).

Assistant Secretary, Australian Society for the Study of Labour History (Perth Branch).

"Oral History On-Line: bringing a collection index to the world", paper presented to OHAA National Conference, Alice Springs, Sept 1998.

"Digitisation: the Future", presentation to OHAA (WA) Conference, June 1998.

Tom Reynolds

Treasurer, ASA (WA Branch) Committee.

Isabel Smith

Member, Records and Information Management Liaison Group, Executive Committee.

Member, Institute of Information Management, Executive Committee.

"Embracing Reform and Preparing for Tomorrow", paper to the Australian Society of Archivists Conference, 25 July 1997.

"Outsourcing: Ownership and Security Issues for the Management of Public Records", presentation to the Records and Information Management Liaison Group, 27 May 1998.

"Electronic Records Management Principles", paper to the Institute of Information Management, 7 April 1998.

Sue Sondalini

Regular contributor to *Western Ancestor*, the journal of The Western Australian Genealogical Society.

Brian Stewart

"Community Information", lecture to students of Central Metropolitan College of TAFE, 25 August 1997.

'Battye Library Resources' and 'Infolink Community Information', talks to Pilbara Regional librarians, 15 October 1997.

"WA Ink: Access to WA Historical Newspapers Project 1833-1901", presentation of research paper, Friends of Battye Library, 10 March 1998.

Contributor to *Friends of Battye Newsletter*.

Member, Committee of Management, Arts Sport and Recreation Industry Training Council.

Member of Executive Subcommittee, Arts Sport and Recreation Industry Training Council.

Chair, Library and Information Sector Subcommittee, Arts Sport and Recreation Industry Training Council.

Haydn Sugden

Committee member, University, College and Research Libraries Section, ALIA (WA Branch).

Vicky Wilson

"Scholar or scullery-maid? Balancing conflicting demands on the special librarian: a manager's perspective", paper presented at *On the Edge*. 7th Asian Pacific Specials, Health and Law Librarians' Conference, 12-16 October, 1997.

Chair, Programs Committee. 14th National Convention of the Records Management Association of Australia. Perth, Western Australia, September 15-17, 1997.

Chair, 1998 Australian Library Week Committee (WA), 4-10 May, 1998.

Member, Friends of Battye Library Executive Committee.

Member, Communications and Information Technology Consultative Committee, Edith Cowan University.

Staff Awards

TERRY CAMPBELL COURTESY AWARD

The Terry Campbell Courtesy Award is awarded to a staff member who, on a particular occasion or, by general attitude to the public or to staff, has shown great courtesy and helpfulness. Nominations are received from staff members or members of the public.

The award is in memory of Terry Campbell (1931 - 1989) who worked as a receptionist and telephonist with LISWA. She was unfailingly helpful and courteous and this award aims to recognise staff who display these characteristics.

The awards were given to the following staff:

Lou Duwooz
Paul Mitchell
Maria Carvalho
Vicki Thomas
Penny McKay

JAMES HAMMOND AWARD

The James Hammond Award is presented for the attainment of excellence in the field of book selection and library education.

This award, presented by Mrs Hammond, commemorates James Hammond who made an outstanding contribution to librarianship during his time as Chief Assistant Librarian of The Library Board of Western Australia from 1954 to 1972.

The 1997-98 award was presented to Norene Garry for her work in public library stock selection.

Norene has a strong awareness and anticipation of the needs of people from all sectors of the community. She is generous with her knowledge, and librarians and support staff frequently express their appreciation for her nurturing attention. Norene's work is also appreciated by public librarians, and Betty McGeever of the Fremantle Public Library said, "Words like thorough, meticulous and committed come to mind. Norene is highly motivated to achieve the best possible state-wide stock and is always responsive to our (public librarian's) needs". Like James Hammond himself, Norene Garry has maintained a consistent standard of excellence in book selection over many years.

NEW LISWA PUBLICATIONS IN 1997 -1998

- Annual report/The Library and Information Service of Western Australia. (Annual) *Free*
- *Knowit*: the official newsletter of The Library and Information Service of Western Australia. (Bi-monthly publication) \$20.00 annual subscription
- Public Library Resources Review. Issues Paper. (1997, 61p.) *Out of print*
- Public Library Resources Review. Report. (1998, 26p.) *Free*
- Services to Aboriginal and Torres Strait Islander Peoples. (1998, 12p.) *Free*
- The Western Australian Calendar of Special Dates 1998/Infolink Government and Community Information Service. (1997, 60p.) \$5.00

A LIST OF CURRENT PUBLICATIONS PRODUCED BY LISWA

Corporate

- Annual report/The Library and Information Service of Western Australia. (Annual) *Free*
- Blueprint 2: Opening new windows on information for Western Australians. A discussion paper on issues for LISWA's Strategic Plan for 1996-2001/Library and Information Service of Western Australia. (1996, 14 p.) *Free*
- Commitment to service: your window on the world of information: LISWA's customer service charter/Library and Information Service of Western Australia. ([1995], 13 p.) *Free*
- Information and Beyond: strategic directions 1997-2001/Library and Information Service of Western Australia. (1996, 56 p.) *Free*
- Services to Aboriginal and Torres Strait Islander Peoples. (1998, 12p.) *Free*

CATALOGUES/INDEXES

- Catalogue of large print books: a catalogue of large print books held in the Western Australian public library system. Large print (1993, 2 v. (1111 p.) \$30.00
- Catalogue of resources in Dutch: a catalogue of resources in the Western Australian public library system/Library and Information Service of Western Australia. (1997, 140 p.) *Free*

- Catalogue of resources in Greek: a catalogue of resources in the Western Australian public library system/Library and Information Service of Western Australia. (1995, 87 p.) *Free*
- Catalogue of resources in Russian: catalogue of resources in the Western Australian public library system/Library and Information Service of Western Australia. (1996, 91 p.) *Free*
- Catalogue of resources in Vietnamese: a catalogue of resources in the Western Australian public library system/Library and Information Service of Western Australia. (1994, 121 p.) *Free*
- Film catalogue, 1991/State Film and Video Library. (1991, 537 p.) \$15.00
- Latest Acquisitions/State Film and Video Library \$12.00 annual subscription
- Performing Arts Collection, 1991: catalogue of plays, film scripts and vocal scores. 7th edition/Library Board of Western Australia. (1991, 257 p.) \$10.00

DIRECTORIES

- State Government Directory of Western Australia: The official guide. 3rd ed. (1996, 138 p.) \$25.00 *Posted in WA* \$27.00 *Posted interstate* \$29.00

EXHIBITION PUBLICATIONS AND BROCHURES

- Booty caricatures of WA personalities at the turn of the century: an exhibition/ research & text by Wendy Birman. Exhibition catalogue (1993, 11 p.) \$2.00
- Creating the public realm: public architecture in Western Australia 1890-2000. Exhibition publication (1994, 68 p.) \$12.00
- Fortunes: portraits of the people of Kalgoorlie-Boulder, a centennial celebration, 1893-1993. Exhibition publication (1993, 40 p.) \$2.00

GENEALOGICAL AND HISTORICAL GUIDES

- Access to ancestors: a research kit of resources in the State Archives of Western Australia. (1990, 247 microfilm reels, 77 microfiche, guide (36 p.) *Details available on request from Public Records Office*
- Dead reckoning: how to find your way through the genealogical jungle of Western Australia/compiled by Steve Howell. Library Board of Western Australia (1997, 126 p.) \$20.00

Publications

- Guide to the genealogical collection of the State Reference Library of Western Australia. (1987, 52 p.) \$5.00
- Order in the Court: a guide to the records of the Supreme Court of Western Australia/State Archives of Western Australia. (1990, 86p.) *Govt:* \$20.00
Private: \$25.00
- Our Military Ancestors: a guide to sources in the J S Battye Library of West Australian History and the State Archives of Western Australia/Glenda Oakley. (1991, 27p) \$5.00
- Young, old and in between: how to interview for family history, kit/by Ronda Jamieson. (1992, 1 sound cassette (60 min.), 1 book (22 p.)) \$19.95

LISWA RESEARCH SERIES

- National Think Tank on Library Statistics: papers presented at a meeting held 29 September 1990, Perth/Library Board of Western Australia (LISWA research series no. 1) (1990, 76p.) *out of print*
- Does WA have the potential to be an Information Society?: identifying strategic issues for the development of an information policy agenda/Library Board of Western Australia (LISWA research series no. 2) (1992, 88p.) *out of print*
- Copyright protection of computer software policy issues for Australian libraries/ by Dorothy Harris. (LISWA research series, no. 3) (1990, 50 p.) \$8.00
- Electronic records: an investigation into retention, storage and transfer options/ State Archives of Western Australia (LISWA research series, no. 4) (1993, 77 p.) *out of print*
- Just in Case or Just in Time?: strategies for the development and management of Western Australian government library and information services. Volume 1, executive report. (LISWA research series, no. 5) (1994, 35 p.) \$8.00
- Just in Case or Just in Time?: strategies for the development and management of Western Australian government library and information services. Volume 2, full report. (LISWA research series, no. 5) (1994, 78 p.) \$10.00
- Westminster or Whitehall: modern problems and issues in records management and preservation in changing British constitutional monarchies/by Leslie R. Marchant. (LISWA research series, no. 6) (1995, 98 p.) \$20.00

- Directory of Western Australian oral history and folklore collections/Library and Information Service of Western Australia. (LISWA research series, no. 7) (1996, 46 p.) \$10.00
- Catalysts for change: the influence of individuals in establishing children's library service in Western Australia/by Alison Gregg. (LISWA research series, no. 8) (1996, 206 p.) \$35.00

PUBLIC LIBRARIES

- The Directory of Public Library Services, Western Australia /Library and Information Service of Western Australia. (1996, 54 p.) *out of print*
- Operational standards for public libraries in Western Australia. 2nd revised edition (1994, 48p.) \$10.00
- Public Library Resources Review. Report. (1998, 26p.) *Free*
- Statistical Bulletin for Public Libraries in Western Australia. (*Annual*) \$12.00

PUBLIC RECORDS OFFICE

- State Archives' records disposal handbook/State Archives of Western Australia. (1992-, 1 looseleaf volume) *Price on application*
- Policies and Standards Manual/State Archives of Western Australia. (1992) *Price on application*
- General disposal authority for human resource management records/Public Records Office (revised 1996) *Price on application*
- General retention and disposal schedule for local government/Records Management Office, State Archives of Western Australia. (1994, 196 p.) *Price on application*
- General disposal authority manual for financial and accounting records/ Records Management Office, State Archives of Western Australia. (1994-, 1 looseleaf volume) *Price on application*
- How to Design a Records Management Procedure Manual (1995, 1 looseleaf) *Price on application*
- Public records management: a guide to normal administrative practice/Public Records Office of Western Australia. (1995, 45 p.) *price on application*

The Freedom of Information Act 1992 ("the FOI Act"), which came into effect on 1 November 1993, created a general right of access to documents held by State and local government agencies.

During 1997-98 The Library and Information Service of Western Australia received three (3) Freedom of Information applications for access to information under the Freedom of Information Act, 1992.

POLICY STATEMENT ON FREEDOM OF INFORMATION

The Library Board of Western Australia (the Board) provides support for and commitment to the Freedom of Information (FOI) Legislation. A copy of The Library and Information Service of Western Australia's Information Statement, together with internal policies and procedures which have an effect or potential effect on members of the public are available for public inspection from the FOI coordinator in the Alexander Library Building.

Where possible, the Board prefers that an issue be resolved between the parties, without resorting to an FOI application.

FOI requests do not apply to documents that are already available for inspection in the State Archives. Requests for access to records which the Public Records Office may hold in its custody on behalf of other agencies should be addressed to an appropriate officer in the agency concerned.

FOI PROCEDURES AND INITIAL CONTACT

Enquiries concerning procedures for seeking information from LISWA under the FOI Act may be made in writing, by telephone or in person to the:

FOI Coordinator
Library and Information Service of Western Australia
Alexander Library Building
Perth Cultural Centre
PERTH 6000
Telephone: (08) 9427 3443 Facsimile: (08) 9427 3336

FOI APPLICATIONS

All applications must be in writing, giving enough information to identify the documents requested and an address in Australia to which correspondence can be directed.

A person wishing to apply to LISWA for amendment of personal information in documents held by LISWA must apply to LISWA in writing. Under Section 48 of the FOI Act, the amendment may be made by:

altering information;
striking out or deleting information;
inserting information;
inserting a note in relation to information; or
in two or more of the above ways.

FEES AND CHARGES

The costs of providing information under FOI are determined by provisions of the FOI Act and Regulations. An application fee and charges for non personal information are payable in full unless there is financial hardship. In the case of access to personal information, neither an application fee nor charge is payable for providing access. For further information concerning fees and charges contact the FOI Coordinator (see above).

Workload Indicators—Operations

Workload indicators for 1997-98 operations and stock levels are provided on the following pages, along with figures for the previous five years.

	1992-93	1993-1994	1994-95	1995-96	1996-97	1997-98
PUBLIC LIBRARY SERVICES						
Total public libraries and extension services	230	229	229	228	230	234
Additional volumes in public library - Development Program	30,722	10,662	51,992	44,436	60,415	74,535
Volumes despatched on Exchange Program	359,385	375,018	502,649	418,137	444,523	393,459
Volumes repaired in-house	82,352	56,639	20,908	15,027	9,447	15,234
Information materials distributed	218,676	286,040	219,646	317,979	282,055	200,955
Information enquiries	2,771	2,728	2,710	3,975	3,261	3,267
Multi-language volumes lent	56,208	62,247	67,687	64,249	54,234	67,961
Special needs volumes lent	1,565	1,033	956	504	504	735
Number attending training courses	555	539	365	347	172	311
Annual public library visits	132	96	66	22	174	132
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES						
J S Battye Library						
Information enquiries made in person, telephone or letter	47,327	44,424	44,245	45,703	43,547	52,302
Information enquiries via public libraries	364	233	262	224	219	261
Government and community information enquiries	21,702	33,386	23,932	20,386	17,404	12,183
Total information enquiries	69,393	78,043	68,439	66,313	61,071	64,746
Index entries made	12,727	13,154	10,683	6,627	3,418	3,158
Infolink Database records updated	7,265	7,073	6,909	6,281	4,287	11,895
Private archive collections received	126	104	77	41	21	87
Private archive collections processed	221	138	119	69	80	220
PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES						
Information services						
Reference information enquiries	7,168	8,066	8,674	8,665	9,948	10,743
Records management enquiries	1,165	977	896	1,323	1,737	1,863
Total information enquiries	8,333	9,043	9,570	9,988	11,685	12,606
Documents used by researchers	16,658	19,845	18,556	19,961	17,495	18,021
ARCHIVAL MANAGEMENT SERVICES						
Agencies registered	143	116	127	62	37	20
Series registered	288	351	411	174	88	53
Archival loans to government agencies	3,322	3,582	5,075	4,132	3,498	4,186
Government archive consignments received	51	26	81	52	91	83
Government archive consignments processed	311	358	269	217	161	129

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
RECORDS MANAGEMENT SERVICES						
Consultancies for state government agencies	52	56	18	38	93	43
Consultancies for local government agencies	16	11	6	4	4	10
Loans of government records to agencies	4,290	4,449	3,596	2,871	2,416	1,692
REFERENCE AND INFORMATION SERVICES						
Visitors to the Alexander Library Building	525,724	497,814	460,065	458,245	560,125	793,230
INFORMATION SERVICES						
Information enquiries made in person, telephone or letter	114,613	119,718	124,033	131,226	148,740	137,078
Information enquiries via public libraries	3,498	3,158	2,662	2,927	3,075	2,910
Total information enquiries	118,111	122,876	126,695	134,153	151,815	139,988
Stock used by public	496,994	445,932	459,948	467,236	472,601	442,418
Scores and cassettes lent to members	38,437	40,780	38,241	39,615	35,631	35,998
Film and video loans to organisations	26,801	23,235	20,436	17,009	11,395	7,480
Recordings listened to by the public	9,129	6,654	8,559	6,306	3,264	2,817
Films/videos viewed in State Film and Video Library	6,223	4,884	5,487	6,163	4,424	3,110
Total membership of the State Music Library	9,159	8,915	8,599	8,720	8,346	8,217
Total members of the State Film and Video Library	2,673	2,695	2,300	2,076	2,064	2,248
BIBLIOGRAPHICAL SERVICES						
Acquiring stock						
Total orders raised	27,196	34,083	30,358	29,310	31,911	31,106
Items processed for Public Library Services stock	163,249	199,504	334,581	275,617	326,353	262,475
Bound volumes processed for Alexander Library Building stock	12,316	12,467	13,332	13,154	15,325	16,118
Serial issues processed for Alexander Library Building stock	102,454	118,069	99,764	92,727	97,176	96,116
Government publications sent abroad	4,134	4,718	4,799	1,581	6,110	3,883
Cataloguing stock						
Total monographs catalogued	29,774	31,782	31,758	29,602	33,893	34,565
Titles catalogued for Public Library Services	19,119	20,177	19,350	17,769	17,965	17,120
Titles catalogued for State Reference Library	12,285	13,130	14,268	13,431	10,872	11,958
Titles catalogued for J S Battye Library	see above	see above	see above	see above	4,905	5,487

Workload Indicators—Operations cont'd

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
PRESERVATION SERVICES						
Reels of microfilm produced	1,107	928	894	994	1,912	1,358
Microfilm jackets produced	n/a	n/a	n/a	n/a	n/a	16,234
Negatives made for stock	2,004	2,488	4,934	4,606	882	3,569
Items produced for outside orders	3,714	2,689	2,495	2,766	2,770	2,319
Protective encasements	4,925	3,003	3,598	3,895	3,910	4,332
Public enquiries	164	173	259	239	85	92
DOCUMENT DELIVERY SERVICES						
Author/title requests received from public libraries	79,884	71,049	60,683	63,869	64,215	59,460
Subject requests received from public libraries	4,248	3,570	3,347	3,872	3,506	3,506
Author/title requests received from non-public libraries	5,547	2,643	2,406	2,042	1,962	1,708
Total number author/title and subject requests received	89,679	77,262	66,436	69,783	69,683	64,674
Reference and location enquiries	19,091	17,542	16,581	18,011	17,633	12,550
Loans arranged	57,858	50,506	39,876	39,657	34,970	33,139
Photocopy requests received from public libraries	n/a	784	921	883	707	522
Photocopy requests received from non public libraries	n/a	3,095	2,672	1,948	1,761	1,497
Total photocopy requests received	n/a	3,879	3,593	2,831	2,468	2,019
PUBLIC PROGRAMS						
Exhibition mounted	41	44	55	12	12	7
Books, booklets and newsletters published	25	17	18	22	16	14
Brochures and leaflets produced	22	32	21	21	26	20
Posters, flyers and ephemera produced	n/a	n/a	77	239	198	127
Total number of items published or printed	n/a	n/a	116	282	240	161
Media releases prepared (excluding advertisements)	30	19	15	19	20	15

Workload Indicators—Stock

PUBLIC LIBRARY SERVICES

Adult non fiction	878,940	872,083	887,902	902,037	921,295	917,971
Adult fiction	619,030	616,100	626,198	631,654	652,512	643,912
Junior	631,458	636,528	650,399	658,264	674,864	677,472
Multi language resources collection	46,825	45,393	52,400	48,064	50,053	50,207
Microfilm (reels)	1,312	1,312	1,461	1,461	1,461	1,461
Total Stock	2,176,253	2,171,416	2,218,360	2,240,411	2,298,816	2,289,654

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
W A DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES						
J S Battye Library						
Monograph titles	33,587	36,468	39,512	42,792	46,084	49,460
Monograph volumes	54,368	58,691	63,846	68,707	73,813	78,846
Serial titles	7,883	8,720	10,668	11,255	11,367	11,732
Newspaper titles	766	781	791	804	811	823
Microfilm (reels)	10,413	10,483	10,653	10,885	11,109	11,279
Microfiche (metres)	4	4	4	4	4	10
Cartographic items	19,129	21,050	21,612	22,077	22,580	25,087
Ephemera (items)	56,484	58,896	60,333	60,682	63,375	65,759
Pictorial items	110,951	111,629	114,179	114,199	114,552	114,965
Pictorial volumes (includes albums)	367	402	420	420	428	429
State Film Archives film and video titles	2,381	2,381	2,386	2,401	2,620	2,764
Oral history hours of tape	n/a	8,084	9,024	9,796	10,437	10,937
Oral history transcripts	1,583	1,825	1,947	2,030	2,287	2,394
Private archives (metres)	1,159	2,245	1,242	1,274	1,289	1,327
GOVERNMENT AND COMMUNITY INFORMATION						
Infolink database records	5,844	5,966	6,184	6,248	6,554	7,058
PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES						
Government archives (metres)	7,533	7,740	8,037	8,335	8,740	9,031
Cartographic items	n/a	40,922	42,422	45,834	46,784	46,784
Microfilm reels	n/a	4,402	4,729	5,011	5,397	5,626
STATE REFERENCE LIBRARY						
Monographs (volumes)	309,531	316,335	323,157	328,312	336,926	346,889
Current serials and newspaper titles	9,172	9,011	9,033	9,122	9,285	9,405
Microfilm (reels)	9,727	9,939	10,168	10,336	10,837	11,114
Microfiche (metres)	163	168	173	175	176	179
Scores	32,040	33,092	34,401	35,619	36,272	37,220
Musical sound recordings	12,678	12,719	13,020	13,585	14,005	14,452
Cartographic items	21,115	21,173	21,528	21,881	22,094	22,160
State Film and Video Library videos (titles)	3,835	4,517	5,216	5,814	5,900	6,014
State Film and Video Library 16mm films (titles)	8,153	8,223	8,243	8,252	8,107	7,627

FINANCIAL STATEMENTS AS AT JUNE 30 1998

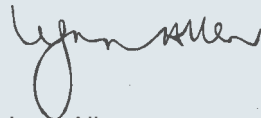
CERTIFICATION OF FINANCIAL STATEMENTS

The accompanying financial statements of The Library Board of Western Australia have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the year ending 30 June 1998 and the financial position as at 30 June 1998.


At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Professor Brian de Garis
Chairperson



Lynn Allen
Chief Executive Officer and
State Librarian



Mrs Kay Poustie
Member of the Board



Anthony Bennett
Principal Accounting Officer



Auditor General

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 1998

Scope

I have audited the accounts and financial statements of The Library Board of Western Australia for the year ended June 30, 1998 under the provisions of the Financial Administration and Audit Act 1985.

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing and presenting the financial statements, and complying with the Act and other relevant written law. The primary responsibility for the detection, investigation and prevention of irregularities rests with the Board.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, the controls exercised by the Library to ensure financial regularity in accordance with legislative provisions, evidence to provide reasonable assurance that the amounts and other disclosures in the financial statements are free of material misstatement and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with applicable Accounting Standards, other mandatory professional reporting requirements

(Urgent Issues Group Consensus Views) and the Treasurer's Instructions. The audit opinion expressed below has been formed on the above basis.

Audit Opinion

In my opinion,

- (i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys and the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the Operating Statement, Statement of Financial Position and Statement of Cash Flows and the Notes to and forming part of the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards, other mandatory professional reporting requirements and the Treasurer's instructions, the transactions for the year ended June 30, 1998 and the financial position at that date.

A handwritten signature in black ink, appearing to read 'D R Pearson'.

D R PEARSON
AUDITOR GENERAL
November 24, 1998

Operating Statement—30 June 1998

THE LIBRARY BOARD OF WESTERN AUSTRALIA OPERATING STATEMENT

for the year ended 30 June 1998

	Note	1997/98	1996/97		Note	1997/98	1996/97
COST OF SERVICES		(\$'000)	(\$'000)	REVENUE FROM GOVERNMENT			
Operating expenses							
Salaries, Wages and Allowances	2, 24	10,361	10,099	Consolidated Fund - recurrent appropriation	9	13,879	25,982
Superannuation	17, 24	300	933	Premier's Book Awards Grant		50	45
Other Staff Costs	24	253	1,012	Commonwealth Grant		190	0
Library Acquisitions	24	1,527	8,105	Resources received free of charge	10, 24	10,578	35
Consumable Supplies and Sundry Materials	24	1,190	987				
Services and Contracts	24	1,712	1,849	Total revenue from Government		<u>24,697</u>	<u>26,062</u>
Maintenance	24	1,116	764				
Interest (On Loans)	24	2,453	2,693	Change in net assets resulting from operations		37,415	(3,258)
Subsidies	3, 24	391	352				
Depreciation	1(c), 4, 24	2,332	1,142	Add opening balance of accumulated deficit	20	<u>(6,196)</u>	<u>(2,938)</u>
Transfers to Provisions for Staff Entitlements	5, 24	0	535				
Other operating expenses	6, 24	668	622	Closing balance of accumulated surplus/(deficit)		<u>31,219</u>	<u>(6,196)</u>
Total operating expenses		<u>22,303</u>	<u>29,093</u>				
Revenue from services							
Service Charges	24	770	652				
Sales	24	591	487				
Repayments and Recoveries	24	684	743				
Other operating revenue	7, 24	138	61				
Total revenue from services		<u>2,183</u>	<u>1,943</u>				
Net cost of services before abnormal and extraordinary items		20,120	27,150				
Abnormal and extraordinary items	8	(32,838)	2,170				
Net cost of services after abnormal and extraordinary items	21	<u>(12,718)</u>	<u>29,320</u>				

Statement of Financial Position—30 June 1998

THE LIBRARY BOARD OF WESTERN AUSTRALIA STATEMENT OF FINANCIAL POSITION
as at 30 June 1998

	<i>Note</i>	1997/98	1996/97		<i>Note</i>	1997/98	1996/97
		(\$'000)	(\$'000)				
CURRENT ASSETS				Total liabilities		<u>24,895</u>	<u>32,008</u>
Cash resources	11	679	1,283				
Accounts receivable	12	247	129	Net assets		<u>45,629</u>	<u>8,214</u>
Inventories	13	51	65	Equity			
Prepayments		33	53	Accumulated surplus/(deficit)	20	31,219	(6,196)
Total current assets		<u>1,010</u>	<u>1,530</u>	Asset Revaluation Reserve	19	14,410	14,410
				Total equity		<u>45,629</u>	<u>8,214</u>
NON-CURRENT ASSETS							
Property, plant and equipment	14	<u>69,514</u>	<u>38,692</u>				
Total non-current assets		<u>69,514</u>	<u>38,692</u>				
Total assets		<u>70,524</u>	<u>40,222</u>				
CURRENT LIABILITIES							
Accounts payable	15	637	407				
Employee entitlements	16	0	733				
Accrued expenses	17	704	882				
Borrowings from WA Treasury	18	978	937				
Other current liabilities		77	80				
Total current liabilities		<u>2,396</u>	<u>3,039</u>				
NON-CURRENT LIABILITIES							
Borrowings from WA Treasury	18	22,499	23,181				
Employee entitlements	16	0	5,788				
Total non-current liabilities		<u>22,499</u>	<u>28,969</u>				

Statement of Cash Flows—30 June 1998

THE LIBRARY BOARD OF WESTERN AUSTRALIA STATEMENT OF CASH FLOWS for the year ended 30 June 1998

	1997/98 Inflows (Outflows) (\$'000)	1996/97 Inflows (Outflows) (\$'000)	1997/98 Inflows (Outflows) (\$'000)	1996/97 Inflows (Outflows) (\$'000)
CASH FLOWS FROM/TO GOVERNMENT			CASH FLOWS FROM FINANCIAL ACTIVITIES	
Consolidated Fund - recurrent appropriation	13,879	25,982	Proceeds of borrowings from WA Treasury Corporation	300
Grants and subsidies from government sources	240	45	Repayment of borrowings to WA Treasury Corporation	(942)
Net cash provided by government	<u>14,119</u>	<u>26,027</u>	Net cash provided by financing activities	<u>(642)</u>
Utilised as follows:			TOTAL CASH FLOWS FROM OPERATING, INVESTING AND FINANCIAL ACTIVITIES	
Cash Flows from Operating Activities				<u>(14,723)</u>
Payments			Net (Decrease)/Increase in cash held	59
Payments to suppliers	(5,111)	(5,928)	Cash at the beginning of the reporting period	1,283
Payments for library acquisitions	(7,940)	(7,901)	Cash at the end of the reporting period	<u>679</u>
Payments to employees	(39)	(10,172)		<u>1,283</u>
Interest paid to WA Treasury Corporation	(2,516)	(2,762)		
Loan guarantee charges paid to WA Treasury Corporation	(48)	(48)		
Subsidies paid	(355)	(352)		
Receipts				
Receipts from customers	2,034	1,960		
Interest	15	5		
Other operating revenue	123	61		
Net cash used in operating activities	<u>(13,837)</u>	<u>(25,137)</u>		
CASH FLOWS FROM INVESTING ACTIVITIES				
Payments for purchase of property, plant and equipment	(244)	(561)		
Net cash used in investing activities	<u>(244)</u>	<u>(561)</u>		

1 STATEMENT OF ACCOUNTING POLICIES

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated these policies are consistent with those adopted in the preceding year.

(a) General

- (i) The financial statements are prepared in accordance with the Financial Administration and Audit Act 1985.
- (ii) Subject to the exceptions noted in these accounting policies, the financial statements have been drawn up on the basis of historical cost principles.
- (iii) The accrual basis of accounting is being applied.
- (iv) The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards and UIG Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant effect upon the reported results, details of that modification and where practicable, the resulting financial effect is disclosed in individual notes to these financial statements.

(b) Valuation of Non-current Assets

- (i) The Statement of Financial position shows assets at cost value, with the exception of buildings. The Alexander Library Building was revalued by the Valuer General's Office (VGO) at 30 June 1997. The figure provided by the VGO represents the depreciated replacement value of the building. The written down value was adjusted in line with this valuation. The Dianella Repository building was valued by the Valuer General's Office in 95/96 and included in that year's financial statements.

- (ii) For the first time, a valuation on part of the Board's collection has been included, relating to the Public Library Services program (\$32,902,060). The value represents five years purchases as this has been deemed to be an appropriate "useful life" of the stock. The inclusion of this asset has been treated partly as "non current assets brought to account for the first time" (\$26,317,000 - this appears as an abnormal item in the Operating Statement) and the capitalising of part of the 97/98 acquisitions expenditure (\$6,585,000).

Each year, the latest years purchases will be added and the earliest years purchases (from five years previous) will be deleted. In the past, no value had been assigned to the Board's collection of books, periodicals, microfilm, etc. They were not shown as assets but treated as consumables in the year of purchase.

(c) Depreciation of Non-current Assets

Non current assets, excluding Works of Art and Library Collections, are depreciated over their estimated useful lives using the straight line method. Depreciation has not been provided for Works of Art owned by the Board and the valuation method for Library Collections has been explained above at (b)(ii).

The useful lives of assets, and the associated rates for depreciation, were reviewed during the year. The rate for computer hardware and software has been changed from 15% to 25%. From 1 July 1997, the useful lives for each class of depreciable asset are:

Buildings	50 years
Furniture and Equipment	10 years
Computer Hardware and Software	4 years

(d) Inventories

Stationery stores on hand are used for internal administration, resale to public libraries and sale to the public through photocopying services. The average cost method of valuation has been used. A contract for the sale of public library stationery commenced on the 25 May 1998 resulting in a reduction in the amount of inventory held in the store.

Notes to the Financial Statements—30 June 1998

(e) Foreign Currency Translation

To enable the payment of overseas book suppliers, bank accounts are held in London and New York. Transactions denominated in a foreign currency are translated at the rates in existence at the dates of the transactions. Foreign currency receivables and payables at balance date are translated at exchange rates current at balance date. Exchange gains and losses are calculated at balance date. Such gains and losses are treated in accordance with AAS 20 (Part A), and if material, brought to account.

(f) Employee Entitlements

As explained in Note 2, the Ministry for Culture & the Arts was created with effect from 1 July 1997. At that date, all employees of the Arts Portfolio agencies, including the Library Board, became employees of the Ministry. Therefore, the Library Board no longer has liabilities in relation to employee entitlements as it no longer employs staff.

(g) Insurance

The Library Board continues to utilise the Riskcover Managed Fund for the majority of its insurance arrangements. Included under this cover is :

- (i) public liability,
- (ii) professional indemnity,
- (iii) workers compensation,
- (iv) property and business interruption,
- (v) motor vehicle and
- (vi) travel and personal accident insurance.

Cover for the Board's assets is included in item (iv). With the inclusion of Library Collections as an asset, arrangements are being made to include books under this cover.

The Board also has cover in relation to Director's and Officer's liability.

(h) Revenue

Revenue is produced from a range of activities and includes the sale of photocopies, publications, discarded books, stationery and photographic materials, charges for lost and damaged books and income from facilities hire.

(i) Appropriations (Revenues from Government)

Appropriations, whether for recurrent or capital purposes, are recognised as revenue in the period in which the Board gains control of the appropriated

funds. These funds are applied to operating expenses, including library acquisitions, services and contracts and interest. Appropriations which are repayable by the Board to the Treasurer are recognised as liabilities.

As explained at Note 2, the Library Board's appropriation for 97/98 was significantly less than previous years due to the creation of the Ministry for Culture & the Arts. No appropriation was provided for salaries as the Board did not employ staff from 1 July 1997. This cost was met by the Ministry but is included in the Board's financial statements as resources received free of charge.

(j) Accounts Receivable, Accounts Payable and Accrued Salaries

Accounts Receivable are recognised at the amounts receivable and are due for settlement no more than 30 days from the date of recognition. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubt as to collection exists.

Accounts Payable, including accruals not yet billed, are recognised when the Board becomes obliged to make future payments as a result of a purchase of assets or services. Accounts Payable are generally settled within 30 days.

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year as the end of the last pay period for that financial year does not coincide with the end of the financial year.

(k) Leases

The Library Board has entered into a number of operating lease arrangements for buildings, vehicles and office equipment where the lessors effectively retain all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the operating statement over the lease term, as this is representative of the pattern of benefits to be derived from the leased property.

(l) Rounding of Figures

In accordance with Treasurer's Instruction 948, the figures in the financial statements have been rounded to the nearest thousand dollars.

2 THE MINISTRY FOR CULTURE & THE ARTS

The Government created the Ministry for Culture & the Arts with effect from 1 July 1997. It incorporates the Library Board and other agencies in the Arts Portfolio. The introduction of the Ministry altered the appropriation arrangements of the Board, mainly in relation to salaries. The Board received an appropriation direct from government in relation to acquisitions (of library collections) and other operating expenditure.

The Ministry received an appropriation to cover the cost of the staff, previously employed by the Board, which still provide services to the Board. These resources, provided to the Board, but paid for by the Ministry, have been treated as 'resources received free of charge'. The expenses have been included in the appropriate categories, being offset by an equivalent amount included in the item Revenues from Government.

	1997/98 (\$'000)	1996/97 (\$'000)
3 SUBSIDIES		
Regionalisation	194	158
Association for the Blind	161	194
Resources received free of charge - Ministry for Culture & the Arts	<u>36</u>	<u>0</u>
	391	352
 4 DEPRECIATION		
Buildings	903	544
Computer Equipment	1,339	522
Furniture and Equipment	<u>90</u>	<u>76</u>
	2,332	1,142

The increase in relation to buildings relates to the revaluation of the Alexander Library Building in 96/97. The depreciation for 97/98 reflects the first year based on the revaluation figure.

The increase in relation to computer equipment relates to a change in the useful lives of these assets. The depreciation rate has been amended from 15% to 25%. It is estimated that this resulted in additional depreciation of \$767,000 for the year. The balance of the increase is the result of depreciation on new equipment (\$25,000).

	1997/98 (\$'000)	1996/97 (\$'000)
5 TRANSFERS TO PROVISIONS FOR STAFF ENTITLEMENTS		
Annual Leave	0	(43)
Long Service Leave	0	(116)
Superannuation	<u>0</u>	<u>694</u>
	0	535

No transfers to provisions were made as the Board did not employ staff in 97/98 (Refer Note 2). The Provisions for Staff Entitlements have been transferred as no liability exists at 30 June 1998.

6 OTHER OPERATING EXPENSES

Communications	303	247
Refunds and Recoupable Expenditure	23	60
Loan Guarantee Fees	48	48
Services Received Free of Charge - Administration costs	22	35
Capital Purchases Expensed	203	125
Inventory Written Off	8	32
Loss on Disposal of Assets	1	19
Premier's Book Awards	57	55
Bad Debts Written Off	<u>3</u>	<u>1</u>
	668	622

7 OTHER OPERATING REVENUE

Gain on Exchange rate	0	36
Donations and Contributions	15	2
Interest Received	15	4
Conference Fees	8	7
Sundry Income	<u>100</u>	<u>12</u>
	138	61

Notes to the Financial Statements—30 June 1998

	1997/98 (\$'000)	1996/97 (\$'000)
8 ABNORMAL AND EXTRAORDINARY ITEMS		
Non Current Assets brought to account for the first time	26,317	0
Non Current Assets written off	0	177
Transfer of Asset	0	(20)
Superannuation - Pension Liability	0	2,013
Employee Entitlements	6,521	0
	<u>32,838</u>	<u>2,170</u>

The assets brought to account for the first time represent the inclusion of part of the library collections (see Note 1(b)(ii)).

The figure for employee entitlements relates to the transfer of liability from the Library Board (see Notes 1(f) & 5).

9 CONSOLIDATED FUND APPROPRIATION

The original appropriation for recurrent funding was increased by \$2,089,000 during the year through applications for supplementary funding. These related to Past Service Superannuation payments (\$289,000), Debt Servicing costs (\$62,000) and the arrangements for funding between the Board and the Ministry for Culture & the Arts (\$1,738,000). A summary is detailed below :

Original appropriation	11,790,000
Past Service Superannuation	289,000
Debt Servicing costs	62,000
Ministry financial arrangements	<u>1,738,000</u>
Final appropriation	13,879,000

10 RESOURCES RECEIVED FREE OF CHARGE

	1997/98 (\$'000)	1996/97 (\$'000)
Services provided by the Ministry for Culture & the Arts	10,556	0
Administration expenses	22	35
	<u>10,578</u>	<u>35</u>

The services provided by the Ministry for Culture & the Arts reflects the salaries and related staff costs for the officers employed by the Ministry and providing services to the Board.

Administration expenses have been determined on the basis of the following estimates provided by agencies.

Office of the Auditor General - audit services	18	14
Treasury - financial services	0	14
Department of Land Administration		
- payroll processing services	0	7
Contract and Management Services	4	0
	<u>22</u>	<u>35</u>

11 CASH RESOURCES

Overseas bank accounts	80	448
Funds held at Reserve Bank	595	830
Cash on hand	4	5
	<u>679</u>	<u>1,283</u>

12 ACCOUNTS RECEIVABLE

Accounts receivable for goods and services supplied	247	129
Less : provision for doubtful debts	0	0
	<u>247</u>	<u>129</u>

(i) Credit Risk Exposure

The Board does not have any significant exposure to any individual customer or counterparty.

(ii) Net Fair Values

The Board considers that the carrying amounts of accounts receivable approximate their net fair values.

Notes to the Financial Statements—30 June 1998

	1997/98 (\$'000)	1996/97 (\$'000)
13 INVENTORIES		
Stationery Stores on Hand	51	65
14 PROPERTY, PLANT AND EQUIPMENT		
Buildings and Improvements at valuation 1997	35,029	35,004
Accumulated depreciation	898	0
	<u>35,029</u>	<u>35,004</u>
Land and Buildings at valuation 1996	220	220
Accumulated depreciation	9	5
	<u>211</u>	<u>215</u>
Computer Hardware and Software at cost	3,399	3,581
Accumulated depreciation	2,055	1,006
	<u>1,344</u>	<u>2,575</u>
Furniture and Equipment at cost	943	844
Accumulated depreciation	271	194
	<u>672</u>	<u>650</u>
Works of Art at cost	<u>254</u>	<u>248</u>
Library Collections (see Note 1 (b) (ii))	<u>32,902</u>	<u>0</u>
Total property, plant and equipment	<u>69,514</u>	<u>38,692</u>

15 ACCOUNTS PAYABLE

Accounts payable for goods and services received	637	407
--	-----	-----

The Board considers the carrying amounts of accounts payable approximate their net fair values.

16 EMPLOYEE ENTITLEMENTS

Current Liabilities

Annual Leave	0	382
Long Service Leave	<u>0</u>	<u>351</u>
	0	733

Non Current Liabilities

Long Service Leave	0	1,085
Superannuation	<u>0</u>	<u>4,703</u>
	0	5,788

As mentioned at Note 2, previous employees of the Library Board transferred to the Ministry for Culture & the Arts as at 1 July 1997. Therefore, the Board has no liability for employee entitlements.

17 ACCRUED EXPENSES

Interest and Loan Fees	589	652
Superannuation	0	156
Salaries, Wages & Allowances	<u>115</u>	<u>74</u>
	704	882

The Board has no liability for superannuation. As mentioned at Note 2, previous employees of the Library Board transferred to the Ministry for Culture & the Arts as at 1 July 1997.

The figure for accrued salaries, wages and allowances relates to amounts owing for the three working days from 26 June to 30 June 1998. (1997 - 27 June to 30 June, 2 working days).

The Board considers the carrying amounts of accrued expenses approximate their net fair values.

Notes to the Financial Statements—30 June 1998

18 BORROWINGS FROM WA TREASURY CORPORATION

Private Loans with WA Treasury Corporation amounting to \$35,130,000 have been raised to complete the construction and equipping of the Alexander Library Building, the upgrading of storage at the Intermediate Repository in Dianella, purchase of Furniture, Equipment and a new Computerised Library and Information Management System.

Unspent loan funds of \$213,000 were on hand at the end of the previous year and during the year a further \$300,000 was raised through borrowings. Loan funds of \$947,000 remain on hand to finance further purchases of Furniture and Equipment and Minor Works. Further borrowings of \$1,807,000 are anticipated in 98/99 for the replacement of floor coverings within the Alexander Library Building and furniture, fittings, plant and equipment. Repayments of \$11,653,039 have reduced the principal outstanding to \$23,476,961 and this appears as a Current Liability (\$978,295) and a Non Current Liability (\$22,498,667) in the Statement of Financial Position.

The Board considers the carrying amounts of borrowings approximate the net fair value. A portion of the annual appropriation is applied to the repayment of loan debt, interest and guarantee fees.

The Board does not have title to the Alexander Library Building. In 1989 a lease of the land and buildings was executed between the Board and the Minister for Works. The agreement is for 50 years from 1 July 1988 and yearly rental is one peppercorn payable if and when demanded.

As the Board met the costs of constructing the building, the cost is shown in the Statement of Financial Position and is being depreciated over the life of the lease.

19 ASSET REVALUATION RESERVE

	1997/98 (\$'000)	1996/97 (\$'000)
Balance at beginning of the year	14,410	0
Revaluation during the year	<u>0</u>	<u>14,410</u>
Balance at end of year	14,410	14,410

20 ACCUMULATED DEFICIT

Balance at beginning of year	(6,196)	(2,938)
Change in net assets resulting from operations	<u>37,415</u>	<u>(3,258)</u>
Balance at end of year	31,219	(6,196)

21 RECONCILIATION OF NET CASH USED IN OPERATING ACTIVITIES TO NET COST OF SERVICES

Net cash used in operating activities	13,836	25,137
Depreciation	2,332	1,142
Transfers to Provisions for Staff Entitlements	0	534
Past Service Superannuation Expense	0	(91)
Cost of Resources Free of Charge	10,578	35
Gain on Exchange Rate	0	35
Non Current Assets Written Off	0	176
Asset Transfers	0	(20)
Accounts Receivable (Increase)/Decrease	(118)	77
Prepayments (Increase)/Decrease	21	31
Inventory (Increase)/Decrease	14	61
Accounts Payable Increase/(Decrease)	230	209
Accrued Expenses Increase/(Decrease)	(178)	2,011
Other Liabilities Increase/(Decrease)	(3)	(17)
Loss on Disposal	1	-
Bad Debts / Write Offs	(8)	-
Assets brought to account for the first time	(32,902)	-
Transfer of employee entitlements	<u>(6,521)</u>	<u>-</u>
Net cost of services (operating statement)	(12,718)	29,320

Notes to the Financial Statements—30 June 1998

	1997/98 (\$'000)	1996/97 (\$'000)
22 REMUNERATION OF ACCOUNTABLE AUTHORITY AND SENIOR OFFICERS		

The total fees, salaries and other benefits received or due and receivable for the financial year, by members of the Library Board.

	8	11
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The total of fees, salaries and other benefits received or due and receivable for the financial year by Senior Officers other than members of the Library Board.

The number of members of the Library Board whose total of fees, salaries and other benefits received or due and receivable for the financial year, falls within the following bands:

	<u>1997/98</u>	<u>1996/97</u>
Under \$10,000	3	3

The number of Senior Officers other than members of the Library Board, whose total of fees, salaries and other benefits received or due and receivable for the financial year, falls within the following bands:

	<u>1997/98</u>	<u>1996/97</u>
\$40,000 - \$50,000	3	-
\$50,000 - \$60,000	3	4
\$60,000 - \$70,000	3	4
\$70,000 - \$80,000	4	4
\$110,000 - \$120,000	1	1

23 RETIREMENT BENEFITS

In respect of members of the Library Board, the following amounts were paid or became payable for the financial year:

	1997/98 (\$'000)	1996/97 (\$'000)
Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme	0	0
Contributions to other superannuation funds	0	0
	0	0

In respect of Senior Officers other than members of the Library Board, the following amounts were paid or became payable for the financial year:

	1997/98	1996/97
Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme	107	96
Redundancy payments	0	0
	107	96

Number of Senior Officers presently employed who are members of the Superannuation and Family Benefits Act Scheme:

	<u>1997/98</u>	<u>1996/97</u>
Members of the Accountable Authority	0	0
Senior Officers other than members of the Accountable Authority	0	0
	0	0

Notes to the Financial Statements—30 June 1998

24 EXPLANATORY STATEMENT

(a) Comparison of Actual Results with those of the Preceding Year

Details and reasons for significant variations between actual expenditure and revenue (income) and the corresponding item of the preceding year are detailed below. Significant variations are considered to be those greater than 5% or \$50,000.

	1997/98 \$'000	1996/97 \$'000	Variation \$'000
Salaries Wages and Allowances	10,361	10,099	262
The increase is mainly a result of the full year effect of pay increases relating to the enterprise and workplace agreements.			
Superannuation	300	933	(633)
The variation is mainly the result of the Library Board no longer having an obligation for superannuation contributions as a result of the establishment of the Ministry for Culture & the Arts. The Board retains an obligation to pay for past service superannuation costs.			
Other Staff Costs	253	1,012	(759)
The decrease relates to Board no longer having an obligation to pay payroll tax as a result of the establishment of the Ministry for Culture & the Arts.			
Library Acquisitions	1,527	8,105	(6,578)
The variation is not the result of a reduction in expenditure but relates to the decision to bring to account a portion of the collection as an asset.			
Consumable Supplies and Sundry Materials	1,190	987	203
The increase is mainly the result of increased costs for such items as electricity and water and for non asset computing and equipment items.			

	1997/98 \$'000	1996/97 \$'000	Variation \$'000
Services and Contracts	1,712	1,849	(137)
The decrease mainly relates to a reduction in costs associated with computer system development, on-line searching, book binding and microfilming.			
Maintenance	1,116	764	352
The variation is mainly due to increased costs associated with PC support. 97/98 was the first full year of the contract.			
Interest on Loans	2,453	2,693	(240)
The variance is mainly the result of a reduction in outstanding debt.			
Subsidies	391	352	39
The increase is the result of the transfer of responsibility, from Treasury, for the payment of grants.			
Depreciation	2,332	1,142	1,190
The increase relates to the effect of the revaluation of the Alexander Library Building in 96/97 and the increase in depreciation rates for computer hardware and software.			
Transfers to Provisions- Staff Entitlements	0	535	(535)
No transfers to provisions were made as the Library Board no longer employs staff.			
Service Charges	770	652	118
The increase in this item is mainly the result of an increase in fees received by the Arts Portfolio Finance Bureau and for records storage.			

Notes to the Financial Statements—30 June 1998

	<u>1997/98</u>	<u>1996/97</u>	<u>Variation</u>		<u>Budget</u>	<u>Actual</u>	<u>Variation</u>
	<u>\$'000</u>	<u>\$'000</u>	<u>\$'000</u>		<u>\$'000</u>	<u>\$'000</u>	<u>\$'000</u>
Sales	591	487	104	Library Acquisitions	7,552	1,527	(6,025)
The increase in this item mainly relates to additional revenue from discard book sales and photocopy sales.				The variance is not the result of a reduction in expenditure. At the time the estimates were prepared, the decision to capitalise a portion of this expenditure had not been made.			
Repayments and Recoveries	684	743	(59)	Services and Contracts	1,432	1,712	280
The decrease is mainly the result of the amount received from the Commonwealth Government for services provided to Christmas and Cocos Islands being less than 96/97.				At the time the estimates were prepared, it was expected that this cost would be lower than the result achieved.			
Other Operating Revenue	138	61	77	Maintenance	600	1,116	516
This variation is mainly the result of contributions from other agencies in relation to the leave entitlements of officers transferred.				The implementation of the PC support contract was not considered at the time the estimates were prepared.			
(b) Comparison of Estimates and Actual Results				Other operating expenses	220	668	448
Section 42 of the Financial Administration and Audit Act requires statutory authorities to prepare annual budget estimates. Treasurer's Instruction 945 requires an explanation of significant variations between these estimates and actual results. Significant variations are considered to be those greater than 5% of budget or \$50,000. In the interests of concise reporting, explanations provided in note (a) which would also explain the variation in (b) have not been repeated.				At the time the estimates were prepared, it was expected that this cost would be lower than the result achieved.			
	<u>Budget</u>	<u>Actual</u>	<u>Variation</u>	Resources received free of charge	13,827	10,578	(3,249)
	<u>\$'000</u>	<u>\$'000</u>	<u>\$'000</u>	The estimates were prepared on the basis that the Ministry would provide a greater range of expenses on behalf of the Board than actually occurred.			
Salaries, Wages and Allowances	0	10,361	10,361				
At the time the estimates were prepared, it was expected the Board would not show this expense as a result of the creation of the Ministry for Culture and the Arts.							
Superannuation	(4,616)	300	4,916				
At the time the estimates were prepared, it was expected the Board would show the transfer of the superannuation liability, as a result of the creation of the Ministry for Culture & the Arts, against this item.							
Other Staff costs	120	253	133				
The estimates were prepared on the basis that the Board would not show payments for workers compensation insurance. The payment for this premium has been included in 97/98.							

25 SERVICE DELIVERY AGREEMENT - COMMONWEALTH GOVERNMENT

The Library Board and the Commonwealth Government have entered into a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos (Keeling) Islands). The Commonwealth Government recoups to the Library Board the costs associated with these services, as detailed below :

	<u>\$'000</u>
Recoups received from the Commonwealth Government	115
Cost of providing services 97/98	118
Balance on hand	(3)

A payment due in July 1998 will cover the shortfall of \$3,000.

Notes to the Financial Statements—30 June 1998

26 ADDITIONAL FINANCIAL INSTRUMENTS DISCLOSURES

Derivative Financial Instruments

The Library Board has not entered into any forward foreign exchange contracts.

Interest rate risk exposure

The Library Board's exposure to interest rate risk, repricing maturities and the effective interest rates on financial instruments are :

	Weighted average effective interest rate %	Floating interest rate \$'000	FIXED INTEREST RATE MATURITIES			Non-interest bearing \$'000	TOTAL \$'000
			One year or less \$'000	One to five years \$'000	Over five years \$'000		
Assets							
Cash resources						679	679
Accounts receivable						247	247
Total financial assets						926	926
Liabilities							
Accounts payable						637	537
Borrowings from WA Treasury Corp	10.12%		8,847	7,214	7,416		23,477
Accrued expenses						704	704
Total financial liabilities			8,847	7,214	7,416	1,341	24,818
Net financial assets (liabilities)			(8,847)	(7,214)	(7,416)	(415)	(23,892)

Credit risk exposure

All financial assets are unsecured.

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts.

The following is an analysis of amounts owing by other government agencies :

	\$'000
Western Australian Government agencies	83
Government agencies of other jurisdictions	108
Total	191

27 COMMITMENTS - LIBRARY ACQUISITIONS

The Board had commitments outstanding at 30 June 1998 for Library Acquisitions of A\$2,421,725.

28 COMMITMENTS - LEASES

The Board has lease commitments in relation to :

- * leased premises (Edward St East Perth - used for storage by the J.S. Batty Library)
- * a locker service
- * motor vehicles
- * photocopiers

Categorised as follows :	(\$'000)
- not later than one year	200
- later than one year but not later than two years	105
- later than two years but not later than five years	146
- later than five years	<u>54</u>
	505

29 EVENTS OCCURRING AFTER REPORTING DATE

The Ministry for Culture & the Arts was created, effective 1 July 1997. Legislation is currently being prepared which will abolish the Library Board of Western Australia and other statutory authorities previously in the Arts portfolio. It was expected that this legislation would have been effected in 97/98. However, it is now expected to pass through Parliament during 98/99 and as such, this is likely to be the last full annual report for the Library Board.

Schedule of Expenses and Revenues—year ended 30 June 1998

	Public Library Services		WA Documentary Heritage		Public Records & Archival		Reference & Info Services		Fee Based Services		Corporate & Support Services		TOTAL	
	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97
COST OF SERVICES	<i>(all figures in \$'000)</i>													
Operating expenses														
Salaries, wages and allowances	1,476	1,499	1,186	1,126	596	587	2,259	2,262	516	406	4,328	4,219	10,361	10,099
Superannuation	107	125	8	94	0	49	36	189	0	34	149	442	300	933
Other staff costs	47	154	9	99	13	70	19	197	7	42	158	450	253	1,012
Library acquisitions	6,757	6,712	36	85	0	1	1,319	1,307	0	0	0	0	8,112	8,105
Consumable supplies and sundry materials	232	120	183	173	92	100	281	243	9	50	393	30	1,190	987
Services and contracts	355	268	151	140	84	146	155	148	151	232	816	915	1,712	1,849
Maintenance	66	53	91	84	49	41	219	157	81	27	610	402	1,116	764
Interest (On Loans)	270	296	466	512	245	269	859	943	0	0	613	673	2,453	2,693
Subsidies	391	352	0	0	0	0	0	0	0	0	0	0	391	352
Depreciation	0	0	0	0	0	0	0	0	0	0	2,332	1,142	2,332	1,142
Transfers to provisions for staff entitlements	0	27	0	76	0	27	0	69	0	27	0	308	0	535
Other operating expenses	103	85	59	74	45	36	82	46	14	7	365	374	668	622
Total operating expenses	9,804	9,691	2,189	2,463	1,124	1,326	5,229	5,561	778	825	9,764	9,226	28,888	29,033
Revenue from services														
Service Charges	26	24	0	0	58	0	0	0	648	594	38	34	770	652
Sales	28	31	96	77	7	6	217	8	241	361	2	4	591	487
Repayments and Recoveries	492	598	62	50	20	32	6	11	6	0	98	52	684	743
Surplus on Disposal of Assets	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other operating revenue	0	0	1	0	0	0	0	0	0	0	137	61	138	61
Total revenue from services	546	653	159	127	85	38	223	19	895	955	275	151	2,183	1,943
Net cost of services before abnormal item	9,258	9,038	2,030	2,336	1,039	1,288	5,006	5,542	(117)	(130)	9,489	9,075	26,705	27,150
Abnormal item	(33,774)	299	(677)	224	(331)	117	(1,248)	451	(180)	81	(3,213)	998	(39,423)	2,170

Schedule of Expenses and Revenues—year ended 30 June 1998

	Public Library Services		WA Documentary Heritage		Public Records & Archival		Reference & Info Services		Fee Based Services		Corporate & Support Services		TOTAL	
	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97
	<i>(all figures in \$'000)</i>													
Net cost of services after abnormal item	(24,516)	9,337	1,353	2,561	708	1,405	3,758	5,993	(297)	(49)	6,276	10,073	(12,718)	29,320
REVENUE FROM GOVERNMENT														
Consolidated Fund - recurrent appropriation	7,650	9,204	722	2,244	375	1,212	2,529	5,278	233	716	2,370	7,328	18,879	25,982
Premier's Book Awards Grant	0	0	0	0	0	0	0	0	0	0	50	45	50	45
Commonwealth Grant	190	0	0	0	0	0	0	0	0	0	0	0	190	0
Resources received free of charge	1,489	0	1,226	0	604	0	2,278	0	519	0	4,462	35	10,578	35
Total revenue from Government	9,329	9,204	1,948	2,244	979	1,212	4,807	5,278	752	716	6,882	7,408	24,697	26,062
Change in net assets resulting from operations	33,845	(133)	595	(317)	271	(193)	1,049	(715)	1,049	765	606	(2,665)	37,415	(3,528)
Add opening balance of accumulated (deficit)/surplus	(186)	(53)	(1,059)	(742)	(287)	(94)	(455)	260	1,139	374	(5,348)	(2,683)	(6,196)	(2,938)
Closing balance of accumulated (deficit)/surplus	33,659	(186)	(464)	(1,059)	(16)	(287)	594	(455)	2,188	1,139	(4,742)	(5,348)	31,219	(6,196)

Schedule of Assets and Liabilities as at 30 June 1998

	Public Library Services		WA Documentary Heritage		Public Records & Archival		Reference & Info Services		Fee Based Services		Corporate & Support Services		TOTAL	
	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97
CURRENT ASSETS														
Cash resources	0	0	0	0	0	0	0	0	0	0	679	1,283	679	1,283
Accounts receivable	100	99	34	0	44	0	4	3	37	0	28	27	247	129
Inventories	0	0	0	0	0	0	0	0	0	0	51	65	51	65
Prepayments	0	0	0	0	0	0	0	0	0	19	33	34	33	53
Total current assets	100	99	34	0	44	0	4	3	37	19	791	1,409	1,010	1,530
Non-Current Assets														
Property, plant and equipment	0	0	0	0	0	0	0	0	0	0	69,514	38,692	69,514	38,692
Total non-current assets	0	0	0	0	0	0	0	0	0	0	69,514	38,692	69,514	38,692
Total assets	100	99	34	0	44	0	4	3	37	19	70,305	40,101	70,524	40,222
Current Liabilities														
Accounts payable	570	324	10	13	4	5	38	48	4	4	11	13	637	407
Employee entitlements	0	109	0	77	0	28	0	90	0	4	0	425	0	733
Accrued expenses	81	97	132	152	66	80	233	277	49	8	143	268	704	882
Borrowings from WA Treasury Corporation	108	103	186	178	98	94	342	328	78	75	166	159	978	937
Other current liabilities	0	0	0	0	0	0	0	0	0	0	77	80	77	80
TOTAL CURRENT LIABILITIES	759	633	328	420	168	207	613	743	131	91	397	945	2,396	3,039

Schedule of Assets and Liabilities as at 30 June 1998

	Public Library Services		WA Documentary Heritage		Public Records & Archival		Reference & Info Services		Fee Based Services		Corporate & Support Services		TOTAL	
	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97	97/98	96/97
	<i>(all figures in \$'000)</i>													
NON-CURRENT LIABILITIES														
Borrowings from WA Treasury Corporation	2,475	2,548	4,275	4,404	2,250	2,326	7,875	8,115	1,800	1,855	3,825	3,933	22,499	23,181
Employee entitlements	0	763	0	600	0	303	0	1,158	0	176	0	2,788	0	5,788
Total non-current liabilities	2,475	3,311	4,275	5,004	2,250	2,629	7,875	9,273	1,800	2,031	3,825	6,721	22,499	28,969
Total liabilities	3,234	3,944	4,603	5,424	2,418	2,836	8,488	10,016	1,931	2,122	4,222	7,666	24,895	32,008
Net assets	(3,134)	(3,845)	(4,569)	(5,424)	(2,374)	(2,836)	(8,484)	(10,013)	(1,894)	2,103)	66,083	32,435	45,629	77,728
Equity														
Accumulated surplus/(deficit)	33,659	(97)	(464)	(605)	(16)	(48)	594	83	2,188	74	(4,742)	(5,603)	31,219	(6,196)
Asset Revaluation Reserve	0	0	0	0	0	0	0	0	0	0	14,410	14,410	14,410	14,410
Asset Transfer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total equity	33,659	(97)	(464)	(605)	(16)	(48)	594	83	2,188	74	9,668	8,807	45,629	8,214

Acknowledgements

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