



**47th Annual Report of the Board
Perth Western Australia 1999**

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
Saturday and Sunday	10.00am to 5.30pm

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Alexander Library Building
Perth Cultural Centre
Perth WA 6000

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MINISTER FOR THE ARTS WESTERN AUSTRALIA

Minister's Foreword

During 1998-99 I had the opportunity to visit the Alexander Library Building on a number of occasions to launch new initiatives and projects. Each time I was delighted with the innovative use of resources to provide new services.

As we approach the end of the twentieth century we have a natural tendency to review the past and assess our achievements. While our personal mementos enable us to do this on a small scale, it is imperative that the State's documentary heritage is preserved to give us the big picture. The Save Our Century Fund, which was launched in December 1998, is an exciting initiative to promote and secure community and corporate support for the collection, preservation and presentation of Western Australia's 20th century documentary heritage, and I commend the WA State Library Custodians for the initiative.

I was also able to announce the completion of a major microfilming project, the WA Historical Newspapers (1833 - 1901) Project. This project filmed a number of important pre-Federation newspapers which document the cultural, social, business and sporting life of the colony, and this was made possible by a Lotteries Commission grant to the Friends of Battye Library.

Two new facilities for clients are the Search Room of the State Records Office and the Readers' Centre. The new Search Room reflects the importance the Government places on collecting, maintaining and providing community access to public records, and in the future, new technology will make it easier for people to have access to these records. The Readers' Centre on the other hand celebrates the book and is a new informal area for authors, publishers and readers to meet for activities such as book launches, readings and meet-the-author sessions.

The seniors in our community are important users of libraries and archives, and in this International Year of Older Persons I was pleased to launch the brochure *Public Library Resources and Services for Seniors*, and the writing competition "Connecting All Ages".

In April I presented the State Librarian's 10th Anniversary Achievement Awards to teams within LISWA who had demonstrated excellence in a range of areas: from technological innovation to teams, and from improvements in service delivery to systems replacement. I would like to commend LISWA and the staff for their innovation, philosophy of continuous improvement and striving for excellence in a range of areas.

I would also like to congratulate LISWA on receiving a second gold award for its Online Library project at the Twelfth Government Technology Productivity Awards. To achieve such national recognition for improving productivity and providing better service through improved technologies is a tribute to the management and staff.

Finally I would like to thank the members of the Library Board of Western Australia for their continued performance in overseeing such a dynamic organisation.

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

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The Hon Peter Foss QC MLC
Minister for the Arts
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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 1999.

On the 1 July 1997 the Ministry for Culture & the Arts was formed. The Library Board's staff were notified by the Ministry that they had been transferred to the Ministry for Culture & the Arts from the 1 July 1997. Associated funds were appropriated to the Ministry, leaving the remaining funds needed for the Board's operations under the direct control of the Board. Legislation giving legal authority to this arrangement is yet to be enacted.

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

Yours sincerely



Mr Graham McEachran
Member of the Board



Mrs Kay Poustie
Member of the Board

27 August 1999

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 also 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 State 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

Our information systems allow people throughout Western Australia to access our website and catalogues 24 hours a day.

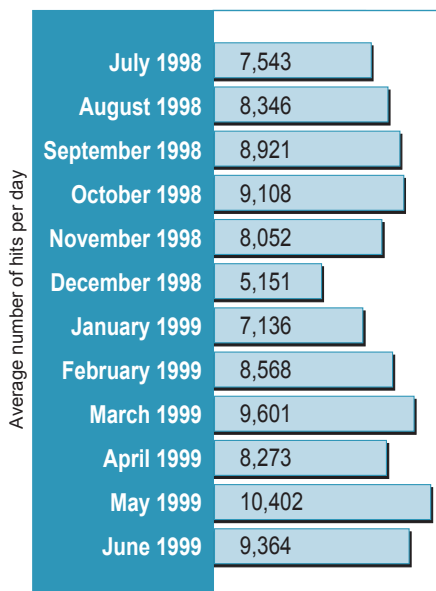
Our Values

LISWA prides itself on being a value driven organisation.

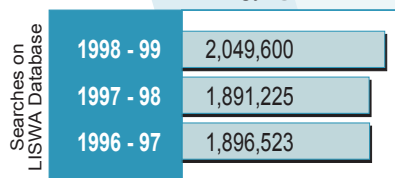
Our values are:

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.*

Use of Technology @ LISWA



Use of Technology @ LISWA



- A new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjarraku and the Aboriginal community. It will serve as a model for the development of other Aboriginal community libraries in Western Australia.
- LISWA received a gold award for its Online Library project at the Twelfth Government Technology Productivity Awards.
- To celebrate the International Year of Older Persons The Hon. Peter Foss, Minister for the Arts, and The Hon. Rhonda Parker, Minister for Seniors, launched a new brochure, Public Library Resources and Services to Seniors, and the writing competition "Connecting All Ages".
- A range of activities for children were undertaken including the launch of LisKidz, participation in the Awesome Children's Festival, the Allsorts annual holiday reading program for children, coordinating the Western Australian component of the Nestle Write Around Australia short story competition, and organising tours by visiting authors/illustrators.
- The State Records Office moved to custom built accommodation on the ground floor of the Alexander Library Building.
- The State Records Bill and the State Records (Consequential Provisions) Bill were introduced in the Spring Session of Parliament in October 1998.
- Clients have improved access to LISWA collections through projects to convert card catalogues and indexes into electronic form in LISWA's database.
- LISWA provided 85,845 additional volumes to local government to cater for population growth, for new or expanded libraries, or to bring public libraries up to the recommended minimum standard for stock.
- In June 1999, The Library Board signed an agreement with EBSCO for a 12 month pilot to enable unlimited access to two major online databases for staff and clients in the Alexander Library Building and from the eleven regional libraries throughout Western Australia.
- The WA State Library Custodians launched the Save Our Century Fund which aims to raise \$5 million over three years to preserve Western Australia's twentieth century stories.



Clients in the State Reference Library

Highlights of 1998-99 (cont.)

- A number of major exhibitions were held in the Centre for the Book on the themes of The Child - West Coast Kids; Old Books, New Authors - The Abbey of St Gall; and The Centenary of Women's Suffrage - Herstory: A 100 Years of the Vote, Another 100 Years for Equality?
- The Friends of Battye Library Inc. completed the project Access to WA Historical Newspapers Project 1833-1901 by microfilming pre-1901 issues of two major Perth/State-wide newspapers following a grant for \$169,000 received from the Lotteries Commission.
- The Public Librarians Online website was launched to improve communication, networking and information sharing between LISWA staff and public librarians. This has encouraged many local governments to provide their libraries with online facilities.
- Major systems were upgraded to achieve Year 2000 compliance.

Official opening
Abbey of St Gall Exhibition
Left to right
Ron Sheen,
Werner Ballmer
and Lynn Allen



Abbey of St Gall Exhibition



1998-99 is the second year in which the Library Board has operated under some uncertainty about its future. The *Culture, Libraries and the Arts Bill* was introduced to Parliament in October 1998, but it has yet to pass into law. However the Board has taken an attitude of business as usual, and in so doing has overseen a year of many achievements.

Several trends have stood out this year in relation to the way public library services are being delivered. The first is the increasing co-location of public libraries with other community resources, particularly in regional Western Australia. In the fifty years of public library growth in Western Australia, the Library Board has cooperated with local governments to achieve excellent coverage of the State, but many of these libraries have been housed in stand-alone facilities, which have limited their opening hours and staffing possibilities. Locating these services with telecentres, schools, colleges, tourist bureaus and other cultural facilities has enabled better opening hours, increased staffing and a wider range of facilities offered to the public. The Board has seen many innovative library designs in the last year, and reports from staff in the Public Library Services directorate who visit regional areas regularly, indicate that this trend is increasing.

The take up of technology in regional areas has been another positive trend, with an increase in library automation and access to the Internet. The need for improved information technology was identified in the Public Library Resources Review undertaken last year, and increasingly LISWA will provide many of its services electronically. It is essential that country libraries are able to take advantage of these improved services, as well as ensuring their clients have access to the wealth of information content available on the Internet and which LISWA is providing from its website. The Regional Libraries Online project, which was jointly funded by the State and the Commonwealth Governments, enabled Internet access for staff and the public in all regional libraries and provided a much needed impetus to the take up of technology in the country. This project was recognised as a finalist in the Western Australian Premier's Awards for Excellence in Public Sector Management and I would like to congratulate all of the people involved.

Public Librarians Online is another exciting initiative which the Library Board sees as an opportunity to improve communication and service delivery to public libraries. Communication with libraries is now immediate without the need to copy and send hundreds of individual pieces of correspondence. The website also provides up-to-date access to publications which were previously printed, details of training courses and minutes of meetings.

The Warburton Aboriginal Community Library opened in May following extensive consultation with the Shire of Ngaanyatjarraku and the Ngaanyatjarra Council at Warburton. This library is the second library located at an Aboriginal community (the first was at Kupungarri in the Kimberleys) and will provide a model for future Aboriginal libraries. LISWA has identified the need for the development of appropriate services for Aboriginal people for some years and the Board was pleased to see the many public libraries which are reaching out to Aboriginal people.

A new five year agreement with the Association for the Blind takes the relationship between the Board and the Association to a new level of maturity. The agreement, which was signed in April, makes allowance for the payment of a subsidy for the maintenance of the Braille and Talking Book Library, as well as the provision of audio books direct to public libraries on request, the development of an online catalogue to facilitate access, and the provision of a range of in-kind services to LISWA and public libraries.

This year has been an important one for the newly renamed State Records Office (previously the Public Records Office) with world-class legislation for public records introduced into Parliament, and a move into custom designed premises on the ground floor of the Alexander Library Building. The legislation has been under development for a number of years, and while it has not yet passed into law, the final draft of the Bill signified the end of considerable effort and wide consultation on this issue. Access to the State's records has also been improved with a new high profile search room for the many people who have a need to use public records. These facilities are a vast improvement on the previous facilities, and will enable improved services and foster an interest in public records, their use and preservation. The Board looks forward to a new era of public recordkeeping in WA.

The launch of the Save Our Century Fund in December was a matter of great interest to the Board, which has endorsed this innovative approach to telling Western Australia's stories, while improving and preserving the State's collections. The WA State Library Custodians, who are the sponsors of this appeal, are an enthusiastic and dedicated group of people committed to the State's history.



Signing of the five year agreement with the Association for the Blind
Elizabeth Needham,
Margaret Crowley, Lynn Allen
and Brian de Garis

For many years the Battye Library has been a leader in collecting oral history. Western Australia had the first State Library in Australia to start such a program in 1961 and many partnerships have been developed to meet the cost of interviews and interview projects. The Library Board came under some criticism this year for its decision to restructure and reconsider the oral history program. However, this decision does not indicate a lessening of LISWA's dedication to oral history, but has allowed a reassessment of the role of oral history in the Battye Library given resource constraints and competing collecting and preservation priorities. Terms of reference for a review of the oral history program have been issued for public comment and many submissions were received. I am confident that the Battye Library will continue its important place in collecting the State's oral history.

1999 has been a year of anniversaries. In April I was delighted to speak at a function to celebrate the centenary of the birth of Professor Fred Alexander, the first Chairperson of the Library Board. Professor Alexander had a vision for state-wide public library services in Western Australia and without his commitment we would not have such an excellent service.

This year also celebrates the tenth anniversary of Dr Lynn Allen's appointment as State Librarian. I would like to take this opportunity to acknowledge the considerable achievements which Dr Allen has overseen at LISWA. Her vision and drive have ensured that LISWA is a leader in the library field. The State Librarian's 10th Anniversary Achievement Awards for teams within LISWA showed just how many staff had been involved with innovative projects over that period.

Finally I would like to thank my fellow Board members for their support throughout the year, particularly Mrs Joan Cameron and Councillor Nola Waters who occupied the position of Vice-Chairperson.

Brian de Garis
Chairperson

Introduction

This annual report shows that LISWA has had another year of remarkable achievement. In spite of a great deal of uncertainty across a range of issues, the Library Board of Western Australia and LISWA staff have remained focused on their primary purpose - to provide information services to Western Australian citizens as part of a national and international infrastructure of libraries, archives and knowledge based organisations.

It continues to be a privilege to lead such an organisation and I acknowledge here the extraordinary institution in which we work. My enthusiasm and excitement about the importance of LISWA to the community increases rather than wanes with the years.

It is one thing to be proud of our achievements but it is very satisfying to have our efforts recognised by others. This was symbolised most significantly at the Twelfth Government Technology Productivity Awards where LISWA received its second national gold award. We were also awarded a silver award at the W.S. Lonnie Awards for annual reporting in government.

'Ten Years After'

In January 1999, I celebrated 10 years in this position. It was an appropriate time to pause and reflect on not only my achievements but also those of LISWA as a whole. Rereading the last ten years' annual reports is both an exciting and a humbling experience when one sees how much we have achieved. I am immensely grateful to those who welcomed me to LISWA and worked with me to be where we are today. The more senior one becomes in management the more one relies on the loyalty, support and ideas of colleagues.

To mark the occasion I created a one-off set of awards called the State Librarian's Tenth Anniversary Achievement Awards. The process has been described elsewhere in this report but I would like here to congratulate all staff who participated. Everyone learned a great deal of the richness, quality and dedication of our teams over a long period of



time. We demonstrated how well we manage projects and how we can implement systems and services with innovation and within budget.

Some staff who had been with us considerably longer than 10 years - and there are a few who have dedicated many years to LISWA - reminded us of the early origins of some of our services, showing the continuity of one of WA's oldest public institutions, and one which has repeatedly taken up the challenge of new technologies from typewriters to PCs.

There have been but four State Librarians, including myself, and while the length of time served by each has been less than that served by their predecessor, ten years is a significant length of time for a CEO these days. Rapid changes in our industry with respect to telecommunications and computer technologies, an increasingly educated population and the imminent total coverage of the state with Internet-linked public library services, have created the need for good planning and project management skills over the last ten years. As one example, all our computer systems, even those controlling the building, have been replaced.

Client perspectives

We were delighted this year to be able to deliver some considerable improvements to our services, many of these based on better use of our building and existing resources.

The freeing up of space on the ground floor enabled us to relocate public services for the Public Records Office (formerly the State Archives). The Board and I had cast longing eyes upon this space for some years and our clients are delighted with the new premises. I would like to pay tribute to Chris Coggin, Director: Public Records Office, and his team for their efforts here - it proved to be a far more complex project than anticipated. To commemorate the new premises, and in anticipation of new legislation, we renamed the Office as the State Records Office.

Of particular pleasure was the long awaited agreement to develop a special type of library service to suit Aboriginal people. We have had this in the plans for some time and are delighted to have opened a unique service in Warburton. We hope this will prove a useful model and we can extend it to other areas, keeping in mind our determination to produce a service that suits the unique characteristics of each community.

The imaginative use of technology has seen us develop a children's website, extend public Internet access to all eleven regional libraries and develop programmes for the International Year of Older Persons.

Books, books, books

In the day of the information age, it is all too easy to be attracted to technological solutions for all service problems but we have maintained a balance at LISWA, proving through the enjoyment of many of our activities how much the book is loved by our clients.

Our continued involvement in the Premier's Book Awards and its move to the Festival of Perth is a great success and we were thrilled with Carolyn Polizzotto's win this year. The opening of the Readers' Centre in the Centre for the Book completes the revamping of several spaces into areas that can be used for book launches, meet the author sessions, writers' and readers' groups, exhibitions, story-telling and much more. Our involvement with the Awesome Festival for the first time was a huge success and we welcomed our good friend Glyn Parry as writer-in-residence. I am sure he encouraged some little Glyn Parrys if the 'awed' faces of his listeners were anything to go by!

Staff in the Battye Library were very pleased when Glyn indicated he would donate his manuscripts to us. Another important donation is Rica Erickson's collection. These treasures will join our existing ones. Thank you, Glyn and Rica.

The Electronic Age

I have mentioned our award earlier. Other developments went on much behind the scenes but have absorbed a huge amount of time and money. The Year 2000 has been a problem for many agencies and, while the world will not come to an end if our systems are not available on January 1 2000, almost every aspect of our services and operations are affected: the PABX, the many servers, the more than 300 PCs, the building systems, security systems and Internet access - to name but a few. No additional funds were available and I want to thank the staff, especially those in the Information Systems and Building Services branches, for the many additional hours they have contributed to the organisation.

While looking after Year 2000, our staff have developed a CD-ROM catalogue which will be available next year, a new website which will be launched in September 1999, completed the Internet access in regional public libraries project, implemented a website for public librarians and retrained nearly half the staff to take up the National Library's new systems. All this while analysing existing document delivery systems ready to implement electronic document delivery projects which are scheduled over the next twelve months! A truly marvellous effort.

I would not wish to give the impression that this is plain sailing. With static budgets, it becomes difficult to handle these systems projects. Electronic delivery is a primary service tool for us - it is much more than a corporate support function - and our ability to manage it, develop it and respond to demands made by national and international systems, of which we are WA's node, are not easy. The automation of local government's public libraries has moved apace and I would like to commend them for their investment. There are many small libraries still in need of access to the Internet, not a minor problem in a state the size of WA, and we are working closely with local government to achieve this.



People of all ages take advantage of the Library's electronic facilities

Continuous improvement

'Continuous improvement' is a cliché these days, as is 'work smarter' and 'do more with less'. However, like all clichés, there is a grain of truth in them and, when one is funded primarily from the public purse, one needs to demonstrate that all these objectives are attempted.

This year we have worked on areas such as oral history, discards of public library books, the implementation of the Public Library Resources Review, the development of the bibliographical services units as they integrate into directorates and the analysis of document delivery systems. I would like to make special mention of the last item. Staff, on their own initiative, suggested that they should analyse and cost all current activities so that when we implement the new national electronic document delivery systems we can analyse those and determine whether there have been any benefits, including financial.

Old Partners, New Friends

I have mentioned budgeting several times and while we can review our operations and refine systems to ensure that each dollar is well spent, we need more dollars for all sorts of activities and collections. This is the case for any major institution of our type throughout the world. Like those organisations, we have looked at two areas - how we can raise revenue from services and how we can develop community and corporate support through new kinds of partnerships.

I would like to commend the WA Municipal Association (WAMA) and its Executive Director, Mr Tim Shanahan, for their partnering with us in the Regional Libraries



Denis Thompson, West Australian Newspapers, and Peter Holland, Channel Nine, at the 'Save Our Century Fund' launch



Opening function for the 'Save Our Century Fund' launch

Online project. With the Department of Commerce & Trade and local government we have developed new models for service delivery together through the telecentre networks, and this partnership is a very exciting one. The relationship between WAMA and the Board is an excellent one and I am sure we will continue to develop this as we investigate what a new framework agreement for the delivery of public library services might look like.

We were fortunate to receive several grants during the year. Of particular note was the Lotteries funding of the Friends of Batty's newspaper microfilming project and the Federal Government funding of a Centenary of Federation project in conjunction with Edith Cowan University.

The most revolutionary and innovative activity to raise funds was the Save Our Century Fund, the project launched by the WA State Library Custodians Inc in December 1998. The Custodians' report is elsewhere in this document but I would like to thank them here most warmly for their enthusiasm and willingness to take us on, particularly Mr Ron Sheen, President, who has had a long term affection and commitment to the various incarnations of the State Library.

Most major institutions in Australia have foundations or other fundraising bodies. We have come to this late but our planning has stood us in good stead as we find most people we speak to adopt our project enthusiastically. The Custodians are introducing LISWA staff to people who might partner with us in telling their stories. What we offer is a true partnership for a specific project and donors can see the tangible result of their donation whether it be an organised collection, a published history, an oral history archive, a website, an exhibition, a microfilmed collection... or any other service delivery or collection improvement project that makes the stories of Western Australians in the twentieth century accessible in years to come. This project has brought home very strongly to me how much we could benefit from long term partnerships, and what an enormous inter-generational and long term responsibility we carry for WA's cultural identity as recorded in its stories. If we don't collect and document the material, perhaps the story can never be told.

In gratitude

There are many people to thank, and I have mentioned some already. I am grateful for the governments and Boards that have enabled me to serve ten years as State Librarian. Thanks in particular to the current Chairman of the Board, Professor Brian de Garis, whose wisdom, sense of timing and intelligence is well known to all of us and much appreciated by LISWA staff.

To the Custodians, the Friends of Battye and all those who have served on boards and committees, and especially our large number of volunteers, our thanks.

I would like to pay particular thanks to *The West Australian* newspaper, in particular to Dennis Thompson and Paul Murray, and to Channel 9 (Perth) and Paul Bowen. These organisations and people have committed to helping us as founding partners of the Save Our Century Fund and what a commitment they have made - editorial, commercials, programming, advertising, personal advice and sheer enthusiasm. We are learning a great deal and look forward to a mutually rewarding long term relationship.

There are many others assisting us with the Fund - the Commonwealth Bank, Airlink, Scott Four Colour Print, Goundrey Fine Wines and the Sheraton Perth Hotel. Thank you to them all.

My final thanks I reserve for my staff, and in particular my senior management team. I have never worked with a better group of people and the results in this report speak for themselves. We were sorry to lose Tony Bennett, our Finance and Building Services Manager, a loss we are feeling keenly but we wish Tony well in his new career. This loss led to some minor restructuring to take us forward and the team is ready for another year of challenges.

I commend this report and this organisation to you. I am not sure whether it is the done thing to put a commercial in the foreword to an annual report, but I will. If there is any way you can assist us, please contact my office or make a donation to the Save Our Century Fund at any Commonwealth Bank.

Dr Lynn Allen
State Librarian and CEO



Keynote speech by Ron Sheen at the 'Save Our Century Fund' launch, December 1998.



Wanslea (c 1944) Battye pictorial collection 27817P. The image chosen to represent the 'Save Our Century Fund' campaign.

In December 1998 the WA State Library Custodians launched a major fundraising initiative, the Save Our Century Fund.

The fund aims to raise \$5 million over three years for the benefit of the State's 20th century documentary heritage. Funds raised will be used to collect, preserve, present and organise Western Australia's 20th century heritage collections.

Support for the Fund has come from our founding partners, the *West Australian* and Channel Nine (Perth), and major sponsors, Airlink, Goundrey Fine Wines, Scott Four Colour Print, the Sheraton Perth Hotel and the Commonwealth Bank.

Raising funds through corporate sponsorship, cash pledges, donations and bequests is one objective, as well as securing donations of significant Western Australian 20th century heritage materials.

Since the launch of the campaign, the Fund has received many financial donations as well as donations of in-kind materials. All cash donations, large or small, are gratefully accepted and it is pleasing to note the number of small donations being made by individuals and families from all sections of the Western Australian community including regional WA. The State Librarian, Dr Lynn Allen, believes the contributions from the community are indicative of the feelings of support for the State Library's collections and the services offered at LISWA and throughout the public library network in Western Australia.



The Story of the Land



The Story of Banking, Finance and Law

The magnificent promotional campaign made possible by the Fund's founding partners has been instrumental in raising public awareness and promotion of the Fund has appeared in the form of stories in the *West Australian* and the *Kalgoorlie Miner*, advertisements for the Fund on television and in print, and promotion of particular projects such as "Adopt-a-Soldier".

The *Adopt-A-Soldier* campaign was launched over the 1999 Anzac Day Long weekend by media partners, the *West Australian* and Channel Nine (Perth). Julie Martin, the librarian for the pictorial collection in the J S Batty Library of West Australian History, said "The immediate response from the community was overwhelming. Hundreds of faxes, e-mail's and phone calls record the proof of the public interest. One elderly caller described how he opened the newspaper on the weekend to see a beautiful photo of his father as a young man staring back at him from the pages. Another saw an image of his father (whom he had never known) shown during a television segment of Channel Nine's *Postcards* programme."

At the heart of the Save Our Century Fund is the need to preserve and present ten major stories. These stories encapsulate the essence and uniqueness of life in Western Australia during the 20th century. The stories are:

The Story of Architecture and Building

So much of our community's history is recorded in its buildings. Their design, construction methods and other technical features are recorded not only in the buildings themselves but in photographs, film and drawings of buildings that may no longer be standing.

The Story of the Arts

A community's values are often defined in its works of art. Library collections of literary manuscripts and film are invaluable sources of artistic expression and require extensive care. The value of such collections is often at great risk because of the fragility of the materials. Many Australian books go out of print quickly and therefore require careful conservation.

The Story of Banking, Finance and Law

The story of banking, finance and law echoes the economic and social progression of Western Australia during the 20th century. Banking is a field where major changes have occurred at a fast rate. Although we hold significant material, there is a need to complete the collections. Thus we invite the banking industry, not only to support our preservation and access objectives through the donation of funds, but also to donate a range of treasured archival materials.

The Story of Business

Taking care of business. Who were those people who shaped business events in Western Australia during the 20th century and how did they do it? This question will be asked many times in the next century. An investment in saving Western Australia's 20th century business story, as documented in records, personal papers, photographs, film and annual reports, is an investment in Western Australia.

The Story of the Land

Just as the great pastoralist stories of the 19th century seem legendary, our 20th century stories depicting life on the land will become, over time, common folklore. Our stories of the land found in books, journals, personal papers, photographs, film and oral recollections describe the shifting focus of WA's great land stories. From the wool and beef pastoral industry to agriculture, forestry, viticulture and eco-tourism, these stories tell much about the human condition - courage, persistence and determination.



The Story of Sport

The Story of Mining and Resources Development

Western Australia's 20th century mining and resources development stories reflect an era of brave and relentless exploration. From small mines in the goldfields owned and operated by families, to companies of mammoth proportions created by our State's entrepreneurial legends. These stories as told through government records, photographs, films and private archives should never be forgotten. To complete this collection there is an urgent need to collect more material.

The Story of our People

Our people stories are magnificent. These speak about the struggles of Western Australia's proud indigenous population as they fought to find firm footings in lands that were once theirs alone; about migrants who came in search of new beginnings; about ordinary people who battled adversity to go on and lead extraordinary lives.

The Story of Science and Technology

Scientific endeavour in Western Australia has been a major economic influence throughout the 20th century. Advancement in the science of agriculture, farming, aquaculture, marine biology, fisheries, medicine and mining have provided the momentum to position Western Australia as a world leader in these fields. By preserving precious documents such as papers, journals, photographs and films, our 20th century scientific advancements will live on to influence and guide future generations.

The Story of the Sea

Our stories of the 20th century are dominated by sea stories that are as adventurous and romantic as they are prosperous and successful. The great Indian Ocean has been a catalyst for a myriad of Western Australian industries and lifestyles, with many early influences linking to WA's 20th century migrants. Pearling, fishing, exploration, marine biology, science and tourism are but some of our stories about the sea.

The Story of Sport

Western Australia has produced some magnificent sporting heroes throughout the 20th century: Dennis Lillee, Polly Farmer, Margaret Court, Barry Cable, Darren Hill, Graham Moss, Rick Charlesworth, Shirley de la Hunty, Chum Taylor and Bob Marshall to name just a few. Our sporting heroes of today will no doubt become the legends of tomorrow.

Who are our Clients?

At its most broad, our clients are the people of Western Australia, and we have them as the focus for our services in providing library materials and advisory services to the 236 public libraries throughout the state, in providing access to our catalogues over the Internet and in collecting WA's documentary heritage for current and future generations. But in order to focus our services on our clients' particular needs we must know a bit more about our them.

■ Public Library Services

Public library services are provided through a partnership between local governments (and other authorised bodies) and LISWA. Our direct clients are the staff in public libraries who in turn deliver services to the people of Western Australia. Some statistics for public library services in Western Australia are:

- **100% coverage, with a public library in every local government authority;**
- **approximately 700 staff (FTEs), including 200 librarians, are employed in public libraries in Western Australia;**
- **they have 1,048,606 members and issued 15,737,800 items in 1997-98;**
- **LISWA dispatched 384,234 items to public libraries in 1998-99;**
- **69,286 volumes in over 45 different languages were sent to public libraries to service WA's multicultural community.**

■ Visitors to the Alexander Library Building

There were approximately 750,000 visits to the Library in 1998-99, although that number is much higher when considering the many people who used the facilities of the Alexander Library Building to attend meetings, film screenings, seminars, exhibitions or visit the Discard Book Shop.

Our clients are:

- **56% were male and 44% female, although in the J S Battye Library, women outnumber men by 8%.**
- **13% of our clients were aged between 12 and 17, 26% between 18 and 24; 31% between 25 and 39; 21% between 40 and 59; and 9% are seniors.**
- **51% of our clients visit us at least once a week, 23% at least once a month and 9% are first time visitors.**
- **Students make up 44% of our visitors, with another 8% pursuing other academic or scholarly research.**
- **People researching family history make up 8.5% of our visitors, while 12% use us for business related matters.**
- **Libraries are a community space and 5% of our visitors use the library to access the Internet and for many others the library provides a place to pass the time.**
- **17% of our visitors had looked at LISWA's website from computers at home, in a public library, university or work place.**

■ Government Agencies

The State Records Office has particular responsibility for collecting and maintaining the State's public records, as well as advising on efficient and effective records management systems, developing policies and standards, and delivering training programs. Their clients comprise 380 state government agencies and 168 local governments and regional bodies throughout Western Australia.



The launch of the new State Records Office attended by (L-R) - Mollie Lukas, The Hon. Peter Foss, Margaret Medcalf and Brian de Gari.

Customer Service Councils

Following the launch of the Customer Focus program by the Premier in 1994, LISWA established consultative forums and customer service councils to provide valuable feedback from clients on LISWA's services.

Public Library Services

LISWA consults regularly with public librarians through joint meetings conducted under the mutually developed Communications Framework. Three standing committees operate under this framework: The Future Directions Committee which is a policy and strategic planning committee consisting of senior LISWA staff and chief librarians; the Resources Selection and Supply Committee; and the Library Networks Committee.

The work of these committees results in improvements to customer service and the development of innovative new products and services. In 1998-99 the committees were heavily involved in the implementation of the Public Library Resources Review recommendations aimed at improving the selection, management and delivery of public library stock.

State Reference Library

The composition and focus of the State Reference Library's Customer Service Council was considered during 1998-99. Because of the breadth of the State Reference Library's customers, the balance of members on the Council has been somewhat difficult to determine. It is intended that the Council will reconvene in 1999-00. Meanwhile there has been liaison with community groups to seek feedback on services and collections, and to develop new services for specific client groups.

Battye Library and Public Records Office

The combined Battye Library and State Records Office Customer Service Council provides a valuable forum for customers and client groups to express their concerns,

needs or compliments about current services, and to participate in the development of new services. The Council comprises representatives of the Friends of Battye Library, the Western Australian Genealogical Society, the Professional Historians and Researchers Association and an independent client. Two meetings of the Customer Service Council were held during 1998-99.

A wide variety of issues were addressed during the year. These included the relocation of the State Records Office to the ground floor and its impact on services, the development of the LISWA Genealogical Centre and the opening of the Battye Library researchers' room on the fourth floor. Other topics were the review of charges for the public order photographic service, the State Records Office community workshops, and the progress of the Friends of Battye Library/Lotteries Commission project to microfilm major pre-Federation newspapers. Improving access to information through the Internet was a regular theme with discussion on a variety of projects such as indexing the collections, participation in the Founding Documents Website project, and the Information Gateways on the new LISWA website.

Overall Improvements in Customer Service

A new search room for the State Records Office was opened on the ground floor of the Alexander Library Building. The new area was purpose built after considerable input from client groups, enabling better service delivery, a higher profile to the service and easier access for clients using government records. The area previously used by the State Records Office was converted to a special research centre for people requiring access to rare WA materials in the collections of the J S Battye Library.

The Public Librarians Online website was launched to improve communication, networking and information-sharing between LISWA staff and public librarians. The site contains a range of information previously only available in hard-copy format, and therefore hard to update, including handbooks and standards, plus the directory of public libraries. A bulletin board facility has also been included, and links to useful Internet sites. This site, among other useful electronic information sources, has encouraged many local governments to provide their public libraries with online facilities.

The new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjaraku and the Aboriginal community. It has been enthusiastically received by the people of Warburton who are predominantly Aboriginal and will serve as a model for the development of other Aboriginal community libraries in Western Australia.

The public workstations in the Alexander Library Building were upgraded during 1998-99 enabling faster, more efficient access to the online catalogue and information available on LISWA's website.

Client access has been improved through the digitisation of card catalogues and indexes which are now available online. The conversion of oral history records and the WA Short Story Index were completed and substantial work was done on other catalogues and indexes such as the Song Index.

To celebrate the International Year of Older Persons a special program of events were organised. At the launch of the program The Hon. Peter Foss, Minister for the Arts, and The Hon. Rhonda Parker, Minister for Seniors, launched a new brochure, *Public Library Resources and Services to Seniors*, and the writing competition "Connecting All Ages".

A major project to provide access to WA historical newspapers from 1833 to 1901, made possible by a grant from the Lotteries Commission to the Friends of Battye Library, has made microfilm of the major Perth metropolitan newspapers of the 19th century available.

Disability Services Plan Achievements

- A review of LISWA's progress in implementing the Disability Services Plan has commenced. As part of this review, two major items of equipment, a Reading Edge text scanner and an Aladdin CCTV enlarger, have been purchased. The equipment will improve access to library collections in the Alexander Library Building by people with print disabilities. Consumer input, as well as professional advice received through the Association for the Blind, was reflected in the choice of product and its location on the ground floor. A staff training program and promotional campaign are planned.

- An Information Gateway listing resources and services for people with disabilities was developed for the new LISWA website. In addition, the Public Librarians Online website includes information for public library staff on resources available for people with disabilities.
- The agreement between The Library Board of Western Australia and the Association for the Blind of Western Australia (Inc.) was reviewed and a new five year agreement signed. It provides for the subsidy to the Association to continue in recognition of its library services to people with print disabilities. The subsidy is the cash equivalent of the in-kind subsidies paid to local governments for the provision of public library services. For 1998-99, the total subsidy paid to the Association for the Blind was \$162,488.
- The role of LISWA's Consultant: Special Needs has been widened from focusing on assistance only to public libraries to coordinating all disability services throughout the organisation.
- Terms of reference for a Disability Network Group and a mailing list of individuals and groups in the disability field have been compiled. Members of the group will be invited to advise LISWA staff on various aspects of services to people with disabilities.
- A training course on "Clients with Special Needs" was developed and presented to public library staff in August 1998.
- LISWA provides library resources in alternative formats to public libraries to assist people with disabilities. At June 1999 library stock in alternative formats were:

<u>Large Print books</u>	<u>184,967</u>
<u>Videos</u>	<u>104,543</u>
<u>Audio books</u>	<u>88,880</u>

Government Two-Year Plan for Women

LISWA participated in the 1996-98 *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 was achieved by making the Infolink database available on the Internet and producing a bibliography of women's resources entitled *Material Girls* which was published in 1999. To celebrate the centenary of women's suffrage, the exhibition *Herstory - A 100 Years of the Vote, Another 100 Years for Equality?* was opened on 21 May 1999. It traces the history of women's suffrage and the birth of the Western Australia's women's movement, drawing on the treasures of the State's archives. It also features women who have helped shape the destiny of Western Australia in a variety of fields.

Aboriginal Services Plan

Staff were involved in inter-agency discussions concerning a proposed Aboriginal Cultural Precinct which is planned in the vicinity of the Perth Cultural Centre. The concept includes an education and cultural facility with input from LISWA, the Art Gallery of WA and the Western Australian Museum.

LISWA assisted the Western Australian Museum by locating and arranging the reproduction of a number of images to be displayed in the Museum's new Aboriginal Gallery which was opened in April.

The Director of the Battye Library was invited to participate in the Journey of Healing ceremony on 26 May 1999 where she was presented with a message stick recognising that the J S Battye Library will be the main repository for 70 Western Australian 'Sorry Books'. These books contain messages from around the State in support of the Aboriginal reconciliation process.

Staff from the Battye Library and the State Records Office are represented on the State Aboriginal Records Taskforce set up to oversee and ensure preservation and access to the personal records of Aboriginal people in response to the recommendations of *Bringing them home: the report of the Human Rights and Equal Opportunity Commission National Inquiry into the separation of Aboriginal and Torres Strait Islander Children from their Families*.



Marlena Jeffery,
Pat Giles and
Lynn Allen at the
launch of the
exhibition
'Herstory',
May 1999

Previous Organisational Structure

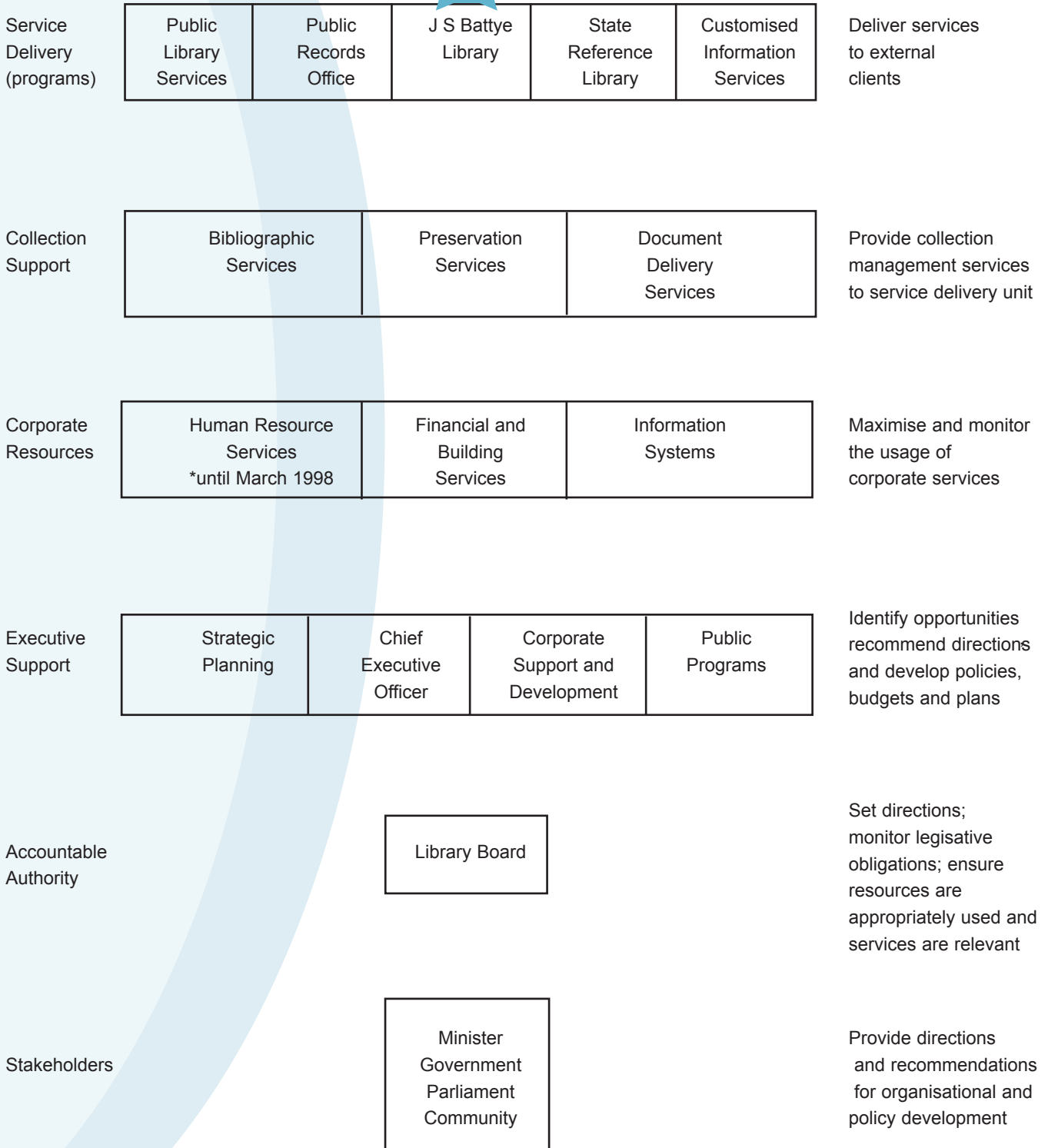
Previous Organisational Structure 1997 - 98

All unit head positions report directly to the CEO

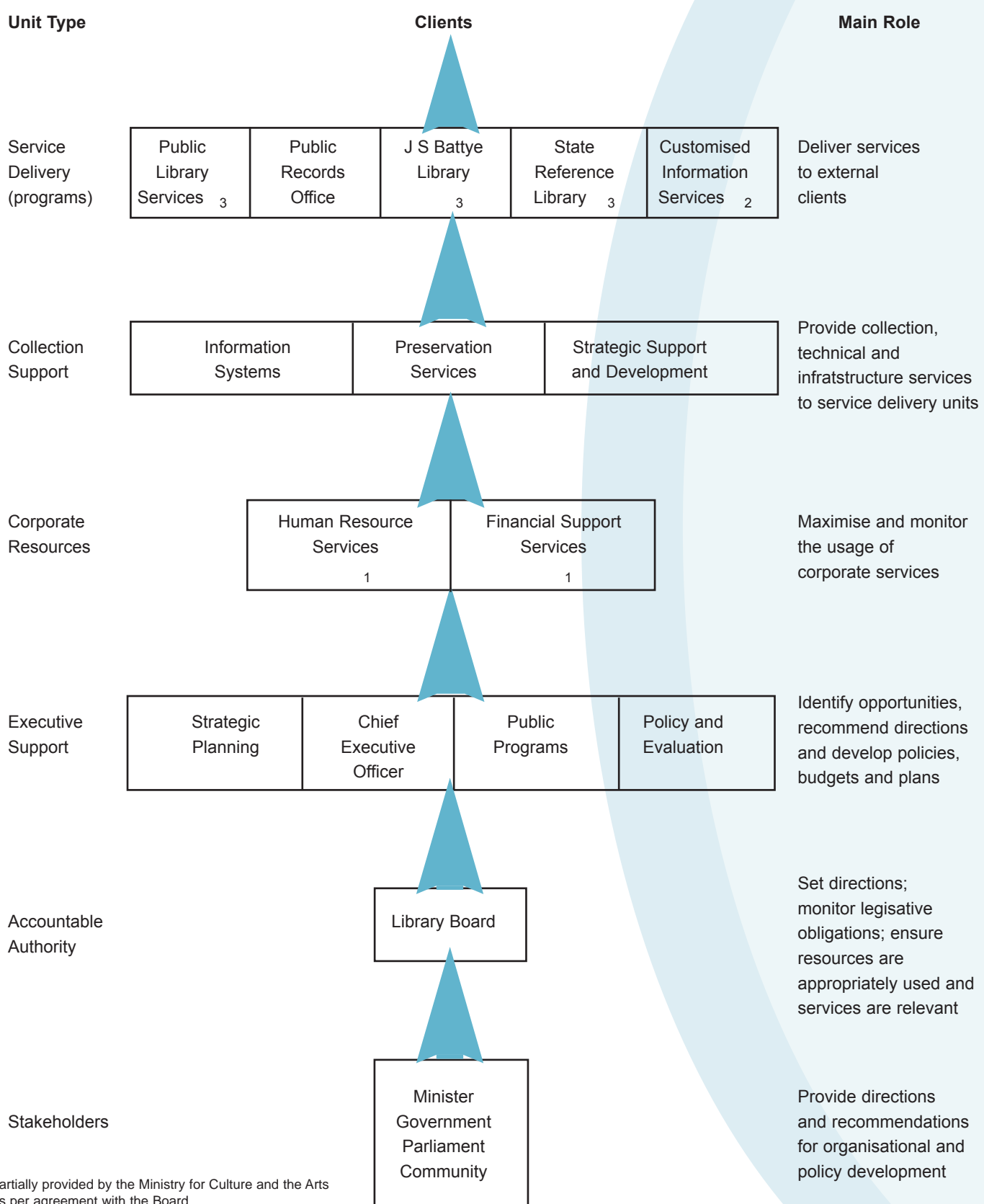
Unit Type

Clients

Main Role



Functional Structure 1998 - 99



1 partially provided by the Ministry for Culture and the Arts as per agreement with the Board
 2 includes Business Development and Document Delivery
 3 includes Bibliographical Services

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.

There is a trend for the co-location of community services in country towns, including joint-use facilities between public libraries, Telecentres, education providers and other agencies.

A new framework agreement between State and local government for the operation and management of public libraries will be negotiated in 1999-2000.

Strategic objectives 1997 - 2001

- *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 1998-99

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

Two new public libraries were opened, one in the South-west at Boyanup and the other at the more remote location of Warburton. The new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjaraku and the Aboriginal community. It has been enthusiastically received by the people of Warburton who are predominantly Aboriginal and will serve as a model for the development of other Aboriginal community libraries in Western Australia. The opening of the Warburton Library means that Western Australia once again has a public library in every local government area.

Each year local governments establish service points to cater for new population growth, and build new libraries or upgrade existing buildings to cater for increased growth. LISWA provided 85,845 additional volumes to new and expanded libraries or to bring public libraries up to the recommended minimum standard for stock. Part of this allocation of new stock was the result of an additional \$400,000 provided by the Government to bring libraries below the standard of 1.25 volumes up to that standard.

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

Each year LISWA staff and public librarians select material according to the Collection Development Policy from the vast array of new material published in Australia and overseas. This year 22,339 new titles, including 5,660 non-English language titles, were added to the range of library stock available in the State-wide public library collection. Material on CD-ROM in public libraries has been a growth area nearly doubling in 1998-99 to 4,785 items.

In order to provide up-to-date information, LISWA distributed 243,097 pamphlets, booklets and other material to the people of Western Australia through the public library system on behalf of government and non-government agencies.

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

In November 1998, the Public Librarians Online website was launched to improve communication, networking and information-sharing between LISWA staff and public librarians. The site contains a range of information previously only available in hard-copy format, and therefore hard to update, including handbooks and standards, plus the directory of public libraries, and agendas and minutes of various meetings. A bulletin board facility has also been included and links to useful Internet sites. This site, among other useful electronic information sources, has encouraged many local governments to provide their public libraries with online facilities.

LISWA has agreed to assist the Western Australian Municipal Association and local government to get all public libraries online, and where required, automated. This will involve bidding for various government and private sector grants and in some remote areas, is dependant on the introduction of improved telecommunications facilities. Currently, 45% of country public libraries in Western Australia do not have Internet access and 78% are not automated. While local government has the responsibility for IT infrastructure and electronic service delivery under the agreement between local and State Government, LISWA cannot deliver the full range of new services and realise efficiencies until libraries have online access.

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

Staff in the Public Library Services teams provide advice and assistance to local government and public library staff through many forms of communication including regular meetings and visiting libraries as part of the formal visit program. In 1998-99 staff visited 192 public libraries and participated in 151 meetings in metropolitan and regional areas. They also responded to 4,291 enquiries.

Training is an important service provided to local governments, and this year staff organised and conducted 31 training courses on a range of topics for 352 public library staff. The course for country library officers has been modified to reflect the increasing importance of technology in all libraries and the growing sophistication of what readers expect from their public library. New courses were offered on searching the LISWA database, genealogy, and resources to teach people how to play a musical instrument.



Senior clients benefiting from improved access and resources in public libraries



Through its five consultancy portfolios, LISWA assists public libraries and other participating bodies to provide targeted services to young people, seniors, people with disabilities and learning difficulties, Aboriginals and Torres Strait Islanders and the multicultural community. Many services are also provided directly by LISWA from the Alexander Library Building. Highlights in 1998-99 included:

- the launch of LISWA's International Year of Older Persons program by The Hon Peter Foss, Minister for the Arts, and The Hon Rhonda Parker, Minister for Seniors. Minister Foss launched a new brochure, *Public Library Resources and Services to Seniors*, and the writing competition "Connecting All Ages". Authors Doris Pilkington and Sister Veronica Brady were guest speakers at the function;
- completion of the project to develop and open the Aboriginal community library at Warburton;
- the launch of *LisKidz*, LISWA's new website for young people. The first service available on the site is the well known Funhouse website which allows users to become familiar with the work of Western Australian author Trevor Todd, as well as providing a platform for children to publish their own writing;
- participation in the Awesome Children's Festival held in Perth's various cultural institutions. LISWA hosted several activities including Glyn Parry as author-in-residence and one of the Quest Cats in the Centre for the Book. Over 3,000 children visited the library during the week;
- designing, producing and coordinating, in consultation with public librarians, the *Allsorts* annual holiday reading program for children;
- coordinating the Western Australian component of the *Nestle Write Around Australia* short story competition for school children;
- organising a tour by visiting authors/illustrators Christine Harris and David Legge to schools and libraries in metropolitan and country areas for Children's Book Week;
- commencement of the project to automate the processing and distribution of multi-language resource materials to public libraries;
- lending multi-language books to the Leeuwin Barracks for the use of the Kosovar refugees; and
- regular consultancy portfolio meetings between LISWA, public librarians and other relevant stakeholders to share ideas and further develop or improve services.



Author Glyn Parry discusses with Lynn Allen his approach to the art of writing books

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

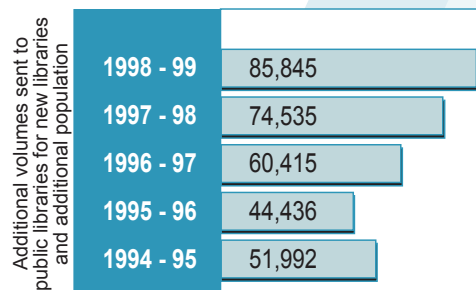
Implementation of the Public Library Resources Review recommendations commenced this year and is 65% complete. The development of an online stock selection system, a key recommendation from the review, has been accorded major project status within LISWA. Called the Stock Supply 21 Project, it is designed to plan and implement LISWA's future approach to the selection, ordering, supply and processing of stock for Western Australia's public libraries and the reference collections in the Alexander Library Building. Significant work was done during the year on researching the international library supply industry, planning the scope of the project and developing a Procurement Plan for the new tender to select new suppliers to provide library materials to LISWA. A project manager and a steering committee will develop this project, in consultation with public librarians, throughout 1999-2000.

One of the most important planning documents produced each year is the Resource Provision Plan. This Plan guides the ordering of library materials for the year and must take into account a number of variables, some of which are outside LISWA's control, such as exchange rates. Other factors include the funds available for acquisitions, the anticipated average price for each category of material, and the number of items needed to replace anticipated discards. The resultant Plan establishes the global expenditure for each category of material for public libraries and in turn serves as an input for the calculation of the detailed weekly ordering rates. The Plan is reviewed on a Quarterly basis to ensure expenditure remains within the allocated budget.

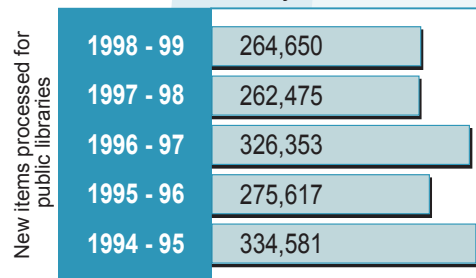
A new tender for suppliers able to catalogue materials in languages other than English was developed and issued. The new supplier is providing this service at a significantly reduced rate compared to the previous supplier.

The Exchange Program is a cornerstone of the public library service and provides fresh stocks of new and used items regularly to public libraries in Western Australia. This year 384,134 English language volumes and 69,286 multi-language volumes were dispatched to public libraries through this program. To get the maximum life out of relevant material, 35,403 items were repaired or rebound for re-selection in the exchange of stock.

Public Library Services

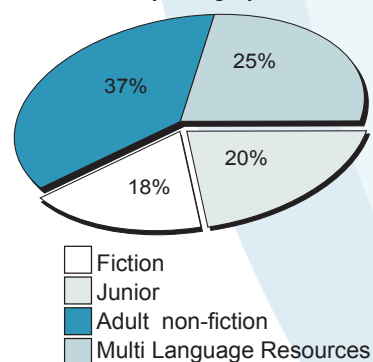


Public Library Services



Public Library Services

New stock titles added to public libraries in 1998 - 99 by category



Objective

The J S Battye Library of West Australian History has responsibility to collect, preserve and make available Western Australian materials as part of the nation's heritage.

Services provided

Collections of published and original Western Australian materials are maintained and developed in line with detailed policies. By cataloguing and indexing these collections, access is provided to books, newspapers, serials, maps, photographs, manuscripts, private papers, films and oral histories. Reference services are provided to assist clients gain access to these collections, and to community and government information. Advice is given to clients on the management of their collections of Western Australian materials.

Issues and trends

The Battye Library caters for a diverse range of clients, from those who are curious about family or local history, to professional historians and community organisations. Increasingly, expectations are that collections and the delivery of services reflect the diversity of the community. Staff are aware of the information needs, cultural backgrounds and skills of their clients, and design services to meet these needs.

There is increasing interest in the past and a growing sense of Western Australian identity. Consequently the volume, range and variety of formats of WA information continues to increase. Resources which target areas of greatest interest to clients are identified and partnerships developed with other collecting institutions to ensure the best access to Western Australia's documentary heritage.

New electronic formats and networks present challenges in the presentation and delivery of documentary heritage information. Opportunities exist for LISWA to tell Western Australian stories to the rest of the world through new partnerships with government and corporate organisations.

Strategic objectives 1997- 2001

- *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 1998-1999

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

A special research centre was opened in March 1999 for people using rare WA materials. This has provided more secure access to original materials in a pleasant environment conducive to research.

Ongoing cataloguing has been expanded to include the oral history collection and records from the pictorial collection. A highlight was the digitisation of 500 images from all around the State taken from the Passey collection. These indexed images are now available through LISWA's online catalogue.

A great deal of progress was made on inputting data previously only available in card catalogues and indexes of collections onto LISWA's online database. A total of 15,989 index entries were created by Battye staff this year, including 3,152 entries on ships, 925 for poetry, 1907 biographical entries and the WA Short Story Index. The conversion of data for the oral history collection has been completed with the welcome assistance of the Western Australian branch of the Oral History Association of Australia. The projects to convert data for serials and maps are half completed, and those for private archives and ephemera well underway. The projects have substantially improved client access to collections, leading to a marked increase in use by clients.

The Infolink database of government and community information provides staff with a powerful tool to assist in answering enquiries. Additional links have been provided to WA websites on the Internet, as well as updating and adding new information to the database to keep it current.

Volunteers from the Western Australian Genealogical Society and the Friends of Battye Library, have given 2704 hours of work to provide genealogical reference services and improved access to the Battye Library collections. They have contributed to a number of projects, such as cleaning and identifying the WW1 soldier portrait glass negatives for *Adopt-A-Soldier*. This special project, and the volunteers' work on it, was featured on Channel 9's *Postcards* television programme.

The Friends of Battye Library completed the project *Access to WA Historical Newspapers Project 1833-1901* with a grant for \$169,000 received from the Lotteries Commission. The project involved the microfilming of pre-1901 issues of two major Perth/State-wide newspaper titles: *The Perth Gazette/West Australian* and the *Inquirer*. Other pre-1901 newspapers were assessed to determine future microfilming priorities. Staff of the Battye Library and Preservation Services Team were involved in this project and the 129 reels of microfilm are now available to clients.

The staff responsible for the acquisition, cataloguing and processing of Western Australian materials were formed into the Battye Bibliographic Services Team and will now work more closely with the collections to improve access. The Team Leader has special LISWA-wide responsibilities relating to the maintenance of international and national cataloguing standards, and the coordination of LISWA-wide cataloguing processes.

- **To make Western Australian information accessible from many perspectives.**

LISWA has had an important role in the implementation of Kinetica, the National Library of Australia's replacement of the Australian Bibliographic Network. The Battye Bibliographic Services Team Leader was authorised as a Kinetica Training Agent. Ensuring a smooth transition within LISWA involved the training of 112 staff, and the 17 courses offered included 140 staff from other libraries.

A number of significant donations were received including:

- 494 botanical water colours, together with field notebooks and journals, from the eminent botanist and historian, Dr Rica Erickson. The Battye Library holds the manuscripts of her published works, and the genealogical research to which she has devoted so much of her life.
- manuscripts and other memorabilia from the author Glyn Parry, a Premier's Award winner for literature.
- a Red Cross Comforts Box from the Second World War with diaries kept by Raymond Stewart, a 'rat of Tobruk', during the time of his imprisonment by the Germans, was an unusual donation. The diaries were kept on rolls of toilet paper and had been transcribed by a relative. The transcript was also donated, together with other memorabilia that make up a fascinating picture.
- a series of 1970s commercials and promotional material from the Western Australian firm JeansWest, which reveal very different attitudes to advertising and the portrayal of women in advertisements. Other film donations included the 8mm home movies of Herb Elliot's family showing one of WA's greatest athletes as a boy, and film footage of Helen Keller's visit to Perth, provided by the Blind Institute.

There were a number of important interviews and transcripts added to the oral history collection during the year. Ongoing oral history projects included interviews from the Royal Agricultural Society, St George's College, Geraldton, the Shires of Swan and Perenjori, the Perth business community and the West Australian Parliament. The Battye Library, in partnership with the National Library of Australia, carried out interviews with cartoonist Dean Alston, noted author Tom Hungerford and the eminent stage and screen actress Margaret Ford.

A grant of \$85,000 to produce materials relating to aspects of Federation in Western Australia was received. The grant is a joint project with Edith Cowan University to develop curriculum materials and a CD-ROM covering Federation, secession, and present-day Commonwealth/State relations. The project is due for completion in April 2000 and will be based largely on materials from the Battye Library's collections, as well as oral histories produced for the purpose.

The 1999 edition of the popular *Calendar of Special Dates* was completed. This handy calendar continues to provide a useful list of important community dates throughout the year.

- **To help make people from interstate and overseas gain ready access to Western Australian information**

Information pages about Western Australian materials and services have been developed for LISWA's new website. They include links to other relevant sites and will be a major resource for clients doing research on Western Australia from anywhere in the world.

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

Staff worked with prospective donors of large collections to develop models for appraisal, description and transfer of materials. Battye's role in these cooperative ventures is to provide advice, carry out preliminary on-site appraisal, oversee project volunteers, and monitor the progress of listing and transfer of materials.

A major project was completed to relocate materials stored outside the Alexander Library Building into new storage with improved conditions to ensure the ongoing preservation of materials at less cost than previously.

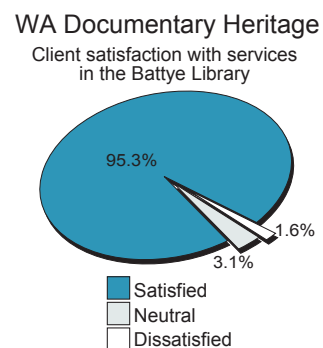
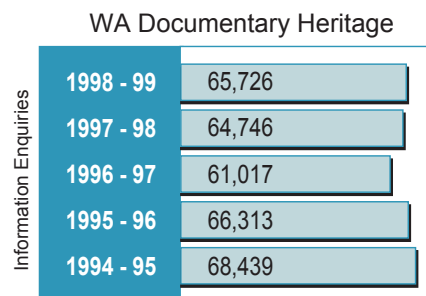
The Collections Analysis Project aims to identify and prioritise the backlogs of unprocessed materials, and provide a means for streamlining appraisal, accessioning and cataloguing. Plans will be developed to ensure that the Library's resources are directed to the areas of most need and where they will be used effectively to enhance public access to Battye's heritage 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.*

The Battye Library is very involved in the State Library Custodians' Save Our Century Fund and has welcomed the increased interest shown by members of the public in the collections. Publicity given to the campaign has resulted in a number of new collections being offered. The *Adopt-A-Soldier* appeal over the 1999 Anzac Day weekend received an excellent public response and sufficient funds were raised to begin the preservation of the collection of glass negatives containing images of World War soldiers from the old Dease Photographic Studio.

In March 1999, staff from the Battye Library and Museums Assistance Program (WA Museum), conducted a 5-day field trip to Esperance and the Eastern Goldfields. The trip was a valuable opportunity both for giving advice to collection holders and for finding out much about the local history archive collections that exist in these areas.

Staff conducted 34 talks, lectures and training courses for clients and 85 consultancies across the State, on topics ranging from establishing and developing local history collections to using the online resources of LISWA more effectively.



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 State 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 State 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 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 in consistent demand 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

- ***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 States public records are identified, collected and processed in such a way that the appropriate records are archived.***

Major Achievements for 1998-99

- ***To improve access to public records.***

Following the relocation of the State Records Office to the ground floor of the Alexander Library Building, the new search room was officially opened for public use by the Minister for the Arts on 7 April 1999. Attached to the search room is a separate viewing area for microform copies of government archives.

Since 1991 details of government archive holdings have been maintained on a database available only to staff. In order to improve access for clients and ensure Year 2000 compliance, a project to migrate the database to a new platform was undertaken. This project is due for implementation in August 1999.

Two Community Seminars focusing on the genealogical treasures of the government archives collection were organised for members of the public. These seminars were held on Saturday mornings and there was a very positive response from those attending. Further seminars are planned for 1999 - 2000.

The State Records Office has been a leading participant in the Founding Document Website project which is coordinated by the National Archives of Australia. This website, when completed, will contain images of documents of constitutional significance held by the State and Territory archival authorities as well as by the National Archives.

- **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 Bunbury, the Shire of Dandaragan, Northam, Bindoon and the Moora office of the Department of Conservation and Land Management. Advice and assistance has been provided to agencies in regional areas of the State which have experienced flood damage to government records.

By arrangement with the State Records Authority of NSW, the State Records Office markets and licences WA Government organisations for the use of Keyword AAA, a records management thesaurus of national standing. A Keyword AAA User Group has been established to provide Western Australian users with a forum for discussion and sharing ideas and information about the package.

The Standing Committee on Public Records met on four occasions, deliberating over 33 disposal authorities. The use of electronic records within government has an increasing focus, 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 demands, consultancy services, advice and training are provided on all aspects of records management. Eleven courses were conducted as part of this year's training program, including one presented to agencies in Bindoon.

Four guidelines have been produced to assist agencies in the complex area of electronic records. A guideline for *The Management of Electronic Records as Archives* was published and three others were reworked following input from stakeholders: *The Management of Electronic documents in Networked Computer Environments*, *The Management of Electronic Documents in Stand-Alone Computer Environments* and *The Management of Electronic Mail*. They are about to be published and distributed to clients. An *Electronic Records Handbook* is in preparation.

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

As anticipated last year, the State Records Bill and the State Records (Consequential Provisions) Bill were introduced in the Spring Session of Parliament. The Second Reading took place on 22 October 1998. It is likely that final passage of the Bills will take place in the next Spring Session. The Bill has been described by an expert in Australian archival legislation as "the first Australian attempt to introduce a third generation records law".

Training courses conducted during the year, including customised presentations to senior management and specialist groups 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 new 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.

The *General Disposal Authority for Local Government Records* and the *General Disposal Authority for Human Resource Records*, both published first in 1994, have undergone complete reviews. The volume for local government has been reissued.

- ***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 State Records Office's preservation program continues to be the microfilming of archival records. The in-house component of the microfilming program included "oversized" architectural plan sets of the former Public Works Department, and early records of the Education and Mines Departments.

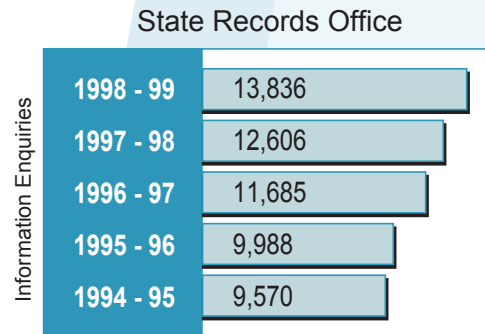
An important series of Colonial Secretary's Office files were prepared for microfilming. These records comprise the main correspondence files of the colony's most important public servant during the years 1878 to 1883. (The Colonial Secretary's inwards correspondence from the foundation of the Colony up to 1878 was filmed under a Commonwealth project in 1983-84.)

Staff organised the filming of records of archival value on behalf of the Family Court, The Perth Court of Petty Sessions, the Minister's Office for Planning Appeals and a number of local government authorities.

Government archives transferred to the State Records Office included early records of schools in the Boulder district, early minutes and rate books of the Shire of Yilgarn (Southern Cross), architectural plan sets of the Public Works Department, and early Jury Lists maintained by the Sheriff's Office, Perth Central Law Courts.

In May 1998 responsibility for the destruction of time-expired records stored at the intermediate records repository were devolved to those agencies owning them.

A project to ensure the records of the *Royal Commission into the Commercial Activities of Government and Other Matters* were identified and documented for transfer to State Records Office custody was established. Private and Government records have been returned to original donors, but a large body of records remain and will be the subject of a comprehensive appraisal and registration project.



Objective

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

Services provided

The staff of the State Reference Library provide reference and information services utilising resources held in the Alexander Library Building as well as in the nation's and the world's libraries and databases. The main target client group is Western Australians who need information which is not readily available from another accessible source, and collections and services are designed to complement the university, specialist, school and public library systems. 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, children's literature, family history 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.

In September 1998, the Bibliographical Services unit responsible for acquiring, cataloguing and processing library materials for the State Reference Library's collections and for the serials ordering and accessioning for LISWA, became integrated into the State Reference Library.

Issues and trends

The number of clients with access to the Internet in Australia is increasing rapidly. According to a 1998 ABS survey of household usage of information technology, over 47% of households in Australia have a computer and 38% of these access a computer at home once a week or more. In 1999, 18% of households in Australia had access to the Internet at home. A large proportion of Internet users are in the 18-24 age range.

In the 12 month period prior to the ABS survey, an estimated 5 million adults in Australia accessed the Internet. Work and home were the most frequently reported sites for access, but other sites included a tertiary institution, school or public library.

Although clients and potential clients are becoming increasingly technologically literate, the volume of material on the Internet is increasing requiring the traditional skills of the librarian to organise information on behalf of clients. Computer networks and databases provide opportunities for librarians to assist clients find information by organising appropriate material available on the Internet.

There is a need to redefine service delivery in relation to electronic services and resources and the ways in which clients access information remotely. A significant amount of new material is being published only in electronic form.

Improvements in the electronic ordering and supply of materials, and the availability of online bookshops which enable clients to browse for new print titles on the Internet, are factors to be considered in relation to the timely acquisition and provision of new resources.

A significant proportion of the library materials LISWA purchases for 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.

Strategic objectives 1997 - 2001

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

Major Achievements for 1998-99

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

Staff evaluated a range of electronic resources throughout 1998-99, including online databases available via the world wide web, with the aim of increasing access to information for clients via the Internet. In June 1999, LISWA signed an agreement with EBSCO for a 12 month pilot to enable unlimited access to two major online databases for staff and clients in the Alexander Library Building and from the eleven regional libraries. The databases comprise over 1800 full-text journals across a broad range of subjects.

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

A major project to automate index records in the State Reference Library's music collections progressed well during 1998-99. There are now over 10,000 song and instrumental index entries on LISWA's online database, enabling better access to the broad range of resources in the Music & Performing Arts Library.

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

72 tours and training courses were conducted for clients during the year, including both general and specialised tours of the collections and services. Training courses to enable clients to search LISWA's online catalogue independently, were conducted for specific client groups.

During Seniors' Week, staff provided a range of activities for seniors. These included popular sessions on searching the Internet, tours of special collections such as the rare book collection and genealogical resources, and poetry readings by guest speakers.

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

In order to provide services to meet the needs of specific client groups, a model was developed for creating Centres of Excellence (Focus Centres) in the State Reference Library. In 1998-99 the model was applied to the development of the Genealogy Centre, a first port of call for clients wishing to undertake family history research in the Alexander Library Building. The model developed will be applied to a further six Centres of Excellence over a period of three years.

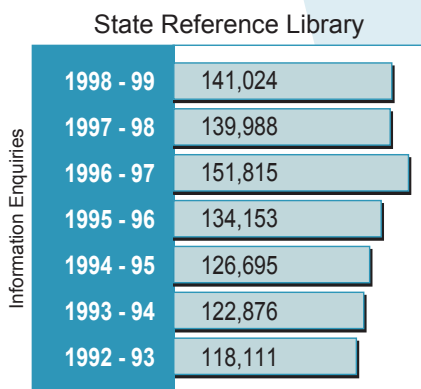
- **To help Western Australians, regardless of location, gain ready access to reference information.**

A range of Information Gateways which reflect areas of excellence within LISWA's collections and services were developed. These gateways will be accessible via LISWA's new web site and will provide a "one-stop-shop" for clients, regardless of location. The Information Gateways prepared include Medicine and Health, Family History, Law, Music and Australian Literature. A number of additional information gateways will be developed in future to meet the specific needs of clients.

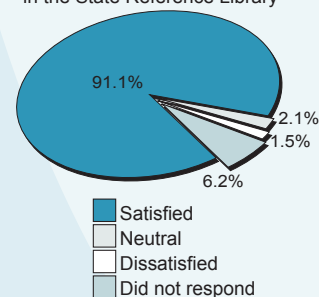
- **To give clients catalogues, indexes and other searching and retrieval tools which are comprehensive, effective and easy to use.**

Staff raised over 4,000 orders for new stock, processed over 6,500 new books for the State Reference Library and over 91,000 serial issues for LISWA. Almost 8,000 new titles were catalogued for the collections including books, serials, maps, music scores and recordings and films and videos.

Access to State Reference Library material purchased prior to 1956 was only available through a microfiche catalogue. A project to increase clients' access to these resources by inputting data to LISWA's online database has been underway for some time. This year over 3,000 book and serial records were converted to electronic form.



State Reference Library
Client satisfaction with services in the State Reference Library



Objective

To facilitate the effective preventative conservation and conservation management programs to preserve the information and heritage materials in LISWA collections.

Services provided

The Preservation Services Team provide a range of services:

- *Conservation and restoration of heritage materials;*
- *Microfilming services;*
- *Photographic services;*
- *Disaster planning and response services; and*
- *Management of archival still photographic negative, microfilm negative, and moving picture preservation copy collections.*

Issues and trends

The challenge for Preservation Services is to continue to meet client demands for traditional service programs such as conservation of paper-based media, optical photography and microfilming, while extending our expertise and services to be able to provide for changing client needs in the rapidly evolving information technology sector.

Electronic media formats such as video, and computer tapes and disks are rapidly becoming important parts of permanent collections and present special preservation problems. Rapid technological obsolescence, and dependence on ephemeral software and hardware for access are of particular concern, and demonstrate the increasing importance of comprehensive conservation management programs for effective preservation of collections.

New media formats offer alternatives to the current micrographic and photographic systems for providing access copies and reprography. The experience of other institutions has shown that the most effective approach to change in such services is through evolution, that is by building on existing systems and resources. Experienced technical staff who have a clear understanding of new innovations need to provide bridging programs and complementary services to ensure that their expertise is reflected in LISWA policy and programs.

Strategic objectives 1997-2001

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

Major Achievements for 1998-99

The conservation unit's staffing was reviewed resulting in changes to the professional staffing mix and the addition of a technician position. This will enhance the team's capacity to carry out large preventive conservation projects and allow flexibility in the development of projects across service units within Preservation Services.

Two large conservation projects undertaken this year include cleaning, flattening and repairing 35 boxes of 1870s Colonial Secretary's Office papers, and separating 49 volumes of 19th and early 20th century pamphlets for the Battye Library.

A collection survey program has been started with surveys of the map and plan holdings of the State Records Office, and the paper-based pictorial collection in the Battye Library. Such surveys are designed to provide data for the development of conservation management plans and programs. Immediate results have included the design of a new acid-free portfolio box for housing sets of architectural plans and maps.

Storage systems and condition reporting procedures for the archival still photographic negative and moving picture film collections were reviewed. Pilot projects to test some of the draft recommendations were carried out, including condition assessment of 34 films from the State Film Archives, condition assessment and re-boxing of over 1000 deteriorating cellulose nitrate photographic negatives, and the cleaning and packaging of glass negatives including those from the Dease WWI soldiers collection. Samples of the WWI soldier portraits from the Dease collection were printed for the Save Our Century Fund *Adopt-A-Soldier* project.

11 original archival films from the State Film Archives were prepared and sent for restoration, preservation and access copying. These ranged in date from the 1930s through the 1970s, and in subject from private film footage of Rottnest Island, Shark Bay, Fremantle, Perth and elsewhere in WA, to complete films such as *The Chief* (C.Y. O'Connor) by Filmwest, *The Find of '93* from Southern Cross Films, and *Barrett's Luck* from the Westralia Amateur Cine and Dramatic Society.

Based on the condition survey of microfilm held in the preservation stack, planning was carried out to develop a long term replacement program for deteriorating microfilm masters. The conditional reporting program was extended to include assessment of re-filming and reel replacement requirements. As well as the ongoing microfilming of material from State government agencies and LISWA collections, a great deal of work was undertaken microfilming historical newspapers as part of the Lotteries / Friends of Battye Library newspaper microfilming project.

Objective

To meet the information needs of the people of Western Australia by providing sources for, advice on and training in inter-library lending and document supply. To arrange, when necessary, for direct or indirect supply of material through the world wide cooperative or commercially based document supply network.

Services provided

The Document Delivery team provides inter-library lending and document supply services to libraries throughout Australia and the world, particularly meeting the requirements of Western Australian public libraries. Items are supplied to public libraries from LISWA stock, purchased for LISWA stock, or supplied from other libraries. Document Delivery Services also advises public libraries where an item is held so that the reader may consult the item in the holding library. Subject and bibliographic information is provided to public libraries, and training and advice in inter-library loan procedures is given to public library staff.

Services to other libraries include the supply of loans and photocopies from LISWA stock and to some extent a clearinghouse role, particularly for Western Australian Government agencies and special libraries with limited facilities for inter-library lending.

Bibliographic locations, publishing and supplier details, are provided to libraries, booksellers and the public through a telephone enquiry service.

Issues and trends

When the first automated library management systems were being developed the business of inter-library lending and document supply was often considered too complex for automation or at best left incomplete. Technology has now matured to the extent that electronic delivery of these services is becoming feasible and will revolutionise labour-intensive manual service delivery systems.

Strategic objectives 1997-2001

- *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.*
- *To provide facilities for electronic inter-library loan requests and document delivery.*

Major Achievements for 1998-99

55,670 inter-library loan, photocopy or subject requests were received by Document Delivery Services in 1998-99. Of those received from public libraries, 92.23% were satisfied, that is, supplied with an inter-library loan, the requested item was purchased for stock, a photocopy was supplied, information was supplied, or the client was referred to an appropriate alternative source of information. 9,451 requests for bibliographic information were answered at the telephone enquiry service and 28,140 loans were processed.

Training in inter-library lending and document supply was provided to 99 metropolitan and country public library staff.

LISWA started planning for the implementation of an electronic inter-library loan and document supply system at LISWA. It is anticipated that the Local Interlending and Document Delivery Administration (LIDDA) system, an initiative of the Australian Vice-Chancellors' Committee, will be implemented. Electronic systems minimise human mediation in the request cycle, automating the creation, sending, tracking and reporting of requests, and also of financial, statistical and copyright management.

Work processes and work flows were documented in great detail and analysed to find where these processes could be improved. This will enable LISWA to specify exactly how an electronic system will need to be configured. Staff also measured productivity so that improvements effected through the implementation of a new system could be quantified. Request turnaround times, staffing costs and non-staffing resource costs were all measured.

The National Bibliographic Database which locates library material in libraries around Australia is the primary source for inter-library lending in this country. The introduction of the Kinetica system, replacing the Australian Bibliographic Network as the access system for the National Bibliographic Database, required staff to be trained in the new system. Staff commenced searching KineticaWeb on its launch date of 17 March 1999.

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

- *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 1998-99

Service Delivery Model

During 1998-99 a model structure was developed for the delivery of free and fee based customised information services. The resulting structure sees the amalgamation of Document Delivery Services, Customised Information Services and Fee Based Services together in a single service delivery cost centre called Business Development. From July 1999, this structure will facilitate the development and delivery of sustainable free and fee based customised information, library products and services, through three client focused teams.

These service delivery units are:

- Document Delivery Services, providing free customised document delivery and inter-library loans to key client groups;
- Customised Information Services, providing fee based document delivery and customised information and library services to target market segments; and
- State Library Sales providing fee based ancillary products and services such as venue hire, the library shop, a computer resource centre and the production and sale of a variety of products, publications and merchandise.

The Discard Book Shop

The Discard Book Shop completed its first full year of trading and has proven popular with the public. The resulting revenue has made a contribution to the delivery of library and information services to the people of Western Australia. The sale of LISWA and Friends of Battye Library publications were consolidated through the shop which has become the central point of sale for LISWA material and merchandise. During 1999-2000 the shop's product range will be further developed to meet clients' needs and promote Western Australian literature

Discard Book Sales

LISWA conducted discard book sales in Geraldton and Albany in partnership with the local public library and local government. Two metropolitan discard book sales were conducted at the Tom Wilding Pavilion, Claremont Showgrounds. These discard book sales were well attended by the public and provided an opportunity for the people of Western Australia to purchase discarded library books at affordable prices.

State Library Venues

The State Library's meeting and function rooms, theatre and facilities were upgraded and fitted out with new presentation equipment including electronic white boards, pull down screens, televisions and VCR equipment as standard fixtures for each venue. A marketing plan was developed and promotion commenced to increase revenue from the hire of the State Library's range of excellent centrally located venues.

State Library Computer Centre

A conceptual model and draft tender documents were developed for the establishment of a computer resource centre on the ground floor of the Alexander Library Building. This new service will provide the public with a range of free and fee based computer services including Internet access, e-mail, word processing and printing facilities.

The Music Studio

A business and marketing plan was developed to provide a sound proof music practice room, complete with piano and other equipment to the public and clients of the Music and Performing Arts Library. This facility will be made available for hire by music teachers, students and individual and small groups of musicians requiring a centralised venue to practice their music and to perform music scores selected from the library's collections. Bookings will be taken for The Music Studio through the Music and Performing Arts Library, and fees have been structured to provide a choice of affordable practice sessions.

LISWA Catalogue on CD-ROM

A contract was let during the year for the production of an electronic version on CD-ROM of LISWA's online catalogue. The product will be marketed as the LISWA Catalogue on CD-ROM and sold on a subscription basis. The CD-ROM version of LISWA's catalogue contains records for all public library stock and the Alexander Library Building collections, as well as index entries in the database. It provides Boolean and keyword search capabilities. The product will be updated on an annual basis. The LISWA Catalogue on CD-ROM will also be offered to local governments for use in their public libraries as a free research tool for their staff and clients.

The LISWA Catalogue on CD-ROM provides the client with a simple and portable first point reference tool to search the availability of material they require within LISWA's State-wide collection.



A selection of State Library venues
Top to bottom - conference room, seminar room, formal function area and theatre

Information Systems

Objective

To guide the strategic development of systems and technologies which enable clients and staff to access LISWA's information resources.

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.

Issues and trends

The Internet continues to have a major impact upon the information systems used by LISWA to deliver online services to clients. The goal of providing equitable access to LISWA's information resources is moving closer as more Western Australians are moving closer to the Internet. New web based information services are being developed to provide clients with improved access to Western Australian content and knowledge resources. LISWA will continue to work with local, State and Commonwealth Governments to ensure that clients in regional and remote areas of Western Australia are not disadvantaged by limited Internet access.

The development of digital collections based upon unique Western Australian material will be one of the major challenges facing LISWA during the next five years. Clients will gain improved access to rare and fragile materials and will be able to access these collections from all areas of Western Australia. These digital collections will extend LISWA's online catalogue by adding images, sounds and full text to provide clients with a richer knowledge base.

Strategic objectives 1997 - 2001

- *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 1998-99

National Gold Award for the Online Library Project

The commitment by LISWA to provide a world class information service for all Western Australians has been recognised at the Twelfth Government Technology Productivity Awards.

At a gala ceremony held on the 23 March at Parliament House, Canberra, LISWA received a gold award from the Technology in Government Committee for its Online Library project. The Government Technology Productivity Awards are national awards to recognise achievements by federal, state and local governments plus statutory authorities. This year's awards acknowledge areas of government that have improved productivity and provided better service through improved technologies.

The Online Library project provided free public Internet access to clients in Perth, Northam, Narrogin, Albany, Bunbury, Karratha, Kalgoorlie, Merredin, Broome, Port Hedland, Geraldton and Carnarvon. Productivity was improved by providing online services for the staff of both LISWA and public libraries through better communication and the sharing of information.

Year 2000 Project

The Library and Information Service of Western Australia (LISWA) is committed to minimising the impact of the Year 2000 problem. The Year 2000 project team, established in 1997, has completed a Year 2000 risk audit and major Year 2000 exposures have been addressed. Critical systems are compliant in accordance with the information provided by vendors.

The Year 2000 project has been audited and regular reports are prepared for the LISWA Strategic Management Team, The Library Board of Western Australia and the Western Australian State Government. Contingency plans are being developed to ensure that procedures are in place to effectively manage the transition to the Year 2000.

New technologies

LISWA hosted the National Round Table on Statutory Deposit in the Digital Environment: Cultural Policy & Copyright on 7 December 1998.

Systems upgrades

During 1998-99 two major system upgrades were completed resulting in improved services for clients. The INNOPAC library system was upgraded resulting in improved functionality and better performance. Telecommunications facilities were upgraded resulting in improved response times for clients accessing LISWA's online services and better services for clients using LISWA's telephone services. The new digital system provides considerable flexibility and will enable LISWA to make the best use of new technology.

Finance

Objective

To support and add value to the Service Delivery Units within LISWA by providing effective financial management and administrative services.

Issues and trends

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. Several staff in the Finance section were placed into positions within the Ministry's central office and four outplaced officers have been provided to assist LISWA in the provision of financial services.

The introduction of the Goods and Services Tax (GST) in 2000 will have considerable implications for financial management.

Major Achievements for 1998-99

LISWA received an unqualified audit report on the financial statements (1997-98) from the Office of the Auditor General. LISWA has also received another silver award in the W.S. Lonnie Awards for excellence in annual reporting in the WA public sector.

In 1998, a contract was arranged, via the Department of Contract and Management Services (CAMS), for the provision of public library stationery. This contract enabled local governments and LISWA to purchase stationery direct from a supplier, rather than through an internal stationery store at LISWA. The second phase of this project involved making arrangements for the supply of the remaining "traditional" stationery requirements, and ceasing the operations of the stationery store. The selected stationery supplier provided an Internet based solution for ordering stationery resulting in significant savings to LISWA.

A Foreign Exchange Policy was introduced during the year. The policy enables LISWA to decide on strategies to address positive and negative movements in exchange rates. The policy also limits LISWA's exposure to fluctuations in the foreign exchange rate and thereby reducing the impact on the annual acquisitions program.

Building Services

Objective

To provide for the efficient functioning of the Alexander Library Building and Dianella Records Repository, including facilities, vehicles, plant and equipment.

Services provided

The Building Services team provides a wide range of services to both internal and external clients including building management, security, fleet management, occupational safety and health, venue and equipment hire, management of minor and major projects, risk management, van dock receivals and distribution, asset management, emergency planning, leasing arrangements and parking.

Issues and trends

The Alexander Library Building is a significant State asset and open to the public 74.5 hours per week over seven days. It therefore requires considerable resources in terms of energy and staffing to provide services over this extended period.

The introduction of a Goods and Services tax in July 2000 will require monitoring to determine the effect the tax has on the cost of goods and services purchased to operate the building. Adjustments to the methods of procurement and contract management and administration may be required.

The Alexander Library Building has reached an age where maintenance and restoration works are required. The development of a Strategic Asset Management Plan to complement the Strategic Building Maintenance Plan is a high priority.

It is anticipated that the trend of outsourcing will continue and LISWA is working with the Department of Contract and Management Services (CAMS) to introduce an improved system of reporting and accountability by Facilities Managers to ensure value for money is being obtained from this process. In anticipation of a move towards agencies having more responsibility and authority for tendering of contracts the development of a Contract Management Plan has commenced.

As a result of the introduction of the Government Vehicle Scheme the Agency will be required to produce an annual Strategic Fleet Management Plan.

Major Achievements for 1998-99

The replacement of the building management control system, an output of the energy audit, was completed in February 1999. This was a significant capital works project that achieved Year 2000 compliance for the system and is expected to produce energy savings over a 3 year period. This is the first contract of this nature which CAMS has awarded, and it incorporates monitoring and reporting by the consultant and contractor over the 3 year payback period.

Replacement of the building access control system was undertaken in conjunction with the building management control system upgrade to achieve installation of a compatible system and to achieve Year 2000 compliance. This upgrade included extensive additional works which have resulted in much higher levels of security for staff and the collections.

The Building Services team has worked with P & O Facilities and CAMS Management over the year to develop improved recording and reporting systems. This will assist in identifying potential cost savings as well as future maintenance issues. Year 2000 building related issues have been identified and action taken as required.

Two significant capital works projects are the replacement of the floor coverings and the chillers in the Alexander Library Building. 90% of the floor coverings on the ground floor area is complete and a rating of other floor areas has been completed. Replacement of two of the building's chillers which have reached the end of their useful life has commenced and the project will be completed in October 1999. Another important project was managing the fit-out of the new State Records Office on the ground floor of the Library.

A new Strategic Building Maintenance Plan for 1998 - 2001 was developed in conjunction with CAMS. It will be a useful tool for forward planning.

Human Resource Management

Human resource services are provided to LISWA by the Ministry for Culture & the Arts under a Service Delivery Agreement (SDA). The SDA provided for services in the areas of recruitment, employment, training administration, and workers compensation. LISWA achieved its outcomes in the area of human resource management.

Staffing Profile

Classification Level	As at 30 June 1998		As at 30 June 1999	
	Number	%	Number	%
Wages staff	16	5.23	17	6.36
Level 1	122	39.87	100	37.45
Level 2	48	15.69	42	15.73
2/4 Librarian	58	18.95	57	21.34
Level 3	11	3.59	8	3.0
Level 4	9	2.94	5	1.87
Level 5	20	6.53	20	7.49
Level 6	13	4.25	11	4.12
Level 7	3	0.98	2	0.75
Level 8	5	1.63	4	1.50
Executive	1	0.33	1	0.37
Total	306	100%	267	100%

The reduction in staffing between 1997-98 and 1998-99 is in part explained by the movement of staff from LISWA to the Ministry for Culture & the Arts. A number of positions are vacant and are in the process of being filled.

The above figures do not include casual staff. LISWA had 89 casual staff employed at 30 June 1999 and these staff play a significant role in providing a range of services to clients during the opening hours of the library. Most casual staff are employed in the State Reference Library, the J S Battye Library and the Discard Book Shop.

Staff were successful in meeting productivity initiatives during the year to receive wage increases under the Productivity Improvement Plan, which underpins the Workplace Agreement and the Enterprise Bargaining Agreement.

Communications Framework

The LISWA Communication and Decision Making Framework was established through consultation with staff and has been operational for the past twelve months. Some aspects of the Communication and Decision Making Framework are:

- **Staff Meetings:** These are held approximately every two weeks at 8.30 am for half an hour. LISWA's Chief Executive Officer informs staff of new initiatives, including developments in business opportunities, progress with operational and business plans, human resource issues, changes in organisational responsibilities, and staff achievements. Teams who applied for the State Librarian's 10th Anniversary Achievement Awards gave innovative and entertaining presentations at staff meetings displaying not only a wealth of LISWA talent, but providing inspiration to a great many other LISWA staff.
- **Ready Access:** This is the LISWA newsletter that provides information relating to news items, employment, staffing - appointments, terminations, movements, and so on. This year, *Ready Access* was placed on LISWA Online and made available to staff electronically.
- **LISWA Online:** This is a new initiative and provides a wide range of information to staff such as reports, LISWA policies and procedures, the Workplace Agreement and the Enterprise Bargaining Agreements, Human Resource Standards, the Code of Conduct, the Induction Manual, and other documents relating to employment.

- **Lynnx meetings:** The name of this group is a play on the CEO's name and provides an opportunity for the Chief Executive Officer to 'link up' with staff in a formal way but with an informal structure. The Lynnx meetings operate as an organisation wide consultative framework and provide an opportunity for staff to raise any issue. Meetings are held three times a year and provide the opportunity for team representatives to present issues to the Chief Executive Officer.

The issues presented to the CEO and her response are relayed to staff through the staff meetings and are presented in *Ready Access*.

- **Focus meetings:** Representatives from teams in the Classification range Level 1 to 3 have been meeting monthly to discuss a range of issues, including communication processes, team ways of working and values discussion and promotion. These meetings have been used as a development opportunity for the staff and as a means of evaluating some of our processes. The findings of these meetings will be presented during September 1999 and strategies developed to address any issues.

Bibliographical Services and Document Delivery Review

Staff in the combined Bibliographical Services teams were transferred to new teams in the State Reference Library, J S Battye Library, and Public Library Services to provide services focused on client groups. As part of this restructuring initiative, a project plan was developed to ensure that staff were kept informed of the changes, proper consultation took place with the union, and any issues of concern were addressed fairly and equitably. While this was a very difficult time for staff in the bibliographical services areas, the change was effected with minimal disruption. Staff have adapted to new ways of working and have integrated well into the new cost centres.

As part of the Bibliographic Services Review, it was agreed that six months after implementation an evaluation would be carried out "to ensure maximum efficiency and effectiveness of each area". This review showed that the benefits envisaged by the restructure had been achieved. The report was made available to staff through LISWA Online.

Occupational Health and Safety

A new committee structure for the Occupational Safety and Health Committee was established in February 1999 with representatives from all teams. The committee will meet every two months and steps have been taken to identify training needs and review all existing policies and procedures relating to safety and health. By bringing issues of concern to the notice of Building Services staff and other cost centre managers the Committee plays an important role in LISWA.

The development of a safety section for the Intranet site has commenced and a team was responsible for the preparation and implementation of new Emergency Evacuation Procedures that meet Australian Standards.

Workers' Compensation

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

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. Total Hours Worked is the total hours worked in the premium period 01 July 1998 to 30 June 1999.

The Frequency rate for LISWA this year was 15.35.

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 per \$100 of payroll in the renewal period, adjusted to their present day value.

The Estimated Cost of Claims incurred was \$0.58.

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.

LISWA's calculated premium rate for 1998-99 was 1.09%.

Rehabilitation Success Rate is defined as:

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

This was not applicable to LISWA in 1998-99.

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

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

Major Achievements for 1998-99

LISWA's program of four monthly themes was used in 1998-99 to coordinate a range of events. The themes presented were The Child - *West Coast Kids*; Old Books, New Authors - *The Abbey of St Gall*; Centenary of Women's Suffrage - *Herstory: A 100 Years of the Vote, Another 100 Years for Equality?* An exhibition based on the Friends of Battye Library/Lotteries Commission Grant Project entitled *Access to WA Historical Newspapers Project 1833-1901* was held in the Centre for the Book in April-May 1999.

Hosted an exhibition from the Public Records Office of Victoria titled *'My Heart is Breaking'* dealing with the plight of Aborigines in Victoria.

Display panels from the exhibition *Cover to Cover* which explored Western Australian literature and the role of the illustrator and cover of the book in portraying the story, toured 9 locations nationally.

The Centre for the Book and the Readers' Centre were the venue for a number of book launches throughout the year including *Being Australian*; *Our State of Mind*; and *France Australie*.

The major publication for the year was LISWA's corporate booklet titled *Sharing our Treasures: presenting a journey through the State's collection*. The booklet provides a brief history of the organisation and highlights the many special collections LISWA holds including early natural history, the Research Collection of Children's Literature, government and private records and the music collections. It will be used as a promotional tool.

The Readers' Centre was opened by the Minister for the Arts, Hon Peter Foss, at a function to celebrate those authors short listed for the 1998 WA Premier's Book Awards. This area is an extension of the Centre for the Book and provides a more informal area to host book launches, presentations, book readings and children's activities.

Significant public lectures held during the year were: *Reworking Tomorrow: Conversations and actions for the 21st Century* by Robert Theobald; *Surrey University's E.H. Shepard Archives* presented by Arthur E. Chandler; and a lecture on the Abbey of St Gall by the Abbey's Archivist, Dr Werner Vogler.

LISWA once again organised the Western Australian Premier's Book Awards. The winners were announced by the Premier, Hon Richard Court MLA, at a dinner in the Alexander Library Building in February 1999. The Premier's Prize and Special Award winner was Carolyn Polizzotto for her book *Pomegranate Season*. Other winners were Pat Jacobs in the fiction category for her first book *Going Inland*; a split prize for John Kinsella *The Hunt* and Fay Zwicky *The Gatekeeper's Wife* in the poetry category; *Our State of Mind: Racial planning and the stolen generations* by Quentin Beresford and Paul Omaji in the very strong Historical and Critical Studies section; Pat Lowe and Jimmy Pike won in the Children's Books category for *Desert Dog*; Deborah Lisson was a back-to-back winner for *Red Hugh* in the Dymocks Perth City Store Young Adult's Award, a new award this year; and Ingle Knight won the Script Award for his adaptation of Elizabeth Jolley's book *Milk and Honey*.

A feature of the dinner were specially handmade candle holders made from discarded books on all tables.

Compliance with Section 175ZE of the Electoral Act 1907

During 1998-99 The Library Board did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

\$26,102 was spent on radio and newspaper advertising for events and services with Media Decisions. \$4,840 was spent sponsoring the West Coast Magazine (formerly The Western Review) Online Internet site. \$9,170 was spent on various magazine advertising booked direct with Publishers. \$12,271 was spent on radio advertising booked direct with Radio 94.5KYFM in conjunction with their sponsorship for The Abbey of St Gall Exhibition.

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, public lectures, book launches and special tours of the Alexander Library Building. 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 1998-99 are mentioned above.

WA State Library Custodians

The WA State Library Custodians were officially launched at a celebration dinner in November 1998, and in April 1999 were legally incorporated as an association. The custodians are a business network group which will assist LISWA gain corporate support for special projects such as digitisation, special exhibitions or multimedia projects. Membership in 1998-99 has grown from eight to thirteen, with many sectors of Western Australian business and industry represented.

Members of the WA State Library Custodians are:

Peter Holland
 Robert Muir
 Helen Muir
 Brian de Garis
 Ron Sheen
 Richard Hazlewood
 Ray Steedman
 Simon Dawkins
 Ray Saunders
 Graham McEachran
 Ian Satchwell
 Peter Purcell
 Rob Bower

In February it was announced that the Governor of Western Australia, His Excellency Major General Michael Jeffery and Mrs Jeffery were the official patrons of the WA State Library Custodians. The Custodians are honoured to have the support of the Governor of Western Australia and Mrs Jeffery.

The Custodians launched a major fundraising initiative, the Save Our Century Fund, in December to support the collections of the State Library. The Fund aims to raise \$5 million over three years for the benefit of the State's 20th century documentary heritage and it has received widespread community support through cash and in-kind donations as well as much publicity through the media.

Major supporters of the Fund include the founding partners, The West Australian and Channel Nine, Perth, and major sponsors, Airlink, Goundrey Fine Wines, Scott Four Colour Print, the Sheraton Perth Hotel and the Commonwealth Bank. The WA State Library Custodians gratefully acknowledge the generous support of these organisations in helping to make the Save Our Century Fund possible.

Friends of Battye Library

The Friends of Battye Library (Inc.) assists and promotes the interests of the J S Battye Library and the State Records Office, with particular concern for the acquisition, preservation and use of archival and documentary records. These aims are achieved through volunteers undertaking special projects, publishing guides and bibliographies, the sale of publications, and donating funds for projects or to acquire materials.

A highlight for the year was the completion and exhibition of the project Access to Western Australian Historical Newspapers 1833-1901. This major project began in January 1998 and was funded by a grant from the Lotteries Commission of Western Australia. The Minister for the Arts, Hon Peter Foss, opened the exhibition, with Emeritus Professor Geoffrey Bolton speaking on behalf of the Friends. The Minister for Finance, Hon Max Evans, and the Heritage Minister, Hon Graham Kierath, also attended. Since the completion of the project there have been many favourable comments from researchers who are delighted at the quality of the images and prints that are now possible.

Another major project funded by the Friends, and completed this year, was the indexing of the Chief Protector of Aborigines records held at the State Records Office. The index provides a quick search mechanism to approximately 1500 files from 1898 to 1908 which contain a wealth of information and personal references. It has proved 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: John Taylor, *The art and architecture of John Hawes*; Alison Gregg, *Free libraries for all: the development of children's libraries in WA*; Fred Collard, *Fred's story: growing up under the 1905 Act*; Virginia Rowland, *Herstory: 100 years of the vote, another 100 years for equality?*; and Geoffrey Bolton, *Claremont, a community history*.

The Friends supported the *Adopt-A-Soldier* project of the Save our Century Fund by adopting the soldier Frank Martin.

An application was prepared by the Friends seeking a grant from the National Council for the Centenary of Foundation to digitise items from the Battye Library ephemera collection, but it was unsuccessful.

Forty six volunteers from the Friends of Battye Library continued an important partnership by giving 2704 hours of their time. Tasks undertaken by the Friends included cleaning and identifying glass negatives for the *Adopt-A-Soldier* project, sorting and listing private archive and pictorial collections, compiling local bibliographies for public libraries in the Pilbara, and compiling a list of duplicate books for regional libraries to enhance their Western Australian reference and literature collections. Others are helping with indexing records. Without their valuable work there are many Western Australian collections that would remain unused or unidentified, and information that would be inaccessible. Morning tea meetings provided useful forums for friendship and information exchange, and the annual Christmas lunch for volunteers is appreciated by all.

Public Programs (cont.)

All Friend's publications are now available through the Library including Gillian O'Mara's popular *Convict Records of Western Australia: a research guide* which is back in print. A bibliography of the map collection in the Battye Library was prepared and is due for publication shortly.

Two new ex-officio members were welcomed to the committee, Ronda Jamieson as Director of the Battye Library, and Jennie Carter as Team Leader, Original Materials.

The continued support of members is appreciated, as is the interest taken in activities by the patron, Mrs Ruth Reid. Friends were delighted that a long-time member and previous Director of the Battye Library and the State Archives, Ms Margaret Medcalf, was awarded an Order of Australia Medal in the Queen's birthday honours.

It is with great regret that the Friends record the passing of Beryl Parnell, Ingebord Zoll, Mary Tamblyn and Ian Heppingstone. All made major contributions to the State in their chosen fields and will be missed as supporters of the Friends.



The Premier's Prize and Special Award winner, Carolyn Polizzotto, with the Premier, Hon. Richard Court.



Brian de Garis and Anne Blanckensee at the the function celebrating the centenary of the birth of Professor Fred Alexander



The Heritage Minister, the Hon. Graham Kierath, The Minister for the Arts, the Hon. Peter Foss, Kerry Pearmain Lotteries Commission, Emeritus Professor Geoffrey Bolton and The Minister for Finance, the Hon Max Evans

Statement of Compliance

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*.

Responsible Minister

Minister for the Arts

The Hon. Peter Foss QC MLC

Ministry for Culture & the Arts

On the 1 July 1997 the Ministry for Culture & the Arts was formed. The Library Board's staff were notified by the Ministry that they had been transferred to the Ministry for Culture & the Arts from the 1 July 1997. Associated funds were appropriated to the Ministry, leaving the remaining funds needed for the Board's operations under the direct control of the Board. Legislation giving legal authority to this arrangement is yet to be enacted.

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



Auditor General

To the Parliament of Western Australia

**THE LIBRARY BOARD OF WESTERN AUSTRALIA
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 1999**

Scope

I have audited the key effectiveness and efficiency performance indicators of The Library Board of Western Australia for the year ended June 30, 1999 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 key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

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 and 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 key effectiveness and efficiency performance indicators of The Library Board of Western Australia are relevant and appropriate for assisting users to assess the Board's performance and fairly represent the indicated performance for the year ended June 30, 1999.

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

D D R PEARSON
AUDITOR GENERAL
November 11, 1999

OUTCOME

A community that is informed of, and has access to, a diverse range of innovative ideas, knowledge and cultural experiences.

Funds for the Library Board of Western Australia are included in the Budget Statements under the outcome for the Ministry for Culture & the Arts. These funds are allocated to the Ministry's outputs 1 and 2. Legislation giving legal authority to the arrangement between the Library Board and the Ministry is yet to be enacted.

The Library and Information Service of Western Australia contributes to this outcome by:

- *Meeting 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, and through the provision of reference and information services to individuals and organisations from the Alexander Library Building.*
- *Maintaining and providing access to Western Australia's documentary heritage to meet the needs of current and future customers.*
- *Ensuring public records of continuing value are available for use by government agencies and the public through the provision of records and archival management services.*
- *Creating cultural experiences by displaying and interpreting information through exhibitions, publications and on the Internet.*

KEY EFFECTIVENESS INDICATORS

The extent to which the State Government's contribution to the public library system is delivered 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 items 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
1998-99	1.27

Note: (1) The population estimate of the WA population for 1998-99 is 1,847,800 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics, December quarter 1998)

(2) Public Library Stock includes 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%
1998-99	92.26%

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.

LISWA provides information services to clients from the State Reference Library, the J S Battye Library of West Australian History and the State Records Office. These clients have been surveyed for a number of years to determine their satisfaction with the services provided. The same survey form is used for clients of the State Reference Library and the J S Battye Library, with a more targeted form used in the State Records Office reflecting their more specialised clientele. Coding of the survey forms allows responses from the different areas to be analysed. Administration of the survey is by a sample of clients for one week, with a set number of forms distributed each day (and at different times) for 7 days. The sample sizes were 128 clients of the Battye Library, 609 clients of the State Reference Library and 37 clients of the State Records Office. There is a high response rate because clients are personally asked to participate. The standard error rate is 3.52%.

The level of overall satisfaction with the services and facilities of the Alexander Library Building were:

	June 1995	June 1996	June 1997	June 1998	June 1999
Satisfied or very satisfied	89.4%	90.5%	87.6%	89.8%	92.3%
Neutral	8.3%	5.7%	8.1%	7.9%	5.4%
Dissatisfied	0.7%	0.9%	0.9%	1.15%	1.4%
Did not respond	1.6%	2.9%	3.4%	1.15%	0.9%

Note: 1998/99 satisfaction rates for individual areas were:

- 94.2% for the Battye Library
- 89.4% for the State Reference Library
- 100% for the State Records Office (the new State Records Office Search Room opened in April 1999)

The extent to which Government agencies are satisfied with the quality of archival services

A survey of 39 government agencies who are the most frequent clients of these services was conducted in June 1999 to determine whether archival and records management services are satisfying their needs. The same agencies are surveyed each year. Twenty one agencies responded, a 54% response rate.

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

	1994-5	1995-6	1996-97	1997-98	1998-99
Intermediate records					
repository loan service	92%	86%	75%	85%	75%
Archival Loan Service	92%	92%	77%	92%	90%
Other service provided	73%	79%	87.5%	91%	89%

EFFICIENCY MEASURES OUTPUT 1

Output 1

Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

Cost of Exchanging stock

The exchange system is the cornerstone of the public library system in WA, distributing new stock and used stock to public libraries, and therefore providing access to a diverse range of knowledge. 384,134 items were distributed in 1998-99.

The cost per item of sending library materials to public libraries on exchange.

1993-94	\$2.20
1994-95	\$1.86
1995-96	\$2.48
1996-97	\$2.22
1997-98	\$2.17
1998-99	\$2.21

Cost of providing information services to the public

Providing information to the public is a vital service of the J S Battye Library and the State Reference Library. While these costs are measured per enquiry, it also includes the time staff spend on indexing, developing and providing guidance to the collections. Staff in the J S Battye Library answered 54,603 enquiries and the State Reference Library 141,024.

Cost per enquiry in J S Battye Library

1994-95	\$ 6.46
1995-96	\$ 9.85
1996-97*	\$11.84
1997-98	\$10.97
1998-99	\$ 9.54

Note: During 1998-99 the number of enquiries and consultancies has increased, although enquiries to staff from the Infolink government & community information database continue to fall now that clients can search for information themselves.

Cost per enquiry in the State Reference Library

1991-92	\$7.93
1992-93	\$9.66
1993-94	\$7.46
1994-95	\$7.19
1995-96	\$9.15
1996-97	\$9.07
1997-98	\$8.24
1998-99	\$8.04

Note: The decrease in costs are because of an increase in the number of enquiries and because enquiries are answered by a wider profile of staff, including library technicians and contract staff.

Retrieving documents for researchers in the Archives search room

With all archival material stored in closed stacks, identifying and retrieving documents for researchers is a very staff intensive process.

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
1998-99	\$4.34

Note: (i) The decrease in costs is mainly due to increased retrievals with the opening of the new search room.

(ii) From 1996-97 this figure only includes government records, as the private archives collections were transferred to the J S Battye Library.

EFFICIENCY MEASURES OUTPUT 2**Output 2**

Development and management of the State's natural, cultural and documentary collections.

Each year over 7 million dollars are spent purchasing stock for public libraries and the permanent collections in the Alexander Library Building. Considerable resources are allocated to purchasing, cataloguing and processing new stock and maintaining the permanent collections.

Cost per title of acquiring public library stock.

1993-94	\$10.74
1994-95	\$12.79
1995-96	\$12.89
1996-97	\$13.34
1997-98	\$11.02
1998-99	\$10.25

Note: From 1993-94 to 1997-98 these costs were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figure is for public library stock, the bulk of the orders.

Unit cost of cataloguing new titles for stock.

	All stock	Public Library stock	StateReference Library stock	J S Battye Library stock
1993-94	\$25.89			
1994-95	\$23.65			
1995-96	\$24.79			
1996-97	\$22.25			
1997-98	\$21.10			
1998-99	See over	\$6.07	\$32.64	\$54.51

Note 1: Figures for 1993-94 to 1997-98 were based on total costs of the Bibliographical Services Branch and included all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figures are separated into stock for each client area. The figures now more accurately reflect the different levels of cataloguing for different types of stock and client groups.

(i) Public library stock includes large numbers of junior and fiction stock which receives minimal cataloguing, with most non-fiction being copy cataloguing.

(ii) State Reference Library stock requires additional subject access and has a range of material which requires original cataloguing such as music, recordings, videos and maps.

(iii) The cost of cataloguing stock for the Battye Library reflects the high level of cataloguing required for this material (for which LISWA has national responsibility) and the amount of original cataloguing for unique Western Australian material.

Note 2: Although expressed in terms of titles catalogued, these figures include time staff spend on retrospective conversion of material, updating records and maintaining the database to a high standard. The Team Leader for the Battye Bibliographical Services Team also has organisational responsibility for maintaining database standards and training staff. The move to the National Library's Kinetica system (requiring considerable staff training), and the move to new team structures, has meant that fewer titles were catalogued in 1998-99.

Unit cost of preparing public library stock for use.

1993-94	\$1.53
1994-95	\$0.88
1995-96	\$1.03
1996-97	\$0.81
1997-98	\$0.81
1998-99	\$0.59

Note: From 1993-94 to 1997-98 these costs were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figure is for public library stock, the bulk of the stock (264,650 items).

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
1998-99	\$1.96

Note: Support staff activities increased marginally in 1998-99, but salaries also increased. Some additional staff were employed on a project to prepare newspapers for microfilming, for which some costs will be recouped.

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
1998-99	\$1.50

*Note: *Previous figures included the Battye Library and Infolink as well as the State Reference Library. From 1995-96 only the State Reference Library is included. The reduction for 1998-99 results from fewer staff involved in this activity.*

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 1999.

Mr Graham McEachran
Member of the Board

Mrs Kay Poustie
Member of the Board

27 August 1999

Outcome

A community that is informed of, and has access to, a diverse range of innovative ideas, knowledge and cultural experiences.

LISWA reports under Outputs 1 and 2 of the Ministry for Culture & the Arts. (These measures are reported in the 1998-99 and 1999-2000 Budget Statements. They are not audited.)

Output 1

Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

	1998-1999 Estimate	1998-1999 Actuals	1999-2000 Target
Quantity			
Number of interactions	2,942,000	3,034,883	2,900,000
Number of products	324	231	280
Quality			
Satisfaction rate - interactions	92%	93%	91%
Satisfaction rate - products	92%	89%	93%
Timeliness			
Hours the Library is open	74.5 hours	74.5 hours	74.5 hours
Cost			
Cost per interaction	\$5.59	\$4.91	\$5.50

Notes for Output Measure 1

The number of interactions measures the contact LISWA has with its many clients through services provided from the Alexander Library Building and electronically. It includes visitors to the library, searches on the LISWA database, enquiries, people attending training courses and exchanges with public libraries.

Products include exhibitions, publications and training courses developed by LISWA staff which interpret the collections and provide information to clients.

The satisfaction rate is a combined measure of feedback from our clients to the services and products provided.

Although timeliness is measured by the hours the Alexander Library Building is open to the public, through the LISWA website LISWA provides access 24 hours a day.

Cost figures for the 1998-99 and 1999-2000 estimated costs are from the 1999-2000 budget statements. (The 1998-99 statement did not give a breakdown by agency). The 1998-99 Actuals reflect the cost per interaction achieved in 1998-99 and the resources LISWA allocated to each output.

Output 2

Development and management of the State's natural, cultural and documentary collections.

	1998-1999 Estimate	1998-1999 Actuals	1999-2000 Target
Quantity			
Number of items maintained which support WA's collection management.	3,313,843	3,253,777	3,293,000
Number of new items added to the collections.	373,000	374,206	370,000
Quality			
% of acquisitions which adhere to collection policy.	99%	99%	99%
% of permanent collections stored according to appropriate standards.	99%	99%	99%
% of permanent collections which reflect WA heritage.	35%	36%	35%
Timeliness			
Time taken from order to dispatch (public library collections)	145 days	139 days	130 days
Cost			
Cost per item	\$3.88	\$3.56	\$3.82

Notes for Output Measure 2

The number of items maintained indicates the number of items in LISWA's collections. These include the public library collections and the reference and heritage collections housed in the Alexander Library Building. This covers a variety of formats which are measured in different ways, but the overall figure gives a trend in the collections maintained and it is increasing by approximately 110,000 items per year.

The number of new items added to the collections provides an indication of the spending power of the acquisition budget, although most heritage materials are not purchased. This figure is higher than the total by which the collections increase because of the discarding process for public library materials.

Setting the quality measure for adherence to collection policy at 99% reflects the difficulty of adhering to a collection policy 100% of the time when many staff are purchasing and appraising nearly 400,000 items per year. Some mistakes do occur. The collections stored adequately is also at 99% because some films and photographs in the J S Battye Library are not stored to Australian standards. Of the new items added to the permanent collections, 36% are for the Western Australian heritage collections.

Timeliness is measured by a sample of exchanges to a country and metropolitan library. Performance has improved and is expected to improve further as recommendations from the Public Library Resources Review are implemented.

Cost figures for the 1998-99 and 1999-2000 estimated costs are from the 1999-2000 budget statements. (The 1998-99 statements did not give a breakdown by agency). The 1998-99 Actuals reflect the cost per item held in the collections in 1998-99 and the resources LISWA allocated to each output.

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 2003

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 Joan Cameron
First appointed 1990
Term ends February 2002

Joan Cameron was appointed to the Library Board in 1990. 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 Council's Association, she is interested in seeing the partnership between the Board and local government strengthened.

Members

Councillor 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 Information Technology 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 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. Graham is also a member of the Metropolitan Health Services Board which is responsible for the operations of Perth's public hospitals. All his life, Graham has haunted libraries and bookshops.

Graham 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 Past 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.

Councillor Terese Stroud
First appointed 1996
Resigned May 1999

Ms Stroud represented 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.

Councillor Nola Waters
First appointed 1994
Term ends June 2002

Mrs Nola Waters has been a Councillor of the City of Cockburn for 21 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.

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.

Professor Robert S White
First appointed 1996
Term ends September 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 Principal of Sevenoaks Senior College. Sevenoaks is a new government school that will open in 2001. 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 where he managed several key strategic 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.

Councillor Nola Waters, *Chairperson*
Library Board

Dr John Reid
Library Board

Mrs Maidee Smith
Library Board (*until November 1998*)

Professor Geoffrey Bolton
Historian

Mr Michael Sonter
Legal Profession

Mr Phil Chapman
Records and Information
Management Liaison Group

Mr Shane Culbertson
Records Management Association of
Australia (WA)

Ms Jenny Edgecombe
Australian Society of Archivists

Mr Stephen Dodd
Local Government Records
Management Group (*until February 1999*)

Mrs Rhonda Beaton
Local Government Records
Management Group

Dr Lynn Allen, *Ex officio*
CEO and State Librarian, LISWA

Mr Chris Coggin, *Executive Secretary*
Director: State Records Office

Ms Isabel Smith, *Secretary of the Committee*
Team Leader: State 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 33 disposal authorities for Board approval. Major retention and disposal schedules were approved for the Western Australian Police Service, Registrar General's Office, South West Regional College of Tafe, Office of Energy, Metropolitan Cemeteries Board and the University of Western Australia.

Chief Executive Officer and State Librarian

Dr Lynn Allen
Appointed: January 1989

Director: Public Library Services

Debrah Lewis
Appointed: December 1997

Director: J S Battye Library

Ronda Jamieson
Appointed: March 1999

Director: State Records Office

Chris Coggin
Appointed: May 1995

Director: State Reference Library

Claire Forte
Appointed: April 1999

Director: Strategic Support & Development

Peter Lambert
Appointed: May 1999

Manager: Organisation Development

Carole Baetge
Appointed: August 1995

Manager: Business Development

Greg Doehring
Appointed: February 1995

Manager: Information Systems

Graham Hilton
Appointed: March 1995

Manager: Preservation Services

Position vacant

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 by The Library Board of Western Australia as at 30 June 1999. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

PUBLIC LIBRARY SERVICES

Director: Public Library Services

Debrah Lewis

Administrative Assistant

Claire Harloe

Library Advisory Services Team

Team Leader

George Cowcher

Consultants

Consultant: Multicultural Services

Pearl Tan

Consultant: Senior Services

Ruth Balding

Consultant: Special Needs

Yvonne Morant

Consultant: Young People's Services

Sue North

Librarians

Nola Allen

Michael Cuomo

Oliver Gatty

Norene Garry

Michelle Gherghinis

Leonie Hayes

Sue Hunter

Tom Knapp

Karin Smith

Library Officers

Teresa Epps

Maria Milos

Anne Oakes

Amrick Singh

Stock Management Services Team

Team Leader

Ian Kane

Supervising Clerk: Maintenance Team

Kathleen Wilkinson

Supervising Clerk: Outgoing Exchanges Team

Roger Ford

Supervising Clerk: Incoming Exchanges Team

Pat Cambridge

Library Officers

Jenny Feehan

Rhonda Granner

Yvonne Grant

Pam Gully

Diane Herbert

Ken Hewitt

Krystyna Kudla

John Naturalny

Pamela Pilmer

Daniella Popiel

Brian Pratt

Lynsey Scott

Peter Thackray

Brian Walker

Alan Wyncol

Store Officers

Valma Caldow

Terry Cambridge

Phillip Hough

Clint Polman

Van Drivers

Zachary Bell

Gary Obrecht

David Rowe

Bibliographical Services Team

Team Leader

Gladys Douthwaite

Librarians

Jane Jeleric

Joan McKenna

Orders Coordinator

Pat Hyde

Library Technicians

David Jones

Wendy Monaghan

Supervisors

Helen Gourlay

Deborah Jones

John Rebick

Library Officers

Alex Brennan

Kim Bucchino

Zofia Carter

Antonetta Fernandes

Lorraine Karas

Gregory Kirby

Karen Lydon

Margaret Matthews

Jo O'Connor

Jeanette Shepherd

Nicola Smith

Graham Sutherland

Pat Szabo

Storepersons

Catherine McIntyre

Ron McPherson

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY

Director: Battye Library
Ronda Jamieson

Administrative Assistant
Tarmla Cook

Original Materials and Information Services Team

Team Leader
Jennie Carter

Librarians
Julie Martin
Steve Howell
Gerard Foley

Private Archivist
Michael Price

Secretary: Oral History
Valda Kiely

Library Technicians
Mary Jones
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 (Seconded)
Anne Lilleyman

Library Technician
Jan Skillington

Senior Clerk
Robert Reece

Library Officers

Pamela Beveridge
Fiona Catherwood
Lynley Edwards
Meredith Howell
Andrew MacDonald
Sue Osmond
Robert Swain (Transferred)

Bibliographical Services Team

Team Leader
Beth Reece

Librarians
John Draffin
Angela Don
Robyn Edwards

Library Officers
Lucy Dal Busco
Linda Davis
Patricia Barr

STATE RECORDS OFFICE

Director: State Records Office
Chris Coggin

Archival Services Team

Team Leader
Tom Reynolds

Archivists
Ann Archer
Damien Hassan
Lise Summers

Archives Officers
Pat Paterson
Maria Carvalho
Justin Fairhead

Archives Assistants
Heather Magee
Peter Di Marco
Patrick McCourt

Recordkeeping Services Team

Team Leader
Isabel Smith

Records Management Consultant
Anne Gill

Recordkeeping Consultant
Julie Bright

Recordkeeping Advisory Officers
Martin Fordham
Paul Ferridge
Kim Cannon

Support Officer
Doug Carrie

STATE REFERENCE LIBRARY

Director: State Reference Library
Claire Forte

Secretary
Wendy Mekisic

Arts & Literature Team

Librarians
Marilyn Carcavas
Julianne Clifford
Anne Keehan
Mary Lewin
Mary Magaraggia
Jeya Ponnuthurai
Carol Rikli

Coordinator: State Film & Video Library
Julie Coyle

Library Assistants
Linda Black
Paul Buttsworth
Derek Chantler
Kay Commons
Lucien Duwooz
Alan Hamence

Business & Management Team

Team Leader
Pam Phelan

Librarians
Jude Cooper
Caroline Dowling
Elaine Olsen
Salwa Soliman
John Toomey

Library Technician
Virginia Burris

Senior Clerk
Tanya Daddi

Library Assistants
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss

Industry & Technology Team

Team Leader
Gabrielle Reynolds

Librarians
Peter Bloomfield
Brenda Collins
Kate Eckersley
Gaye Sweeney

Senior Clerk
Sharon Pratt

Library Assistants
Julie Ellender
Samantha Fairbanks
Karen Godfrey
Julie Jennings
Angela Maw

Music & Performing Arts Team

Team Leader
Brian Dawson

Librarians
Allison Fyfe
Janet Hocken
Jane Jones

Library Technician
May Pye

Library Assistants
Dixie Moore
Gayle Roberts
Julie Sheren

Social Sciences Team

Team Leader
Barbara McGuire

Librarians
Nick Duncan
Russell Hamilton
Susan Henson
Sue Sondalini

Library Technician
Natalie McDonald

Senior Clerk
Jolanta Andres

Library Assistants
Eileen Branson
Maira Harding
Cecil Hare
Robert King
Sue Ryan
Maria Vargas
Margaret Watts

Bibliographical Services Team

Team Leader
Kathy Rawlinson

Librarians
Sai Kee Kek
Pam Marciano
Robin Robinson
Jeri Tatian

Senior Clerk
Ilona Tobin

Library Officers
Betty Bilton
Grace Chiu
Linda Laycock
Glenys Oakes
Kerry Randall
Renata Roberts
Annette Stephens

PRESERVATION SERVICES BRANCH

Manager
Position vacant

Senior Conservator
Pamela Najjar-Simpson

Paper Conservator
Amanda Simper

Bookbinder and Boxmaker
Timothy Cooke

Conservation Technician
Susan Anderson

Conservation Assistant
Patrick Smith

Micrographics Coordinator
Pat Griffiths

Micrographic Technicians
Lee Blackford
Jennifer Crabtree
Deborah Ennis
Fay Hayward
Gayle McGlynn
Paul Mitchell
Tina Taylor

Coordinator Photographic and Multimedia Services
Toni Munro

Photographic Technician
Robert Diggins

Clerk
Maria Jakovcich

DOCUMENT DELIVERY SERVICES
Manager

Ross Withnell

Librarians

David Hodgson

Pena Polmear

Senior Clerk

Anita Freeman (M/L)

Nicole Piotek

Library Technician

Sue McDonald

Library Assistants

Ewa Bieniawski

Evelyn Bullin

Julie Jennings

Sandra Jones

Kate Kenny

Helen Lysaght

Caroline Nightingale

Leah Proud

Dianne Young

INFORMATION SYSTEMS
Manager

Graham Hilton

Coordinator: Application Services

Kaye Hill

Coordinator: Information Technology

Dianne Calway (M/L)

System Administrator

Ian Saldanha

Network Administrator

Ivelina Staneva (M/L)

Web Administrator

Lori Polkinghorn

LIDDA Administrator

Collette Orchard

Contractors

Brett Donovan

David Robinson

Trisha Rolls

Craig Willoughby

Coordinator: Corporate Information

Jill Jones

Senior Corporate Records Officer

Kerri Mockett

Officers

Del Lewis

Win Wharam

FINANCE
Manager

Lily Mirco (Transferred)

Financial Officer Budgeting

Lilian Dinardo (Outplaced)

Supply Officer

Kim Armstrong (Outplaced)

Finance Officers

Diana Edwards (Outplaced)

Daniel Hutchinson (Outplaced)

BUILDING SERVICES
Coordinator: Building Operations

Rob Dickey

House Officer

Lorraine Beck

Van Dock Supervisor

Vic Thorpe

Bookings Officer

Pat Skidmore

Duty Officers

Sam Earnshaw

Rimar James

Mike Phillipsz

Tim Riley

Des Tonge

Storemen

Brian Howard

Quang Nguyen

Special Projects

Peter Marshall (Transferred)

EXECUTIVE AND STRATEGIC MANAGEMENT
Chief Executive Officer and State Librarian

Lynn Allen

Senior Executive Assistant

Pauline Jamieson

Director: Strategic Support & Development

Peter Lambert

Manager: Business Development

Greg Doehring

Manager: Organisation Development

Carole Baetge

Consultant: Policy & Evaluation

Julie Ham

Consultant: Bibliographical Services

Ian Stone

Project Leader: Western Stories

Patrick Moore

Executive Officer: Sponsorship & Investment

Jenny Underwood

Save Our Century Fund Project

Leigh Hays

Fiona Caratozzolo

Project Officer

Belinda Walshe

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

Researcher

Virginia Rowland

Lynn Allen

Pro Chancellor, Curtin University of Technology.

Member, Advisory Board, Department of Library and Information Studies, Curtin University of Technology.

Member, Health Information Systems Board.

Chairperson, Education Department of WA Internal Audit Committee.

Member, Information and Communications Policy Advisory Committee.

Member, CEO Online Services Group.

Member, Council of Australian State Libraries.

Custodian, WA State Library Custodians Inc.

"Ethics vs Economics? Defining the real issues for cultural institutions, copyright and the electronic age", paper, *Copyright and the Electronic Age*, conference, Canberra, July 1998.

Speaker, Information Technology Students Breakfast, Asia Pacific AT&T Awards.

Speaker, St Andrews Society Annual Dinner.

Nola Allen

Secretary, Children's Book Council of Australia, W.A. Branch.

Judge, Tim Winton Young Writers Competition.

Judge, Christobel Mattingley Young Writers Competition.

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

Panel Member, Children's Book Week Seminar ALIA (CYSS), 25 July 1998

Julie Bright

Chair, Local Government General Disposal Authority Review Committee.

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

Mentor, RMAA Mentoring Group.

Chris Coggin

Member, Geographic Names Committee.

Member, Friends of Battye Library (Inc) Committee.

Member for WA, Council of Federal, State and Territory Archives.

Member, "Bringing Them Home" Records Task Force.

George Cowcher

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

Editor, *Just keeping in touch*.

Gerard Foley

"Back to the Future : Motion Pictures as Archives", paper, Australian Society of Archivists annual conference, *Place, Interface and Cyberspace: Archives at the Edge*, Fremantle, August 1998.

Program Coordinator, Australian Society of Archivists (WA Branch).

Member, Organising Committee, Australian Society of Archivists annual conference, *Place, Interface and Cyberspace: Archives at the Edge*, Fremantle, August 1998.

Jointly curated heritage film program with the Film & Television Institute for the Fremantle Festival, 14-15 November 1998.

Presentation and curated film program for the Mid West Region, Geraldton Public Library, 23 November 1998.

Claire Forte

Member, Council of Australian Libraries (CASL) Copyright Working Group.

Member, Council of Australian Libraries (CASL) Partnerships in Education Working Group.

Michelle Gherghinis

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

Committee member, Western Australian Young Reader's Book Award.

State coordinator, Nestle Write Around Australia Creative Writing Competition.

Judge, Tim Winton Young Writers Competition.

Judge, Christobel Mattingley Young Writers Competition.

Recipient, Western Australian Children's Week Award, 1998.

Patricia Griffiths

Member, Micrographics and Image Management Committee of Standards Australia, who are developing and reviewing Australian National and ISO standards.

Julie Ham

Member, ALIA Continuing Professional Development Committee (WA).

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

Member, Council of Australian Libraries (CASL), Public Libraries Statistics Group.

Damien Hassan

Publications coordinator, *Western Archives*, Australian Society of Archivists (WA) Branch.

Member, Marketing Committee, Australian Society of Archivists annual conference, *Place, Interface and Cyberspace: Archives at the Edge*, Fremantle, August 1998.

Leigh Hays

Committee member, Australian Society of Archivists.

Copy editor, *Archives and Manuscripts: journal of the Australian Society of Archivists*.

Kaye Hill

Council of Australian State Libraries representative on the National Library of Australia's Kinetica Advisory Council.

Graham Hilton

"Managing Large Information Systems Projects", talk, Edith Cowan University, April, 1999.

Member, New Technology Working Party, Cultural Ministers Council.

Member, Online Managers Committee, Department of Commerce and Trade.

Debrah Lewis

Member, Community Services Co-Location Committee, Department of Commerce and Trade.

Member, Regional Services Committee, Ministry for Culture and the Arts.

Julie Martin

"Lest we forget: Adopt-A-Soldier Project", *Western Ancestor*, September 1999 and other newsletters and periodicals.

"Hidden Treasures of the ALB", talk, Western Australian Genealogical Society, November 1998.

"South Australian sources in the Australian Joint Copying Project materials", talk, Western Australian Genealogical Society (SA Special Interest Group), April 1999.

Treasurer and Newsletter editor, Friends of Battye Library Inc.

Wendy Monaghan

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

Patrick Moore

Chair, Advisory Board of the Archives of the Catholic Archdiocese of Perth.

"Family photos on the Net", *Australasian Federation of Family History Organisations (AFFHO) Newsletter*, Vol. 2 (4), February 1999, p.18-20.

"Western Stories - taking the past to the future", talk, Friends Of Battye Library Inc., July 1998.

Yvonne Morant

"LISWA and Public Libraries: Good Places for Aboriginal People", paper, *Libraries and Reconciliation: Walking Together into the Future*, Aboriginal and Torres Strait Islander Library and Information Resources Network Conference, Melbourne, November 1998.

Ted North

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

Sue Osmond

Committee Member, Friends of Battye Library Inc.

Pam Phelan

Member, WA State Government's Internet Business and Investment Embassy Management Committee.

"Information the Silent Advantage", presentation to the Government Entities Marketing Association, November 1998.

"Australia Day : its history and celebration", ABC Radio Interview, January 1999.

Tom Reynolds

Panel Member, Council of Federal, State and Territory Archives (COFSTA) Reference & Public Access Forum, Esplanade Hotel, Fremantle, August 1998.

Treasurer, Australian Society of Archivists (WA) Branch.

Isabel Smith

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

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

Mentor, RMAA Mentoring Group.

Tutor, Edith Cowan University.

"Role and function of the Public Records Office of Western Australia", presentation, Edith Cowan University Students, October 1998.

'Recordkeeping in the Public Sector', presentations to Senior Management Groups, January 1999 and May 1999.

Review of General Disposal Authorities for the Public Records Office of Victoria and Queensland State Archives, *Archives and Manuscripts*, November 1998, Vol 26 (2).

Sue Sondalini

Guest speaker, Family History Workshop, University of the Third Age, March 1999.

Interview for "Postcards" television programme, July 1998.

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

Brian Stewart

Contributor to *Friends of Battye Newsletter*.

Member of Committee of Management and Executive Subcommittee, Arts Sport and Recreation Industry Training Council (until Oct. 1998).

Chair, Library and Information Sector Subcommittee, Arts Sport and Recreation Industry Training Council (until Oct. 1998).

Staff Achievements (cont.)

Lise Summers

Convenor, Australian Society of Archivists (WA) Branch.

Committee Member, ALIA Local Studies Section, WA & national levels.

Member, Defence Heritage Committee, National Trust (WA).

Awarded MA (Local History), Edith Cowan University.

Gaye Sweeney

Awarded Graduate Diploma (Human Resource Development), Curtin University School of Business.

David Whiteford

"The Collections and Services of the Battye Library", talk, Floreat Probus Club (September 1998) and Bassendean Wider Vision (May 1999).

"The Battye Library and WA Local Studies Collections", talk, Heritage Council of WA, May 1999.

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 award was given to the following staff:

Maureen D'Rozario

Anne Lilleyman

Brian Howard

Julie Jennings

Jenny Jenkins

Kathy Rawlinson

Lina Brodalka, Teresa Epps, Maria Milos

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 1998-99 award was presented to David Whiteford for his work in the J S Battye Library.

David has responsibility for the development of the monographs collections of Westraliana, for providing library education, and for assisting in the development of local studies collections in public libraries. His dedication and enthusiasm in carrying out his responsibilities in all these areas has been exemplary.

David's knowledge of the published history of Western Australia is extensive and he takes every opportunity to extend his knowledge and to develop the collections. He has been very involved in the provision of library education, conducting training sessions for LISWA staff and clients of LISWA's online catalogue. His careful course preparation, combined with his wide knowledge of the collections and how to access them, have made his training sessions highly successful. David is a true book person and his passion for books is shown in his professional work and is reflected in his personal collecting. Like all true enthusiasts, David is generous with his knowledge and is always ready to help colleagues.

The State Librarian's 10th Anniversary Achievement Awards

On 16th January 1999, the State Librarian, Dr Lynn Allen, celebrated 10 years in that position. To mark the occasion the State Librarian's 10th Anniversary Achievement Awards were initiated to recognise ten years of achievement by LISWA staff who had worked tirelessly to reach high levels of excellence in a range of areas: from technological innovation to teams, and from improvements in service delivery to systems replacement.

Nominations were called for teams to present their achievements for a particular project or a team based initiative in five categories. Nominations were judged by a panel comprising John Bishop (retired from LISWA in February 1998), Wendy Birman (previously Chairperson of the Library Board) and Lynn Allen. Team presentations were made at staff meetings enabling all staff to have an understanding of the many projects which have been undertaken throughout LISWA. The Minister for the Arts, Hon Peter Foss, presented the Staff Achievement Awards and commended LISWA for its innovation, philosophy of continuous improvement and striving for excellence in a range of areas.

Service Improvement

Team Award: Information Services for Small Business Starters
Business & Management Team

Project Team Award: PIA Serials Implementation Project
Project Information Access (PIA) Serials Implementation Team

Commendations:

Improved Client Access to Westraliana
Information Materials and Services Team (Battye)

Training Towards 2000
Recordkeeping Services (State Records Office)

Special Open Days 1991 and 1993

Open Day Committee

Bookings for Public Internet workstations

Internet Bookings Project Group

Innovative Use of Technology

Team Award: Online Organisation Project and Public Libraries Online Website

Information Systems Team, and the Public Library Services, Library Advisory Services Team

Project Team Award: PIA Indexing Project

PIA Indexing Team

Managing Change

Team Award: From projects to programmes: A decade of change in Preservation Services at LISWA

Preservation Services Team

Project Team Award: Circulation Module

Circulation Team

Improving Productivity

Team Award: Archives: into the 21st Century

Public Records Access Team

Project Team Award: Public Photocopy Services: incorporating monitor swipe cards access system

Public Photocopy Service Project Team

Commendations:

Financial Management Initiatives

Finance & Building Services Team

DDC21 Reclassification process and linking

Industry & Technology Team

Teamwork

Team Award: Becoming a team - the Music and Performing Arts experience

Music & Performing Arts Team

Project Team Award: Cataloguing Costs Project

Reference Services: Bibliographical Services Team

Commendation:

Battye Original Materials (OMIS) Team Development

Original Materials and Information Services Team

New LISWA Publications in 1998 -1999

- 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) \$20.00 annual subscription
- Material Girls: a select bibliography of women's issues and interests. (Bibliographical Series No.1) (1999, 30p.) \$17.00
- Sharing our Treasures: a journey through the State's collections (1999, 36p.) *Free*
- Statistical Bulletin for Public Libraries in Western Australia (Annual) \$12.00
- The Western Australian Calendar of Special Dates 1998 / Infolink Government and Community Information Service. (1998, 52p.) \$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.) *out of print*

Catalogues / Indexes

- 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

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
- 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 JS Batty 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

- 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

- Records Disposal Handbook / State Records Office of Western Australia. (1999) *Price on application*
- Policies and Standards Manual / State Archives of Western Australia. (1992) *Price on application*
- General disposal authority for human resource management records / State Records Office (1999) (new edition) *Price on application*
- General disposal authority for local government records / Records Management Office, State Archives of Western Australia. (1994) *Price on application*
- General disposal authority for financial and accounting records / Records Management Office, State Archives of Western Australia. (1994) *Price on application*
- How to Design a Records Management Procedure Manual / State Archives of Western Australia (1995) *Price on application*
- Public records management: a guide to normal administrative practice / Public Records Office of Western Australia. (1995, 45 p.) *out of print*

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 1998-99 The Library and Information Service of Western Australia did not receive any 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 3444
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 1998-99 (as at 30 June 1999)

Workload indicators for 1998-99 operations and stock levels are provided on the following pages, along with figures for the previous five years

OPERATIONS	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
PUBLIC LIBRARY SERVICES						
Total public libraries and extension services	229	229	228	230	234	236
Additional volumes in public libraries						
- Development Program	10,662	51,992	44,436	60,415	74,535	85,845
Volumes despatched on Exchange Program	375,018	502,649	418,137	444,523	393,459	384,134
Volumes repaired in-house	56,639	20,908	15,027	9,447	15,234	25,197
Information materials distributed	286,040	219,646	317,979	282,055	200,955	243,097
Information enquiries	2,728	2,710	3,795	3,261	3,267	4,291
Multi-language volumes lent	62,247	67,687	64,249	54,234	67,961	69,286
Number attending training courses	539	365	347	172	311	352
Annual public library visits	96	66	22	174	132	192

WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES

J S Battye Library

Information enquiries	44,657	44,507	45,927	43,766	52,563	54,603
Government and community information enquiries	33,386	23,932	20,386	17,404	12,183	11,123
Total information enquiries	78,043	68,439	66,313	61,071	64,746	65,726
Index entries made	13,154	10,683	6,627	3,418	3,158	8,449
Infotek Database records updated	7,073	6,909	6,281	4,287	11,895	7,684
Private archive collections received	104	77	41	21	87	54
Private archive collections processed	139	119	69	80	220	144

PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES

Information services

Reference information enquiries	8,066	8,674	8,665	9,948	10,743	12,380
Records management enquiries	977	896	1,323	1,737	1,863	1,456
Total information enquiries	9,043	9,570	9,988	11,685	12,606	13,836
Documents used by researchers	19,845	18,556	19,961	17,495	18,021	20,154

Archival management services

Agencies registered	116	127	62	37	20	49
Series registered	351	411	174	88	53	120
Archival loans to government agencies	3,582	5,075	4,132	3,498	4,186	5,297
Government archive consignments received	26	81	52	91	83	231
Government archive consignments processed	358	269	217	161	129	174
Records management services						
Consultancies with state government agencies	56	18	38	93	43	36
Consultancies with local government agencies	11	6	4	4	10	9
Loans of government records to agencies	4,449	3,596	2,871	2,416	1,692	911

REFERENCE AND INFORMATION SERVICES

Visitors to the Alexander Library Building	497,814	460,065	458,245	560,125	793,230	749,044
Information services						
Information enquiries made in person, by telephone or letter	119,718	124,033	131,226	148,740	137,078	138,930
Information enquires via public libraries	3,158	2,662	2,927	3,075	2,910	2,094
Total information enquiries	122,876	126,695	134,153	151,815	139,988	141,024
Stock reshelfed after public use	445,932	459,948	467,236	472,601	442,418	436,902
Scores, cassettes and scripts lent to members	40,780	38,241	39,615	35,631	35,998	36,131
Film and video loans to organisations	23,235	20,436	17,009	11,395	7,480	7,130
Recordings listened to by the public	6,654	8,559	6,306	3,264	2,817	2,708
Films / videos viewed in State Film and Video Library	4,884	5,487	6,163	4,424	3,110	3,421
Total membership of the State Music Library	8,915	8,599	8,720	8,346	8,217	7,939
Total membership of the State Film and Video Library	2,695	2,300	2,076	2,064	2,248	2,372

Workload Indicators 1998-99 (as at 30 June 1999)(cont.)

OPERATIONS (cont.)	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
BIBLIOGRAPHICAL SERVICES						
Acquiring stock						
Total orders raised	34,083	30,358	29,310	31,911	31,106	29,669
Items processed for Public Library Services stock	199,504	334,581	275,617	326,353	262,475	264,650
Volumes processed for Alexander Library Building stock	12,467	13,332	13,154	15,325	16,118	11,779
Serial issues processed for Alexander Library Building stock	118,069	99,764	92,727	97,176	96,116	91,448
Government publications sent abroad	4,718	4,799	1,581	6,110	3,883	3,788
Cataloguing stock						
Total number of titles catalogued	31,782	31,758	29,602	33,893	34,565	32,486
Titles catalogued for Public Library Services	20,177	19,350	17,769	17,965	17,120	19,659
Titles catalogued for State Reference Library	13,130	14,268	13,431	10,872	11,958	7,938
Titles catalogued for J.S. Batty Library	see above	see above	see above	4,905	5,487	4,889
PRESERVATION SERVICES						
Reels of microfilm produced	928	894	994	1,912	1,358	727
Microfilm jackets produced	not available	not available	not available	not available	16,234	11,122
Negatives made for stock	2,488	4,934	4,606	882	3,569	1,332
Items produced for outside orders	2,689	2,495	2,766	3,529	2,437	1,661
Protective encasements	3,003	3,598	3,895	3,910	4,332	3,749
Public enquiries	173	259	239	85	92	113
DOCUMENT DELIVERY SERVICES						
Author/title requests received from public libraries	71,049	60,683	63,869	64,215	59,460	50,294
Subject requests received from public libraries	3,570	3,347	3,872	3,506	3,506	2,094
Author/title requests received from non public libraries	2,643	2,406	2,042	1,962	1,708	1,514
Total number author/title and subject requests received	77,262	66,436	69,783	69,683	64,674	53,902
Reference and location enquiries	17,542	16,581	18,011	17,633	12,550	9,451
Loans arranged	50,506	39,876	39,657	34,970	33,139	28,140
Photocopy requests received	3,879	3,593	2,831	2,468	2,019	1,768
PUBLIC PROGRAMS						
Exhibitions / displays mounted	44	55	70	57	50	45
Books, booklets and newsletters published	17	18	22	16	14	18
Brochures and leaflets produced	32	21	21	26	20	18
Posters, flyers and ephemera produced	not available	77	239	198	127	92
Total number of items published or printed	not available	116	282	240	161	128
Media releases prepared (excluding advertisements)	19	15	19	20	15	12

Workload Indicators 1998-99 (as at 30 June 1999)(cont.)

STOCK	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
PUBLIC LIBRARY SERVICES						
Adult non fiction	872,083	887,902	902,037	921,295	917,971	938,935
Adult fiction	616,100	626,198	631,654	652,512	643,912	656,463
Junior	636,528	650,399	658,264	674,864	677,472	691,875
Multi language resources collection	45,393	52,400	48,064	50,053	50,207	51,908
Microfilm (reels)	1,312	1,461	1,461	1,461	1,461	1,461
Total stock	2,171,416	2,218,360	2,240,411	2,298,816	2,289,654	2,339,273
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES						
J S Battye Library						
Monograph titles	36,468	39,512	42,792	46,084	49,460	52,479
Monograph volumes	58,691	63,846	68,707	73,813	78,846	83,531
Serial titles	8,720	10,668	11,255	11,367	11,732	12,927
Newspaper titles	781	791	804	811	823	836
Microfilm (reels)	10,483	10,653	10,885	11,109	11,279	11,432
Microfiche (metres)	4	4	4	4	10	13.05
Cartographic items	21,050	21,612	22,077	22,580	25,087	25,601
Ephemera (items)	58,896	60,333	60,862	63,375	65,759	66,962
Pictorial items	111,629	114,179	114,199	114,552	114,965	115,094
Pictorial volumes (includes albums)	402	420	420	428	429	434
State Film Archives film and video titles	2,381	2,386	2,401	2,620	2,764	2,844
Oral history hours of tape	8,084	9,024	9,796	10,437	10,937	11,321
Oral history transcripts	1,825	1,947	2,030	2,287	2,394	2,470
Private archives (metres)	2,245	1,242	1,274	1,289	1,327	1,342
Government and community information Infotlink database records	5,966	6,184	6,248	6,554	7,058	7,494
PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES						
Government archives (metres)	7,740	8,037	8,335	8,740	9,031	9,311
Cartographic items	40,922	42,422	45,834	46,784	46,784	46,984
Microfilm reels	4,402	4,729	5,011	5,397	5,626	5,815
REFERENCE AND INFORMATION SERVICES						
Monographs (volumes)	316,335	323,157	328,312	336,926	346,889	352,155
Current serials and newspaper titles	9,011	9,033	9,122	9,285	9,405	9,421
Microfilm (reels)	9,939	10,168	10,336	10,837	11,114	11,902
Microfiche (metres)	168	173	175	176	179	190
Scores	33,092	34,401	35,619	36,272	37,220	38,784
Musical sound recordings	12,719	13,020	13,585	14,005	14,452	15,000
Cartographic items	21,173	21,528	21,881	22,094	22,160	22,245
State Film and Video Library videos (titles)	4,517	5,216	5,814	5,900	6,014	6,169
State Film & Video Library 16mm films (titles)	8,223	8,243	8,252	8,107	7,627	7,464



Auditor General

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 1999

Scope

I have audited the accounts and financial statements of The Library Board of Western Australia for the year ended June 30, 1999 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 Board 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 Accounting Standards, other mandatory professional reporting requirements 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

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, 1999 and the financial position at that date.



D D R PEARSON
AUDITOR GENERAL
November 11, 1999

THE LIBRARY BOARD OF WESTERN AUSTRALIA
**OPERATING STATEMENT
for the year ended 30 June 1999**

	<i>Note</i>	1998/99 (\$'000)	1997/98 (\$'000)
COST OF SERVICES			
Operating expenses			
Salaries, Wages and Allowances	2, 23	9,518	10,361
Superannuation	23	453	300
Other staff costs		260	253
Library Acquisitions	23	41	1,527
Consumable Supplies and Sundry Materials	23	961	1,190
Services and Contracts	23	1,774	1,712
Maintenance	23	808	1,116
Interest (On Loans)	23	2,258	2,453
Subsidies	3	393	391
Depreciation	4, 23	8,158	2,332
Other operating expenses	5, 23	785	668
		<u>25,409</u>	<u>22,303</u>
Revenue from services			
Service Charges	23	169	770
Sales		594	591
Repayments and Recoveries	23	525	684
Commonwealth Grant	23	10	190
Other operating revenue	6, 23	205	138
		<u>1,503</u>	<u>2,373</u>
Net cost of services before abnormal and extraordinary items		23,906	19,930
Abnormal item	7	(11,031)	(26,317)
Net cost of services after abnormal and extraordinary items		<u>12,875</u>	<u>(6,387)</u>
REVENUE FROM GOVERNMENT			
Consolidated Fund - recurrent appropriation	8	14,870	13,879
Premier's Book Awards Grant	23	-	50
Resources received free of charge	9, 23	9,579	10,578
		<u>24,449</u>	<u>24,507</u>
Change in net assets resulting from operations		<u>11,574</u>	<u>30,894</u>
Extraordinary item	7	-	6,521
Add Opening balance of accumulated surplus (deficit)		<u>31,219</u>	<u>(6,196)</u>
Closing balance of accumulated surplus/(deficit)		<u>42,793</u>	<u>31,219</u>

THE LIBRARY BOARD OF WESTERN AUSTRALIA
**STATEMENT OF FINANCIAL POSITION
as at 30 June 1999**

	<i>Note</i>	1998/99 (\$'000)	1997/98 (\$'000)
CURRENT ASSETS			
Cash resources	10	597	679
Accounts receivable	11	237	247
Inventories	12	26	51
Prepayments	13	41	33
Total current assets		<u>901</u>	<u>1,010</u>
NON-CURRENT ASSETS			
Property, plant and equipment	14	82,309	69,514
Total non-current assets		<u>82,309</u>	<u>69,514</u>
Total assets		<u>83,210</u>	<u>70,524</u>
CURRENT LIABILITIES			
Accounts payable	15	493	637
Accrued expenses	16	660	704
Borrowings from WA Treasury Corporation	17	1,077	978
Other current liabilities		63	77
Total current liabilities		<u>2,293</u>	<u>2,396</u>
NON-CURRENT LIABILITIES			
Borrowings from WA Treasury Corporation	17	23,626	22,499
Total non-current liabilities		<u>23,626</u>	<u>22,499</u>
Total liabilities		<u>25,919</u>	<u>24,895</u>
Net assets		<u>57,291</u>	<u>45,629</u>
Equity			
Accumulated surplus/(deficit)	19	42,793	31,219
Asset Revaluation Reserve	18	14,498	14,410
Total equity		<u>57,291</u>	<u>45,629</u>

THE LIBRARY BOARD OF WESTERN AUSTRALIA
STATEMENT OF CASH FLOWS
for the year ended 30 June 1999

	<i>Note</i>	1998/99 Inflows (Outflows) (\$'000)	1997/98 Inflows (Outflows) (\$'000)
CASH FLOWS FROM/TO GOVERNMENT			
Consolidated Fund - recurrent appropriation		14,870	13,879
Grants and subsidies from government sources		14	240
		<hr/>	<hr/>
Net cash provided by government		14,884	14,119
Utilised as follows:		<hr/>	<hr/>
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Payments to suppliers		(4,972)	(5,111)
Payments for library acquisitions		(40)	(7,940)
Payments to employees		-	(39)
Interest paid to WA Treasury Corporation		(2,334)	(2,516)
Loan guarantee charges paid to WA Treasury Corporation		(47)	(48)
Subsidies paid		(393)	(355)
Receipts			
Receipts from customers		1,339	2,034
Interest		5	15
Other operating revenue		128	123
		<hr/>	<hr/>
Net cash used in operating activities	20	(6,314)	(13,837)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for purchase of property, plant, equipment and collections		(9,906)	(244)
		<hr/>	<hr/>
Net cash used in investing activities		(9,906)	(244)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds of borrowings from WA Treasury Corporation		2,223	300
Repayment of borrowings to WA Treasury Corporation		(997)	(942)
		<hr/>	<hr/>
Net cash provided by financing activities		1,226	(642)
TOTAL CASH FLOWS FROM OPERATING, INVESTING AND FINANCING ACTIVITIES			
		<hr/> (14,994)	<hr/> (14,723)
Net (Decrease)/Increase in cash held		(110)	(604)
Cash at the beginning of the reporting period		679	1,283
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year		28	-
		<hr/>	<hr/>
Cash at the end of the reporting period	10	597	679

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 land and buildings. The Alexander Library Building and Dianella Repository building were both revalued by the Valuer General's Office (VGO) in 1996/97 and 1998/99 respectively. The figure provided by the VGO for the Alexander Library Building represented the depreciated replacement value of the building. Market value (based on Integrity 3 - kerbside valuation) was used for the Dianella Repository building. Written down values for both buildings were adjusted in line with these valuations.
- (ii) Part of the Board's collection was included for the first time in 97/98, relating to the Public Library Services program (\$32,902,060). The value represented five years purchases (cost value) as this has been deemed to be an appropriate "useful life" of the stock.

Each year, the latest year's purchases will be added and the earliest years purchases (from the five years previous) will be deleted. For 98/99, purchases of \$7,185,950 have been added and the purchases in 93/94 (\$6,040,977) have been subtracted.

As part of an ongoing commitment to recognise all library collections, another section of the Board's collections has been brought to account for the first time in 98/99. This relates to the State Reference Library collections and ten year purchases has been deemed to represent an appropriate useful life. An amount of \$12,264,714 has been included as assets. As with the Public Library Services collection, each year the latest years purchases will be added and the earliest year's purchases (from ten years previous) will be deleted.

(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, which reflects the consumption of their service potential. Depreciation has not been provided for Works of Art owned by the Board. They are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period.

The valuation method for Library Collections has been explained above at (b)(ii). That is, an amount is included in depreciation in relation to the purchases made in previous years that do not form part of the current valuation.

Depreciation rates are reviewed each year and 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 and sale to the public through photocopying services. The average cost method of valuation has been used. A contract for the supply of certain stationery items commenced in April 1999 resulting in a reduction in the amount of inventory held in the store.

(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 brought to account in determining the result for the year.

Forward foreign exchange contracts are entered into as hedges to avoid or minimise possible adverse financial effects of movements in exchange rates. Exchange gains and losses and costs arising from these contracts are deferred and included in the determination of the amounts at which the transactions are brought to account.

(f) Employee Entitlements

As explained in Note 2, the Ministry for Culture and 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, including Library Collections, is included in item (iv).

The Board also has cover in relation to Directors' and Officers' liability.

(h) Revenue

Revenue is produced from a range of activities and includes the sale of photocopies, publications, discarded books 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 such items as library acquisitions, services and contracts, consumable supplies and interest. Appropriations which are repayable by the Board to the Treasurer are recognised as liabilities.

(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

The figures in the financial statements have been rounded to the nearest thousand dollars.

2 The Ministry for Culture and the Arts

The Government created the Ministry for Culture and the Arts with effect from 1 July 1997. It encompasses 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 and 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.

	1998/99 (\$'000)	1997/98 (\$'000)
3 Subsidies		
Regionalisation	194	194
Association for the Blind	163	161
Royal WA Historical Society	20	20
Royal Society of WA	16	16
	<hr/> 393	<hr/> 391
4 Depreciation		
Buildings	913	903
Computer Equipment	1,098	1,339
Furniture and Equipment	106	90
Library Acquisitions	6,041	0
	<hr/> 8,158	<hr/> 2,332

The inclusion of depreciation for Library Materials reflects the valuation policy explained at 1(b)(ii).

	1998/99 (\$'000)	1997/98 (\$'000)
5 Other Operating Expenses		
Communications	290	303
Refunds and Recoupable Expenditure	117	23
Loan Guarantee Fees	47	48
Services Received Free of Charge - Administration costs	36	22
Capital Purchases Expensed	245	203
Inventory Written Off	0	8
Loss on Disposal of Assets	0	1
Premier's Book Awards	47	57
Bad Debts Written Off	<u>3</u>	<u>3</u>
	785	668
6 Other Operating Revenue		
Gain on Exchange rate	28	0
Donations and Contributions	8	15
Interest Received	5	15
Conference Fees	0	8
Sundry Income	<u>164</u>	<u>100</u>
	205	138
7 Abnormal and extraordinary items		
Non Current Assets brought to account for the first time	11,122	26,317
Transfer of Asset	(91)	0
Employee Entitlements	<u>0</u>	<u>6,521</u>
	11,031	32,838

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)).

8 Consolidated Fund Appropriation

The original appropriation for recurrent funding was increased by \$1,305,000 during the year through applications for supplementary funding. These related to Past Service Superannuation payments (\$453,000), Debt Servicing costs (\$75,000) and the arrangements for funding between the Board and the Ministry for Culture and the Arts (\$777,000). A summary is detailed below :

Original appropriation	13,565,000
Past Service Superannuation	453,000
Debt Servicing costs	75,000
Ministry financial arrangements	<u>777,000</u>
Final appropriation	14,870,000

Notes to Financial Statements - 30 June 1999 (cont.)

	1998/99 (\$'000)	1997/98 (\$'000)
9 Resources Received Free of Charge		
Services provided by the Ministry for Culture and the Arts	9,543	10,556
Administration expenses	<u>36</u>	<u>22</u>
	<u>9,579</u>	<u>10,578</u>

The services provided by the Ministry for Culture and the Arts reflects the salaries 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	18
Treasury Department		
- financial services	4	0
Department of Contract and Management Services		
- supply and contract services	<u>14</u>	<u>4</u>
	36	22

10 Cash Resources

Overseas bank accounts	213	80
Funds held at Reserve Bank	381	595
Cash on hand	<u>3</u>	<u>4</u>
	<u>597</u>	<u>679</u>

11 Accounts Receivable

Accounts receivable for goods and services supplied	237	247
Less : provision for doubtful debts	<u>0</u>	<u>0</u>
	<u>237</u>	<u>247</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.

12 Inventories

Stationery Stores on Hand	26	51
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13 Prepayments

Prepayments for Library Collections	41	33
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Notes to Financial Statements - 30 June 1999 (cont.)

	1998/99 (\$'000)	1997/98 (\$'000)
14 Property, Plant, Equipment and Collections		
Land at valuation 1999 (see Note 1 (b) (i))	225	220
Accumulated depreciation		<u>9</u> 211
Buildings and Improvements - at valuation 1997	35,029	35,029
(See note 1 (b) (i)) - at valuation 1999	70	
- at cost	495	
Accumulated depreciation	<u>1,806</u> <u>33,788</u>	<u>898</u> <u>34,131</u>
Computer Hardware and Software at cost	935	3,399
Accumulated depreciation	<u>293</u> <u>642</u>	<u>2,055</u> <u>1,344</u>
Furniture and Equipment at cost	1,521	943
Accumulated depreciation	<u>360</u> <u>1161</u>	<u>271</u> <u>672</u>
Works of Art at cost	<u>254</u>	<u>254</u>
Library Collections (see Note 1 (b) (ii))	52,280	32,902
Accumulated depreciation	<u>6,041</u> <u>46,239</u>	<u>0</u> <u>32,902</u>
Total property, plant, equipment and collections	<u>82,309</u>	<u>69,514</u>
15 Accounts Payable		
Accounts payable for goods and services received	493	637
The Board considers the carrying amounts of accounts payable approximate their net fair values.		
16 Accrued Expenses		
Interest and Loan Fees	513	589
Salaries, Wages & Allowances	<u>147</u> 660	<u>115</u> 704

The figure for accrued salaries, wages and allowances relates to amounts owing for the four working days from 25 June to 30 June 1999. (1998 - 26 June to 30 June, 3 working days).

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

17 Borrowings from WA Treasury Corporation

Private Loans with WA Treasury Corporation amounting to \$37,353,000 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 \$947,000 were on hand at the end of the previous year and during the year a further \$2,223,000 was raised through borrowings. Loan funds of \$402,000 remain on hand to finance further purchases of Furniture and Equipment and Minor Works. Further borrowings of \$1,850,000 are anticipated in 99/00 for the replacement of floor coverings within the Alexander Library Building and furniture, fittings, plant and equipment. Repayments of \$12,649,761 have reduced the principal outstanding to \$24,703,239 and this appears as a Current Liability (\$1,077,132) and a Non Current Liability (\$23,626,107) 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.

	1998/99 (\$'000)	1997/98 (\$'000)
18 Asset Revaluation Reserve		
Balance at beginning of the year	14,410	14,410
Revaluation during the year	88	0
Balance at end of year	<u>14,498</u>	<u>14,410</u>
19 Accumulated Deficit		
Balance at beginning of year	31,219	(6,196)
Change in net assets resulting from operations	11,574	37,415
Balance at end of year	<u>42,793</u>	<u>31,219</u>

	1998/99 (\$'000)	1997/98 (\$'000)
20 Reconciliation of Net Cash Used in Operating Activities to Net Cost of Services		
Net cash used in operating activities	6,314	13,836
Depreciation	8,158	2,332
Cost of Resources Free of Charge	9,579	10,578
Gain on Exchange Rate	(28)	0
Asset Transfers	91	0
Accounts Receivable (Increase)/Decrease	10	(118)
Prepayments (Increase)/Decrease	(8)	21
Inventory (Increase)/Decrease	25	14
Accounts Payable Increase/(Decrease)	(144)	230
Accrued Expenses Increase/(Decrease)	(44)	(178)
Other Liabilities Increase/(Decrease)	(14)	(3)
Loss on Disposal	0	1
Bad Debts / Write Offs	(3)	(8)
Other	61	0
Assets brought to account for the first time	(11,122)	(32,902)
Transfer of employee entitlements	<u>0</u>	<u>(6,521)</u>
Net cost of services (operating statement)	12,875	(12,718)

21 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.	10	8
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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.	720	885
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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

	1998/99	1997/98
Under \$10,000	2	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:

	1998/99	1997/98
\$40,000 - \$50,000	0	3
\$50,000 - \$60,000	2	3
\$60,000 - \$70,000	5	3
\$70,000 - \$80,000	2	4
\$120,000 - \$130,000	1	1

	1998/99 (\$'000)	1997/98 (\$'000)
22 Retirement Benefits		
In respect of members of the Library Board, the following amounts were paid or became payable for the financial year:		
- Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme	0	0
- Contributions to other superannuation funds	<u>0</u>	<u>0</u>

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

- Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme	75	107
- Redundancy payments	<u>0</u>	<u>0</u>
	75	107

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

	1998/99	1997/98
- Members of the Accountable Authority	0	0
- Senior Officers other than members of the Accountable Authority	<u>0</u>	<u>0</u>

23 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.

	1998/99 \$'000	1997/98 \$'000	Variation \$'000
Salaries Wages and Allowances	9,518	10,361	(843)
The decrease is mainly the result of the transfer of costs to the Ministry for Culture & the Arts relating to the Arts Portfolio Finance Bureau and other administrative functions.			
Superannuation	453	300	153
The Board retains an obligation to only pay for past service superannuation costs as a result of the establishment of the Ministry for Culture and the Arts. The variation reflects the increased past service superannuation costs in 98/99.			
Library Acquisitions	41	1,527	(1,486)
The variation is not the result of a reduction in expenditure but relates to the decision to bring to account the majority of collection purchases as an asset.			
Consumable Supplies and Sundry Materials	961	1,190	(229)
The decrease is mainly the result of a reduction in costs for such items as electricity and water and for non asset computing and equipment items.			

	1998/99 \$'000	1997/98 \$'000	Variation \$'000
Services and Contracts	1,774	1,712	62
The increase mainly relates to the full year costs associated with the contract for the provision of public photocopiers, established in 97/98.			
Maintenance	808	1,116	(308)
The variation is mainly due to decreased costs associated with PC support. Alternative arrangements were introduced in 98/99 resulting in cost savings.			
Interest on Loans	2,258	2,453	(195)
The variance is mainly the result of lower interest rates.			
Depreciation	8,158	2,332	5,826
The increase relates to the Library Collections valuation policy (see Note 1(b)(ii)). In accordance with the policy, previous years purchases will be treated as depreciation. This is the first year that such depreciation has been charged.			
Other operating expenses	785	668	117
The increase is mainly the result of recoupable expenditure and capital purchases expensed being greater than 97/98.			
Service Charges	169	770	(601)
The decrease is mainly the result of the transfer of the Finance Bureau to the Ministry for Culture and the Arts. Fees were received by the Bureau in previous years. As noted earlier, the costs of the Bureau were also transferred.			
Repayments and Recoveries	525	684	(159)
The decrease is mainly the result of a change in the classification of certain revenue items, fees for lost and damaged books being less than 97/98 and the amount received from the Commonwealth Government for services provided to Christmas and Cocos Islands being less than 97/98.			
Other Operating Revenue	205	138	67
This variation is mainly the result of the change in the classification of certain revenue items as mentioned above.			
Premier's Book Award Grant	0	50	(50)
The Library Board received a direct appropriation for this amount in 98/99. In previous years, it was received in the form of a grant from the Department for the Arts (ArtsWA).			
Commonwealth Grant	10	190	(180)
This related to a specific project, which was commenced in 97/98. The final payment of \$10,000 was received in 98/99 as the project carried over into this financial year.			

(b) Comparison of Estimates and Actual Results

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 \$100,000. In the interests of concise reporting, explanations provided in note (a) which would also explain the variation in (b) have not been repeated.

	Budget \$'000	Actual \$'000	Variation \$'000
Salaries, Wages and Allowances The majority of the variation is the result of the estimates being prepared with the costs for the Finance Bureau and other administrative functions included. These were transferred to the Ministry for Culture and the Arts.	10,500	9,518	(982)
Library Acquisitions The variance is not the result of a reduction in expenditure. The estimate was prepared on the basis that these purchases would be expensed. A policy has now been introduced to capitalise the majority of this expenditure (see Note 1(b)(ii)).	8,500	41	(8,459)
Consumable Supplies and Sundry Materials The estimate was based on the previous years expenditure. The variation is mainly the result of a reduction in costs for such items as electricity, water and for non asset computing and equipment items.	1,200	961	(239)
Maintenance The estimate was based on the previous years expenditure. The variation is mainly the result of a reduction in costs for PC support.	1,000	808	(192)
Interest on Loans The estimate was based on the previous years expenditure. The variation is mainly the result of a reduction in interest rates.	2,450	2,258	(192)
Depreciation The increase relates to the Library Collections valuation policy (see Note 1(b)(ii)). The estimate was prepared prior to the specific treatment of the valuation policy being finalised. This is the first year that such depreciation has been charged.	2,300	8,158	5,858
Repayments and Recoveries The decrease is mainly the result of a change in the classification of certain revenue items since the estimates were prepared and fees for lost and damaged books being less than estimated.	680	525	(155)
Other Operating Revenue This variation is mainly the result of the change in the classification of certain revenue items as mentioned above.	80	205	125
Abnormal and extraordinary items At the time the estimates were prepared, an item in this category was not anticipated.	0	(11,031)	(11,031)
Consolidated Fund - recurrent appropriation The variation mainly relates to the financial arrangements between the Board and the Ministry for Culture and the Arts. Additional funds were appropriated to the Board in 98/99.	13,965	14,870	905
Resources received free of charge This estimate was linked to that of Salaries, Wages and Allowances. The actual cost of services provided by the Ministry on behalf of the Board was less than expected.	10,500	9,579	(921)

24 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 :

	\$'000
Opening balance of funds	(3)
Recoups received from the Commonwealth Government	98
Cost of providing services 98/99	(107)
Balance on hand	(12)

A payment due in July 1999 will cover the shortfall of \$12,000.

25 Additional Financial Instruments Disclosures
Derivative Financial Instruments

Forward foreign exchange contracts

The Library Board has entered into certain forward foreign exchange arrangements for the 99/00 financial year. The majority do not place a contractual obligation on the Board to complete the transactions. That is, the Board may or may not exercise the option at the time of the foreign exchange transaction.

The details of the contractual obligations at balance date are :

	\$'000
United States dollars	
less than 3 months at a rate of US\$0.6516	130
Pounds Sterling	
less than 3 months at a rate of GBP\$0.413	133
	263

Interest rate risk exposure

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

	1998/99						Total
	Weighted average effective interest rate	Floating interest rate	Fixed interest rate maturities			Non interest bearing	
			1 year or less \$'000	1 to 5 years \$'000	Over 5 years \$'000		
%	%	\$'000	\$'000	\$'000	\$'000	\$'000	
Assets							
Cash resources						597	597
Accounts receivable						237	237
Total financial assets						834	834
Liabilities							
Accounts payable						493	493
Borrowings from WA Treasury Corp	9.26%		9,337	9,630	5,736		24,703
Accrued expenses						660	660
Total financial liabilities			9,337	9,630	5,736	1,153	25,856
Net financial assets (liabilities)			(9,337)	(9,630)	(5,736)	(319)	(25,022)

25 Additional Financial Instruments Disclosures (cont.)

	1997/98						Total \$'000
	Weighted average effective interest rate %	Floating interest rate %	Fixed interest rate maturities			Non interest bearing \$'000	
			1 year or less \$'000	1 to 5 years \$'000	Over 5 years \$'000		
Assets							
Cash resources						679	679
Accounts receivable						247	247
Total financial assets						926	926
Liabilities							
Accounts payable						637	637
Borrowings from WA Treasury Corp	10.12%		8,847	7,214	7,415		23,477
Accrued expenses						704	704
Total financial liabilities			8,847	7,214	7,415	1,341	24,818
Net financial assets (liabilities)			(8,847)	(7,214)	(7,415)	(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 :

	1998/99 \$'000	1997/98 \$'000
Western Australian Government agencies	0	83
Government agencies of other jurisdictions	0	108
Total	0	191

26 Commitments - Library Acquisitions

The Board had commitments outstanding at 30 June 1999 for Library Acquisitions of A\$2,651,931.

27 Non-cancellable operating lease commitments

The Board has lease commitments in relation to :

- * a locker service
- * motor vehicles
- * photocopiers

	1998/99 (\$'000)	1997/98 (\$'000)
Categorised as follows :		
- not later than one year	195	200
- later than one year but not later than two years	100	105
- later than two years but not later than five years	40	146
- later than five years	0	54
	335	505

28 Activity / Output Information

Activity / Output	Output 1		Output 2		TOTAL	
	98/99 (\$'000)	97/98 (\$'000)	98/99 (\$'000)	97/98 (\$'000)	98/99 (\$'000)	97/98 (\$'000)
Schedule of Expenses and Revenues						
Operating expenses						
Salaries, wages and allowances	7,805	8,496	1,713	1,865	9,518	10,361
Superannuation	371	246	82	54	453	300
Other staff costs	213	207	47	46	260	253
Library acquisitions			41	1,527	41	1,527
Consumable supplies and sundry materials	788	976	173	214	961	1,190
Services and contracts	1,455	1,404	319	308	1,774	1,712
Maintenance	663	915	145	201	808	1,116
Interest (On Loans)	1,852	2,011	406	442	2,258	2,453
Subsidies	393	391			393	391
Depreciation	6,690	1,912	1,468	420	8,158	2,332
Other operating expenses	644	548	141	120	785	668
Total operating expenses	20,873	17,107	4,537	5,196	25,409	22,303
Revenue from services						
Service Charges	139	631	30	139	169	770
Sales	487	485	107	106	594	591
Repayments and Recoveries	431	561	95	123	525	684
Other operating revenue	168	113	37	25	205	138
Total revenue from services	1,224	1,790	269	393	1,493	2,183
Net cost of services before abnormal and extraordinary items	19,648	15,317	4,268	4,803	23,916	20,120
Abnormal and extraordinary items		(5,347)	(11,031)	(27,491)	(11,031)	(32,838)
Net cost of services after abnormal and extraordinary items	19,648	9,969	(6,763)	(22,687)	12,885	(12,718)
REVENUE FROM GOVERNMENT						
Consolidated Fund - recurrent appropriation	8,372	7,814	6,498	6,065	14,870	13,879
Premier's Book Awards Grant		50			-	50
Commonwealth Grant	10	190			10	190
Resources received free of charge	7,855	8,674	1,724	1,904	9,579	10,578
Total revenue from Government	16,237	16,728	8,222	7,969	24,459	24,697
Change in net assets resulting from operations	(3,412)	6,758	14,986	30,657	11,574	37,415
Add Opening balance of accumulated (deficit)/surplus	17,576	(3,488)	13,643	(2,708)	31,219	(6,196)
Closing balance of accumulated (deficit)/surplus	14,165	3,270	28,628	27,949	42,793	31,219

Output 1

Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

Output 2

Development and management of the State's natural, cultural and documentary collections.

Note: The Library Board does not have separate Outputs. In the 1998/99 Budget Statements document, the Board is included in Division 59, the Ministry for Culture and the Arts.

The Board contributes to Outputs 1 and 2 of the Ministry. Therefore, no details are provided in relation to Output 3.

These details may be found in the financial statements of the Ministry for Culture and the Arts.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

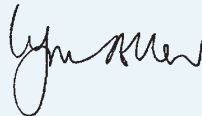
CERTIFICATION OF FINANCIAL STATEMENTS

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 1999 and the financial position as at 30 June 1999.

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.



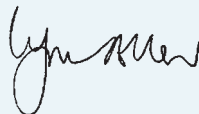
Mr Graham McEachran
Member of the Board



Dr Lynn Allen
Chief Executive Officer and State Librarian



Mrs Kay Poustie
Member of the Board



Dr Lynn Allen
Principal Accounting Officer