

**The Library and
Information Service
of Western Australia**



**Annual Report
1999 - 2000**



**The Library and Information
Service of Western Australia**

ANNUAL REPORT 1999 - 2000

of The Library Board of Western Australia

**48th Annual Report of the Board
Perth Western Australia 2000**

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Alexander Library Building
Perth Cultural Centre
Perth Western Australia 6000

Hours of Opening

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Letter to the Minister

Hon Mike Board JP MLA
Minister for Employment
and Training; Youth; The Arts
20th Floor,
197 St George's Terrace
PERTH 6000
Western Australia

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 2000.

The Minister will be aware that since 1997 when the Ministry for Culture & the Arts was formed, funds to enable the Library Board to undertake its statutory requirements have been divided between those funds allocated to the Ministry to pay staff salaries, and the remaining funds needed for the Board's operations under the direct control of the Board. The financial statements reflect this situation.

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

Yours sincerely



Mrs Kay Poustie
Chairperson of the Board



Mrs Nola Waters
Member of the Board

24 August 2000

Highlights of 1999 - 2000

- LISWA's new website was launched in September 1999, with the LISWA catalogue now fully integrated with the website. Information gateways are a major new feature of the site providing clients with a rich information resource, carefully selected by LISWA experts. In 1999/2000 there were nearly 4.5 million hits on the LISWA website, an increase of 46%.
- The new Genealogy Centre was launched in December 1999 to provide a first port of call within the Alexander Library Building for researchers wishing to trace their family history. It operates in partnership with the Western Australian Genealogical Society Inc. (WAGS). *The Genealogy Centre resource list : Australasia (LISWA bibliographical series No. 2)* was published to coincide with the opening.
- The State Records Bill and the State Records (Consequential Provisions) Bill were amended and re-introduced in the Spring session of Parliament and had another second reading on 24 November 1999. It is expected that the final passage of the Bills will take place in the next Spring session.
- Three Storytime Kits were developed to help public library officers in rural WA provide storytelling sessions in their libraries.
- LISWA designed, produced and coordinated the Allsorts annual holiday reading program and coordinated the Western Australian component of the *Nestle Write Around Australia* short story competition.
- Many collections of WA heritage materials have been added to LISWA's database, including records for the oral history collection, early serials, maps and private archives.
- EBSCOhost, a major online resource, was launched in September 1999 and made available from all public workstations in the Alexander Library Building and WA's eleven regional libraries. It has proved a great success with over 106,000 searches conducted in 10 months.
- LISWA provides the largest collection of free public access Internet facilities in Western Australia with fifty workstations available in the Alexander Library Building. In 1999/2000 the Internet computers were upgraded to provide a faster and more effective service. In recognition of this commitment, the Alexander Library Building was selected as the venue for the launch of Online WA.
- A number of major exhibitions were held in the Centre for the Book: *All that Glitters - the story of Gold, Diamonds and Pearls; Now & Then, a look back on 100 years of life and landmarks in Perth and Fremantle; and Strike A Chord - WA's music spanning the decades.*
- LISWA's major contribution to the International Year of Older Persons, the Connecting All Ages Writing Competition, resulted in the publication of *Grandma Frog and Other Stories.*
- The Western Australian component of the national Documenting a Democracy website was led by the State Records Office which, over an 18 month period, organised the identification, transcription, photography and digitisation of 12 seminal documents in WA's constitutional history.
- To assist agencies with the management of electronic records, three Standards were finalised and distributed - 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 Messages (E-mail)*.

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.

About Us

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. Increasingly we are using our website to provide guides to the best information sources so that people have access to our staff's expertise no matter where they are.

Chairperson's Report

I am writing this on the last day of the financial year, 30 June 2000, which is also my last day as Chair of the Library Board. After nine years on the Board, four of them as Chairperson, leaving is a wrench, but it is made easier by the knowledge that LISWA is in good hands and running smoothly.

Much of the Board's time and energy in the past year, as in the previous two, has been taken up by the proposed legislation which would have replaced us with an advisory council, and by issues concerning LISWA's relationship to the still relatively new Ministry for Culture and the Arts. The appointment of a new Minister, the Hon Mike Board, at the beginning of 2000, and his subsequent announcement that Cabinet had resolved not to proceed with the draft legislation, has taken some of that pressure off. The Library Board of Western Australia now has an assured future as well as a distinguished past and the community can rest assured that the Alexander Library collections, part of our state's heritage, will continue to be well looked after. Issues about the relationship of the Library system to the Ministry remain; if the Board is to fulfil its statutory responsibilities it must have financial certainty and control of its own staff. It would have been pleasing to secure these outcomes before handing over leadership of the Board, but the trend of negotiations is encouraging.

It would also have been gratifying to see the new State Records Bill safely onto the statute book. This is a project which the Board and LISWA staff have pursued with great enthusiasm for some years now and which seems close to realisation. I am confident that when time for it can be found in the crowded

parliamentary agenda, our state will be blessed with the best records and archival legislation in Australia.

Many of the myriad achievements of LISWA recorded in this report are concerned with the electronic storage, recall and transmission of information. We are now truly entering the e-everything age and I am delighted that LISWA is showing our community the way forward in a number of respects. We are fortunate to have talented and dedicated information technology specialists who have been able to develop state-of-the-art information systems at very modest cost. But I am equally delighted that our organisation has been able to maintain a balance between electronic and traditional forms of communication. The printed word will still have an indispensable role in our society for a long time to come and it remains highly valued within the LISWA culture.

The services offered from the Alexander Library are of course only one part of the state-wide network of public libraries based on a long-standing and effective partnership between state and local government. Outstandingly successful though that partnership has been there is general agreement that time has come to reshape it for the rapidly approaching twenty-first century. Preliminary planning has begun and this task is likely to be a major preoccupation for my successor.

As in previous years, I have received great support from the Board, especially the Vice-Chairperson, Mrs Joan Cameron. I would also single out for special thanks Mr Graham McEachran, who ably represented me at several critical meetings. Dr Lynn Allen, the State Librarian, has continued to give LISWA inspired and



■ *Brian de Garis, LISWA Chairperson.*

tireless leadership, ably assisted by what is now a very strong and even management team. I wish them all well in the future and look forward to resuming my old role as an enthusiastic client of the public library system in two years time, when I return from the period overseas which has led to my resignation.

A handwritten signature in blue ink that reads "Brian de Garis".

Brian de Garis
Chairperson

Chief Executive Officer's Review



■ Lynn Allen, LISWA CEO.

Introduction

It is my privilege to write again in our Annual Report of LISWA's achievements for 1999-2000. I have been State Librarian, CEO and Executive Officer to the Library Board of Western Australia since 1989. During that time, there have been many changes in service demands and delivery, in governance and accountability arrangements. But one thing remains constant and that is the dedication of the Board and its officers to provide for the information needs of the people of Western Australia. This year's annual report is testament to that continued commitment.

I would like to draw your attention to some specific achievements and issues.

Electronic services

There is little doubt that among the most dramatic and ongoing effects on LISWA's service delivery is the use of information and communications technologies. Our new (second) website was launched and it has some revolutionary features in it, including our information gateways.

This is a term much used in librarianship but we have taken the concept further than many of our colleagues. These gateways are pathways to various types of knowledge, guiding our clients to individual titles or databases, websites or collections.

They are so much more than a link to websites. The infrastructure and conceptual design of our website will enable us to move seamlessly to expand our services, whether these be electronic document

delivery, digitised collections or e-commerce applications. A great deal of research and thinking went into this website and we are proud of it - so are our clients, given the number of hits we get! An added benefit is that this site provides online reference assistance 24 hours a day for our public library colleagues.

Our involvement in the OnlineWA whole of government initiative was extensive and enthusiastically given. In essence, this new service is a huge reference tool for librarians and it should be of enormous use to public librarians assisting the public, as well as citizens themselves. Of course, not everyone has access to the Internet and it is pleasing to see many local government authorities providing these services directly to the public.

Electronic products

For many years, LISWA produced firstly a printed subject catalogue then a microfiche catalogue for the use of public library clients and public librarians. With the advent of the Internet we decided to cease the microfiche production and encourage use of the LISWA website which



Photo: Matthew Dwyer

■ Ron Sheen, Maj. Gen. Michael Jeffery, Lynn Allen, Marlena Jeffery, Brian de Garis attending the Save Our Century Millennium Dinner, October 1999.

contains the total public library stock in the system. Public librarians pressured us for some time to produce a CD version of the catalogue and we did this at considerable expense. Unfortunately, the take-up of this product has not justified its investment. This is disappointing since it is a fine product. Perhaps this demonstrates that the Internet is more pervasive than we thought. Like every other organisation, we are learning a great deal about what works and does not work in the online world.

While not being completed this year, a significant amount of time has gone into preparing the WA and Federation website and CD, the new LisKidz website, and the Kids Catalogue product. These are exciting new information tools and I am looking forward to making them available early in the new year.

Focusing on various clients

Given that we exist to support all Western Australians, we look each year to assisting specific groups in their information and knowledge development needs. This year we continued our involvement with

children and I would like to pay particular attention to LISWA and local government's children's specialists. It is so important that children have a good start with literacy, imagination and creativity. There are still too many children in our State with problems in these areas. The seniors specialist combined with the children's specialists to produce a wonderful writing competition, the result of which we have published as *Grandma Frog*, a beautiful testament to youth and age and how they communicate.

Researching one's ancestors is a burgeoning interest for many Western Australians and we were delighted to open our new Genealogy Centre in partnership with the WA Genealogical Society. We have many ideas for how to expand these services. This research helps us all understand where we have come from and we are very pleased to be able to assist so many people.

After some time we were able to publish our bibliography on women's material in our collection. This was the first of our *Bibliographical Series* and joins our *Research series* as professional publications. I would like to see many more of them and some are in the pipeline. Of particular note is an extensive study of the Battye Library collections and this will be published as a Collection Guide in the near future.

Whole of Government issues

As the Chairperson has mentioned in his report, this continues to be a time of change for us. Much time has been taken up at Board level to ensure systems and processes are in place to protect both the Board and the CEO's abilities to meet legislative obligations within



Photo: Matthew Dwyer

■ *Premier's Book Awards Premier's Prize Winner, Kim Scott.*

changing governance circumstances. The Library Board Act is more than fifty years old now and we need some changes in areas like legal deposit and records.

The State Records Bill has been mentioned in previous reports and we are very proud of it. On that topic, I would like to acknowledge

the considerable contribution and involvement of the Hon Peter Foss QC, MLC, Attorney General; Minister for Justice; the Arts until the end of 1999. Professor Brian de Garis, Chris Coggin, Director State Records Office, and myself spent a great deal of time on this to ensure WA has the most up to date legislation possible. There are still many hurdles to overcome but this does not undervalue the quality of the legislation.

I have encouraged LISWA staff 'as I do myself' to participate in whole of government projects. Our contribution to the OnlineWA website I have mentioned earlier and we were honoured that the Premier chose the Alexander Library Building to launch this service. Our congratulations to our colleagues in the Office of Information and Communications with whom we work closely on issues ranging from information content to metadata, from regional services to telecommunications infrastructure.

Of less reason to celebrate is the continued closure of government departmental library services.



Photo: Matthew Dwyer

■ *David Maguire, Ted Avery, David Goldstone and Jack Bendat at the Save Our Century Millennium Dinner, October 1999.*



Photo: Matthew Dwyer

■ *The official table at the Save Our Century Millennium Dinner. Peter Holland, Penny Sutherland, Brian de Garis, Marlena Jeffery, Ron Sheen, Maj. Gen. Michael Jeffery, Lynn Allen, Bob Allen, Liz Pattison, John Pattison enjoying comedian Brian Doyle's routine.*

Several have been closed over recent years and while we are grateful for the collections, the loss of the professional support for information services delivery is of concern. We at LISWA are negotiating with a government department to develop a model whereby we would deliver the service for a fee and I am hopeful that this model will enable public servants to have more effective access to a wider range of materials using latest technologies.

International connections

It was my great privilege to be supported by the Board and the Minister to attend the International Association of Metropolitan City Libraries conference in Switzerland and to visit the British Library and other public libraries in London. I learned a great deal on this trip as well as giving a paper at the conference on our fundraising activities. I learned that we are up there with the best in many areas, and that some of our initiatives such as the information gateways on our website and our Centre for the Book are at the forefront of such

developments. Of particular interest was seeing developments in public libraries, where such imaginative concepts as a shop front Ideas Centre were being initiated. It was my privilege to be the only Australian keynote speaker at the National Public Libraries Conference in Perth in November 1999. I was honoured to be asked to speak on the value of reading, literature and cultural identity in our community and why public libraries are so vital to this. Of additional value was the opportunity to host a visit by Mr Matthew Evans, Chairman of the Museums, Libraries and Archives Commission from the United Kingdom. Discussions with the Board and senior staff were timely as we explored the UK model compared to the Western Australian one.

The way forward

Not as much progress was made as I hoped towards the development of a framework agreement with local government for the delivery of public library services to the people of WA. This is often referred to as a 'new' agreement but in fact there is no

existing one of the nature we have in mind. The idea, put first to the Board and then to the Minister and local government, was that if we are to move forward to ensure public libraries remain a central part of the community, we need to have a clear idea of where we are going as a partnership. Library services depend on financial support from both State and local governments and, while we have separate agreements under the terms of the Library Board Act, it would be very exciting to work together to develop a shared set of goals and then agree on what contributions would be made by different sectors of our community and government jurisdiction to achieve these. We are hopeful that we can move forward on this project. So often it is the forward planning that takes a back seat when urgent issues are in the foreground, but another vital project which has received much attention has been the development of LISWA's new strategic directions statement for 2002-2006. Our existing document, *Information and Beyond*, has been well received and is coming to the end of its lifecycle, although many of the issues identified therein are still with us. I would like to say a particular thank you to my management team and their teams for the great work they have done in developing discussion papers on vital topics. We will be publishing these as a collection before the end of 2000 and we look forward to engaging our colleagues in discussion so that we can present to the Government a new set of visions for the next five years.

Increasing our financial base

I want to finish my review of the year with reference to our various strategies to increase our revenue base. Most institutions of our type have implemented various schemes to develop their income sources. With

significant collections that need to be made available to increasing numbers of people, and with decaying or at risk collections, we need to investigate how we can augment the funds from government. This has proven to be very difficult for us. But we are beginning to see some success. The WA State Library Custodians Inc has supported us well as we develop investment proposals and relationships with the corporate sector. Our special thanks must go to the continued support of the *West Australian* newspaper and Channel 9 Perth as the founding partners of the Save Our Century Fund, the Custodians current project. The stories in Monday's newspaper and the advertisements on Channel 9 have done much to raise the profile of the need for community support, with individuals donating in amounts as small as \$5.

The Lotteries Commission presented the Custodians with \$100,000 for the purchase of microfilming equipment. A report on other projects is elsewhere in this document but may I thank in particular Mr Ron Sheen, President of the Custodians, for his continued enthusiasm.

The concept of customised information services has been pursued again this year but this too is a new area and needs energy and expertise that has to be applied over the long term. The Discard Shop has been a great success and the shop for new material will be opened soon. Each of our current fee for service activities had to be analysed in detail for total cost of activity for GST and other review reasons. We are hopeful that this area will grow and provide a good return to the organisation.

Vale and thanks

Ms Debrah Lewis, our Director

Public Library Services, went on long service leave and decided she wished to pursue other activities. Debrah is a great loss to us and she made a significant contribution in the time she was with us. LISWA lost three people from its 'support team' this year. I have mentioned Hon Peter Foss earlier and I would like to thank him for his interest in the organisation as well as his personal guidance over more than seven years. Dr John Reid who resigned from the Library Board in February to return to the education system has been a great supporter of the Library Board and we wish him well.

Professor Brian de Garis resigned as Chairperson to take up a distinguished professorial post in Ireland. The relationship between a statutory board and a public sector CEO is a complex one, requiring recognition on both sides that there are unique roles to be played out and they can at times require some careful consideration to ensure everyone's particular responsibilities are protected. It is also important that the Chairperson of a Board brings to it skills and networks, wisdom and intelligence that are not available elsewhere in the organisation.

In essence, the CEO and the Chairperson form a close partnership and in times of change or challenge, they need to work together in an open and honest partnership. I have been fortunate in being able to work with Professor de Garis and Mr Foss in ways that have enabled me to develop ideas to take LISWA forward and been supported in some fairly radical structural and service delivery changes.

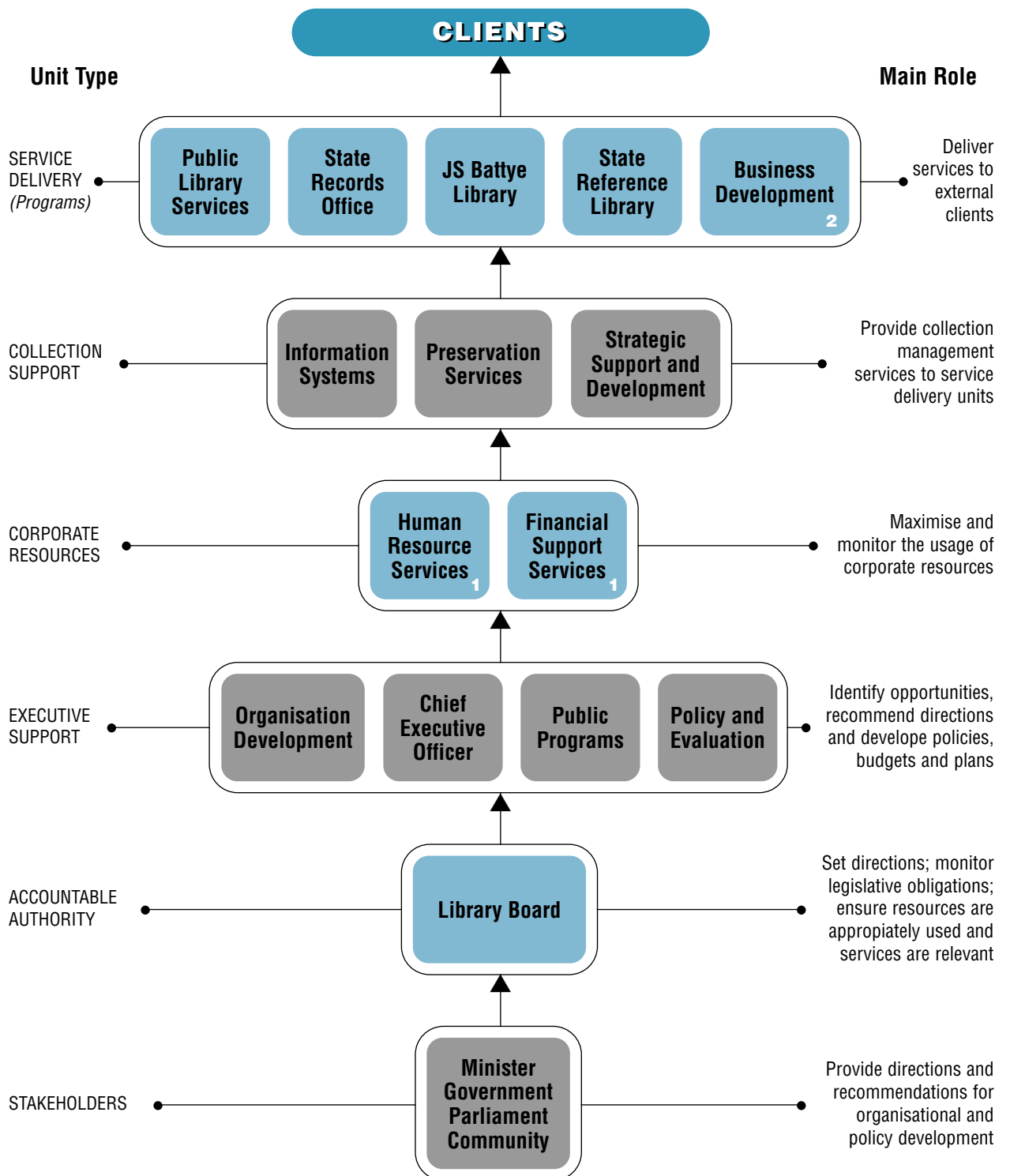
I would like here to place on record my thanks to Professor de Garis for his leadership and support, for his

willingness to back me and in particular for the many hours he has contributed in the last year to developing governance and legislative models to take the Board forward. Last, but by no means least, thanks to everyone at LISWA for their continued commitment to the people of WA. In particular, to my Strategic Management Team, my deepest gratitude. If I have achieved anything at all, it is as part of this team and I agree with Professor de Garis that it is a strong team that will take LISWA forward to even better things.

I would welcome feedback on this report (or any other issue). Please e-mail me or write to me about any ways in which we can serve better the people of WA.

Dr Lynn Allen
State Librarian and CEO

Functional Structure 1999 - 2000



1 partially provided by the Ministry for Culture & The Arts as per agreement with the Board.

2 includes Customised Information Services and Document Delivery.

Improving Customer Service

Who are our Customers?

At its most broad, our customers 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 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;
- public Libraries in WA employ 726 full time equivalent staff, including 210 librarians;
- they have 1,075,626 members and issued 16,288,636 items in 1998-99;
- LISWA dispatched 403,185 items to public libraries in 1999-2000;
- 56,679 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 710,000 visits to the building in 1999-2000. Many more people used the facilities of the Alexander Library Building to attend meetings, film screenings,

seminars, exhibitions or visit the Discard Book Shop without entering the controlled area housing the collections.

Our clients are:

- 54% female and 46% male, although in the J S Battye Library, women outnumber men by 26%.
- Youth make up 52% of our clients, with 14% aged between 12 and 17, and 38% between 18 and 24. This reflects the high student usage of our facilities with 68% of our clients indicating that they are full-time or part-time students.
- 45% of our clients visit us at least once a week, 22% at least once a month and 9% are first time visitors.
- With our high student usage, most people visit us to study (47%) or do postgraduate or scholarly research (15%).
- People researching family history make up 6% of our visitors, while 9% use us for business related matters.
- Libraries are a community space and 4% of our visitors use the library to access the Internet and for many others the library provides a place to pursue personal interests.
- 31% of our visitors had looked at LISWA's website from computers at home, in a public library, university or work place. This is up from 17% in 1998-99.

■ 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.

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 regularly consults with public librarians through joint meetings conducted under the mutually developed Communications Framework. Three standing committees operate under this framework: The Future Directions Planning 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.

In 1999-2000, the Future Directions Planning Committee resolved to focus on strategic rather than operational issues. The October meeting focused on the role of public libraries while the April meeting focused on LISWA's current strategic planning methodology. The development of a Strategic Issues Database on the Public Librarians Online website allowed public librarians to identify and share their five major strategic issues. The responses will be collated and discussed at forthcoming Future Directions Planning Committee meetings.

The Resources Selection and Supply Committee and the Library Networks Committee are heavily involved in the implementation of the Public Library Resources Review recommendations aimed at improving the selection,

management and delivery of public library stock. In 1999-2000 the committees reviewed guidelines on the inter-library lending of LISWA reference material held in public libraries and investigated the inter-library lending of CD-ROMs held in public libraries. The Resources Selection and Supply Committee drafted a community profile proforma which will be trialled in public libraries in 2000-01.

State Reference Library

Because of the breadth of the State Reference Library's customers, it has been difficult to determine and maintain a balance of appropriate members on its Customer Service Council. In 1999-00 a more focused approach to determining and meeting clients' needs has been trialled through liaison with community groups to seek feedback on services and collections, and to develop new services for specific client groups. In particular this has occurred with the Western Australian Genealogical Society Inc. (WAGS) to develop the Genealogy Centre at LISWA, and with the Children's Book Council (WA Branch) in assessing the collections and services offered through the Research Collection of Children's Literature.

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 ones. 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 representative. Two meetings of the Customer Service Council were held during the year.

Included in the wide range of issues addressed, were the development of the new LISWA Genealogical Centre, the progress of the State Records Bill, the re-design of the Battye Library Reading Room and the two Centenary of Federation projects, Documenting a Democracy and Western Australia and Federation. Other topics included the State Records Office workshops, progress of the Save Our Century Fund appeal (in particular Adopt-a-Soldier) and the Bringing Them Home oral history project. Improving access to collections and finding aids through the online catalogue and the Internet was a regular theme, as was after hours and weekend access to State Records Office collections and finding aids.

Overall Improvement in Customer Service

Genealogy Centre

The Genealogy Centre was launched in December 1999 as the first port of call in the Alexander Library Building for genealogists and family historians. The Centre operates as a partnership between the Western Australian Genealogical Society Inc. (WAGS) and LISWA, with volunteers from the society providing additional assistance to clients three mornings a week. The Centre has extensive resources for Australian, New Zealand and for British research, with guides to sources in other countries. Key Western Australian resources have been relocated to the Centre, with more comprehensive collections located in the Battye Library and State Records Office. Since the launch in December the Centre has

received nearly 4,500 enquiries. An excellent guide to the collections held in the Centre was published to coincide with the launch.

The Genealogy Centre Resource List : Australasia (LISWA bibliographical series No 2) lists the key Western Australian resources held in the Centre, as well as the extensive resources relating to the other Australian states and New Zealand. The guide is also available through the *Family History Information Gateway* on LISWA's web site at <http://www.liswa.wa.gov.au/famhist.html>. This gateway provides a link to the many collections and resources available to genealogical researchers both within WA and on the Internet, and assists people who are unable to visit the library immediately plan their research.

Access to Electronic Resources

EBSCOhost, a major online resource was launched in the Alexander Library Building in September 1999. EBSCO's online databases, MasterFile Premier and World Magazine Bank, comprise both full text and abstracted and indexed periodicals across a broad range of subjects. Coverage includes the arts, business, communications, computing, economics, general interest, health, library science, literature, music, sciences and social sciences. A number of Australian titles are included. Another service, EBSCO Animals, provides in-depth information on a variety of topics including the nature and habitat of animals.

This important resource is available to clients of Western Australia's eleven regional libraries as well as to members of the public via the 40 public workstations in the

Alexander Library Building.

In the nine months since it has been made available to clients a total of 106,640 searches have been conducted by clients either in the Alexander Library Building or via their regional public library.

Statistical Reporting

A major customer service improvement for public librarians was the introduction of a statistical database which allows local governments to report their annual library statistics online rather than in a paper-based method, although the paper based option is still available to small libraries. LISWA continues to move towards online service provision in the areas of product delivery and improvement in communication.

CD-ROM Catalogue

To ensure that small country libraries without access to the Internet could still have the benefits of accessing the LISWA catalogue electronically, LISWA developed a CD-ROM product. This CD-ROM catalogue superseded the old microfiche catalogue and is in addition to the catalogue available on the Internet through the LISWA website.

Reorganisation of the Battye Library Reading Room

The complete reorganisation of the main Reading Room in April 2000 has provided a better-designed, more attractive floor plan, while creating a greater variety of areas for users and dedicated spaces for special collections or activities. Clients have responded very positively to the new floor layout.

Disability Services Plan

Achievements

An independent review of LISWA's Disability Services Plan carried out by

disability access consultants has been completed. The aim of the review was to identify progress towards implementation of the Plan, evaluate the effectiveness of the Plan's strategies and identify any omissions. A Report with recommendations has been received which will largely be adopted and form a revised plan for LISWA.

Outcome 1:

Existing services are adapted to ensure they meet the needs of people with disabilities.

Two pieces of special needs equipment purchased last financial year to enable people with print disabilities to access resources within the Alexander Library Building have been installed on the ground floor for easy access by clients. Staff have been trained in its operation and provide assistance when required.

An information gateway for people with disabilities was developed for LISWA's new website. It provides links to legislation, services, community resources and Internet links.

LISWA provides library resources in alternative formats to public libraries to assist people with disabilities. At June 2000 library stock in alternative formats were:

Large print books	:	187,774
Videos	:	114,741
Audio books	:	89,685

Outcome 2:

Access to buildings and facilities is improved.

In June 2000, an access audit of the Alexander Library Building was carried out by an independent consultant and a report is due. It is

envisaged that, subject to budget implications, priority areas for improvement will be identified for inclusion in future operational plans.

Public library staff were encouraged to consider Universal Design Principles in the design and layout of libraries at a workshop organised by LISWA staff for the Seniors Interest Group.

Outcome 3:

Information about services is provided in formats which meet the communication requirements of people with disabilities.

A leaflet produced to promote LISWA's Services for People with Print Disabilities was printed in large print. Audio and Braille versions are also available on request.

Outcome 4:

Advice and services are delivered by staff who are aware and understand the needs of people with disabilities.

LISWA's Consultant: Special Needs continued to provide advice and assistance to library staff and clients with disabilities.

The following training programs were conducted for public library or LISWA staff:

- Familiarisation with Adaptive Technology available in the Alexander Library Building;
- Services to Blind and Vision Impaired Clients;
- The Role of the Library in Adult Literacy Services;
- Services to People with Developmental Disabilities (customised program for staff at Midland Library);
- Services to People with Special Needs (for Country Library Officers) Universal Design Principles Workshop for Public Librarians.

Outcome 5:

Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.

The Disability Network Group of organisations and individuals with disabilities or involved in disability services was established. The Network is proving to be an effective reference group for LISWA's Consultant: Special Needs. Advice has been received on a number of issues, including the purchase of the adaptive technology and assistance with training programs.

Government Two-Year Plan for Women

*As part of its contribution to Building on Success: Government Two Year Plan for Women 1999-2001, LISWA provided resources to metropolitan and regional public libraries so that women of all ages, situations and cultures have access to information and resources to support their intellectual, economic, cultural, social and recreational needs. In addition to providing library resources, LISWA toured the display *Herstory: 100 Years of the Vote, Another 100 years for Equality?* to metropolitan and country libraries. It has proved very popular.*

To celebrate the International Year of Older Persons a series of activities was organised including the Connecting All Ages Writing Competition and a series of seminars on topics of interest to women. LISWA also promoted public library services to older women, and information on health, grandparenting, exercise, being a carer and hobbies and crafts.

Services To Aboriginal and Torres Strait Islander Peoples

The Ngaanyatjarra Community Library at Warburton which opened in April 1999, has celebrated its first year of operation. The library, which was the result of much consultation, was designed to be a model for other Aboriginal community libraries. Experience has shown the need for flexibility in the stock provided, different patterns of usage from most other libraries, and it has proved a focal point for the community, attracting a wide cross section of the Aboriginal people.

LISWA staff collaborated with the Coalition of Peoples Inc to provide historic photographs and text from the heritage collections for an exhibition mounted as part of the Survival 2000 Australia Day Concert celebrations on the Perth Esplanade. The exhibition of historical and contemporary photographs included themes of Aboriginal Servicemen and Women, Reconciliation and Aboriginal Workers. The success of the display prompted the Coalition of Peoples to form a Survival Travelling Exhibition Steering Committee with membership drawn from Aboriginal community members, ATSIC, LISWA and the WA Museum.

The State Film Archivist, in consultation with elders from the West Kimberley, ensured that images showing secret and culturally confidential ceremonies were restricted from public view. This involved editing those images in filmed documentaries and the Pictorial Collection which were identified by the elders as culturally confidential to their community, and ensuring that appropriate text was added to the records.

Staff from the Battye Library and State Records Office are represented on the State Aboriginal Records Taskforce which was set up in response to 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*. This year the taskforce was involved in the expansion of the Family and Children's Services' Family Information Records Bureau which provides Aboriginal people with access to personal and family records held in State Government agencies. One of the major responsibilities of the taskforce is to design and develop indexes to assist Aboriginal people find relevant records.

An information gateway for Aboriginal people was developed for LISWA's new website. It provides a starting point for information on indigenous topics and provides information on LISWA's collections and services as well as links to relevant indigenous sites on the Internet.

40 LISWA staff participated in Aboriginal cultural awareness training.

Services to Public Libraries

Our objective is 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 is 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.

Trends

There is rapid growth in home and public library Internet access necessitating new ways of delivering services to public librarians and the people of Western Australia. LISWA continues to move towards online service provision, developing online content such as information guides, and improving communication with public librarians through initiatives such as the Public Librarians Online website .

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. The growth in electronic databases, document libraries and e-books provides LISWA with the opportunity to provide clients with greater access to information resources than ever before. Information and communication technologies can extend access to these resources to those outside of the Alexander Library Building, thereby maximising the investment made in these valuable resources.

Library suppliers are providing a wider range of services including the online selection and ordering of library materials as well as cataloguing and processing. These trends enable LISWA to improve the efficiency of its processes to better respond to clients needs.

There is a growing trend towards the collocation of community services in country towns including joint-use facilities between public libraries, telecentres and other agencies. This trend leads to improved opening hours, access to technology and more staffing in these centres.

A new framework agreement between State and local governments for the operation and management of public libraries will be negotiated in 2000-01.

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 1999-2000

■ To improve Western Australians' access to public libraries.

Each year local governments review their service points to cater for changes in population growth, and build new libraries or upgrade existing buildings to cater for increased growth. While no new libraries were opened in 1999-2000, LISWA provided 33,538 volumes to expanded or under-stocked libraries throughout the State. The Eaton library moved to expanded premises during the year and received additional stock to cater for its growing population, and many libraries received more stock to bring them up to the standard of 1.25 items per capita.

LISWA was represented on the Community Services Collocation Group established by the Department of Commerce and Trade to investigate and promote the collocation of government bodies in small country towns. The success of the idea is evidenced by the increasing numbers of public libraries and telecentres that are collocating, although tensions sometimes arise over the delivery of free vs chargeable services from these centres.

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

Each year LISWA staff and public librarians select new material for

purchase from the vast array of newly published titles in Australia and overseas. These decisions are guided by the Collection Development Policy and include input from clients who have requested particular works. Over 25,000 new titles were added to the state-wide public library collection, including 8,027 in languages other than English.

The public library system is seen by both government and non-government agencies as an efficient distribution system to ensure up to date information reaches the people of Western Australia. LISWA distributed 155,086 pamphlets, brochures and booklets to public libraries to ensure people are kept well informed

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

Under the terms of the agreement between local government and state government for the delivery of public library services, it is local government who is responsible for IT infrastructure and electronic service delivery. While LISWA has continued to encourage local governments to improve the IT infrastructure in their libraries, LISWA has concentrated on providing services and content online, particularly the new LISWA website. As well as providing improved access to LISWA's online catalogue, a number of gateways for special groups of clients were developed including one for seniors, disability services, Aboriginal and Torres Strait Islanders and WA's multicultural community. These gateways include guides to major sites on the Internet and are regularly updated. The subject guides will provide resources for smaller libraries without a librarian

to answer reference enquiries immediately.

The Public Librarians Online (PLO) website, launched to improve communication, networking and information-sharing between LISWA staff and public librarians, was enhanced by providing for the online collection of public library statistical information. This has enabled the information to be made available much more quickly than the printed version, and clients can also view data on the state-wide system or similar libraries to their own for benchmarking. Another interactive database developed this year allows public librarians to document major strategic issues they want to discuss as part of the process of planning for the future.

In order to tap into the interest children have for online services, a range of staff have been involved in concept development, graphic design and the writing of content for a new children's website and children's catalogue. These services will be launched in 2000-2001.

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

A key area of LISWA's commitment to the public library partnership with local government is providing advice and assistance to local governments and public library staff. Our staff have a wide range of expertise to offer public libraries, particularly those in regional areas, and all forms of communication are used including regular meetings, training courses, newsletters and visiting libraries as part of the formal visit program. In 1999-2000 staff visited 139 public libraries and participated in 171 meetings in metropolitan and regional

areas, as well as responding to 4,192 enquiries. They also organised 54 training courses on topics as diverse as processing lost and damaged stock, communicating with people from culturally and linguistically diverse backgrounds, services from the music library or searching the catalogue. Nearly 400 public library staff attended these training sessions.

LISWA has a partnership with the Ministry for Justice to support libraries in seven of the State's prisons. During the year negotiations were held with the Ministry to develop a new policy framework agreement for prison libraries setting down the obligations of both parties. Key areas for negotiation include a policy statement for the provision of prison library services, minimum operating standards, offenders' access to legal resources and support, staffing and training issues and access to technology. As part of the Review, surveys of both prison library officers and prisoners were conducted to determine their needs. Discussions commenced in September 1999 and the final report is expected in December 2000.

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 1999-2000 included:

- Publishing *Grandma Frog and Other Stories: a Selection of Stories from the Connecting All Ages Writing Competition*. The intergenerational writing

competition was LISWA's major contribution to the International Year of Older Persons.

- Organising and participating in events celebrating NAIDOC Week, Seniors Week, Celebrate WA and National Harmony Day.
- Producing three Storytime Kits, with an associated video and resource file, for circulation to country libraries in rural Western Australia to help library officers provide storytelling sessions in their libraries.
- Participating in the Awesome Children's Festival held in Perth's various cultural institutions. LISWA hosted several sessions of the festival with filmmaker Brigitta Hupfel as artist-in-residence.
- Designing, producing and coordinating, in consultation with public librarians, the *Allsorts* annual holiday reading program for children. Over 6,000 children and 111 public libraries participated this year.
- Coordinating the Western Australian component of the *Nestle Write Around Australia* short story competition for school children.

- Producing multilingual brochures on *Public Libraries are for Everyone* in Spanish, Chinese, Serbian, Croatian and Macedonian.
- Establishing a Disability Network Group to assist LISWA to provide more effective services to people with disabilities.
- Regular consultancy portfolio meetings between LISWA, public librarians and other relevant stakeholders to share ideas and further develop or improve services.

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

Implementation of the Public Library Resources Review recommendation continued this year.

The key recommendation, to develop an online stock selection system, has been accorded major project status within LISWA and it will continue to be developed throughout 2000-01 in consultation with public librarians. Phase one of the project, the selection of new suppliers of library materials who can also provide the

electronic services we require, was completed after undergoing a complex tender process.

The Exchange Program provides fresh stocks of new and used items regularly to public libraries in Western Australia. This year 403,185 English language volumes and 56,679 multi-language volumes were dispatched to public libraries through this program. To get maximum use of existing stock 37,234 items were repaired or rebound for re-selection by public librarians.

A pilot project to get new stock to the public faster and decrease time delays between the order and delivery of stock was implemented. This project seeks to unlink the ordering and exchange quotas for public libraries and is a major recommendation of the Public Library Resources Review. The results of the pilot are encouraging and it is hoped to extend the procedures to other libraries in 2000-01.

A new Service Delivery Arrangement with the Territories Office was negotiated to allow for the continuing provision of public library services on the Indian Ocean Territories.

Western Australian Documentary Heritage Collections and Information Services

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 the collections, and to community and government information. Advice is given to clients on the management of their collections of Western Australian materials.

Trends

Clients requiring access to Western Australia's documentary heritage are a diverse group, ranging 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 and staff need to design services to meet these needs, taking into consideration clients' information needs, cultural backgrounds and skills.

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 need to be identified, and partnerships developed with other collecting institutions to ensure the best access to Western Australia's documentary heritage.

The major growth in information resources available to LISWA clients will be the emerging electronic collections of digital objects and electronic databases. Making these new collections accessible to clients presents many information management challenges. Metadata standards are being developed and tested as a means of improving access to these new collections. Creation of such collections offers other challenges in the areas of ongoing preservation and archiving and 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 1999-2000

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

A complete reorganisation of the main Battye Library Reading Room was carried out when the area was recarpeted in April 2000. The new

layout resulted in a more attractive Reading Room, creating a greater variety of areas for users, and dedicated spaces for special collections or activities. Feedback from staff, clients and the Customer Service Council has been positive, particularly about the improved effectiveness of the work space. Improvements have also been made to the Researchers' Room including the provision of ergonomic chairs and a Visualtek Closed Circuit Television to enable clients to enlarge small print and difficult to read original materials. Early editions of the *Government Gazette* and *Votes and Proceedings* have been made available in the Researchers' Room where their use can be monitored and copying prevented.

In December 1999, thirteen people were presented with Lifetime Researcher's Tickets. This honour acknowledged their exceptional contribution to Western Australian historiography using Battye Library materials.

The recipients were:

Wendy Birman	Neville Green
Geoffrey Bolton	Penelope Hetherington
Michal Bosworth	Phillip Heydon
Cathie Clements	Gillian O'Mara
Frank Crowley	Tom Stannage
Brian de Garis	Pamela Statham
Rica Erickson	

Use of the Photographic Public Orders Service has increased this year with 1723 images supplied to clients. Clients have been assisted with digitised images for use in publications and displays and Battye Library images were used in some notable initiatives this year, including the *Survival 2000* display featuring Aboriginal history and contemporary

achievements; the Western Australian Museum's Western Australian history exhibition; the National Museum of Australia's new exhibition galleries; Curtin University's retrospective of the life of John Curtin; and LISWA's own Centenary of Federation website and CD-ROM.

Infotlink, the government and community information database, provides information on 6,500 government agencies and community organisations with Internet links to many of these bodies. Over 200 new organisations were added to the database this year and the Online WA website has links to this useful community tool.

A particular focus this year was improving access to the Batty Library's collections with over 33,000 records added to LISWA's online catalogue describing materials and information about Western Australia. These included newly catalogued materials, as well as entries transferred from old card catalogues. A high priority was the Private Archives collections, and interim records for 396 collections were added to the database. These records provide important information for people researching WA's history outside the metropolitan areas and Australia wide.

Other important cataloguing projects made available for the first time complete and accurate information about the 16,800 serial titles held in the Batty Library (including many rare and unique titles), and information on individual maps and a large number of important map series covering Western Australia. The completion of these two projects means that clients can use the Internet to see at a glance what serial, newspaper, and map titles are held in the Batty Library, and some

early serials and rare maps had additional preservation work carried out following the project which has extended their life.

Provision of online Western Australian information continued at an even greater rate with the addition of a further 21,994 index entries; a 37 per cent increase over the previous year. The emphasis for indexing this year has been adding information about Western Australian current events, issues and people, expanding the Western Australian short story index, and describing images in the Pictorial Collection to support digitisation projects. A special project added older information sources about famous and infamous Western Australians.

There are 33 volunteers registered with the Friends of Batty Library program and they contributed 2,981 hours of their time in this important partnership undertaking tasks such as sorting and listing private archive, ephemera and pictorial collections. Others are helping with indexing records and compiling a condition list of bound newspapers to assist in microfilm and preservation program planning. LISWA hosted a Christmas lunch in recognition of the achievements of our volunteers over the past year, and several volunteers were invited to the annual garden party at Government House for International Volunteer Day which recognises the importance of volunteers to the W A community.

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

Members of the public have shown their support for the role the Batty Library plays in preserving and managing the State's documentary heritage materials by donating

important and valuable materials for future safekeeping. Some notable collections received over the year include:

A collection of 16mm and 8mm films of scientific expeditions in Western Australia carried out with CSIRO.

- A collection of papers, personal files, certificates and the doctoral robes of Dr James Sykes Batty, after whom the Batty Library was named, from Dr Batty's grandson.
- Documents, files and minute books of the Grand Lodge. Volunteers provided by the Lodge are assisting with the listing and processing of this large collection.
- Images of the goldfields region taken by photographer T F Mackay (c1916 to 1950).
- An extensive interview undertaken for the Oral History collection with Norm Harris, Chairperson of the Nyungar Commission of Elders and leading Aboriginal spokesman.

During the year the Homeswest Library was closed and staff were heavily involved in evaluating the collection and transferring items of Western Australian significance. LISWA has been involved with the closure or downsizing of a number of government libraries, and while some very important additions are made to the collections, there is also an increased workload, with former clients of the closed service expecting to have immediate access and similar services available to them as in the past. LISWA continues to be concerned about the future of other government library services and the value placed on these services by government agencies.

LISWA continues to play an important role in the provision of training for the use of Kinetica, the National Library of Australia's national resource-sharing services and databases.

The Team Leader of Battye's Bibliographic Services Team provided nine training courses for 28 staff and 16 clients from other organisations in addition to convening three meetings of the Western Australian Kinetica Users' Group. Staff contributed 3,350 original entries describing Western Australian materials to the National Bibliographic Database.

Staff are frequently asked to conduct tours and training sessions about the Battye Library and its services. Tours were provided to over 270 people from diverse groups such as Country Library Officers, Library Studies students, TAFE students, school archivists, hearing impaired teachers and various groups of primary and secondary school students, as well as for special occasions including NAIDOC Week and Seniors Week. LISWA encourages teachers to become familiar with the services and collections of the library and many school groups, under the guidance of their teachers and reference staff, used the Battye Library for research without requiring a tour.

A grant of \$85,000 to produce materials relating to aspects of Federation in Western Australia was received. The project, covering Federation, secession and present-day Commonwealth/State relations, has produced web pages linked to LISWA's website and a CD-ROM which will be launched in 2000-01. Aimed at upper secondary and tertiary students, the project is based on materials from the Battye Library's collections, as well as oral histories especially produced.

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

The Western Australia information gateway forms a significant part of the LISWA website. This gateway was designed to highlight the types of material held by the Battye Library and the State Records Office which would be helpful to any person researching a Western Australian subject. It will be regularly updated to provide the public with a dynamic first access point to Western Australian history.

There were ongoing benefits from The Friends of Battye Library's *Access to WA Historical Newspapers Project 1833-1901* completed in the previous financial year. A number of libraries, local history collections, and State Government agencies purchased some of the titles microfilmed as part of the project making these titles more accessible throughout the state.

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

The Collections Analysis Project started in November 1998 was successfully completed. All of the Battye Library collections were analysed to identify what, if any, work was needed to make them more accessible to the public and to identify knowledge gaps about the collections. Priorities for appraisal, accessioning and cataloguing were assigned and steps taken to streamline the processing of original materials, particularly those in the Private Archives collection. The project also assisted staff in the preparation of a draft Collection Development Policy

which will provide a guide to future collecting activities and collection management priorities for staff and clients. As part of preparing the collection policy, a special review of collecting strategies for electronic publications was completed. Western Australian information contained in physical format electronic publications - computer discs, CD-ROMs, etc. - and on the Internet are now formally included in the collecting aims of the Battye Library. The Battye Library will investigate the possibilities of formal arrangements with other institutions to facilitate the collection and access to these publications.

Minimum preservation and handling standards were reviewed and set for all of the Battye Library's collections. The current preservation plan was successfully completed and overall preservation planning was improved by developing a 5-year plan to ensure better targeted preservation work and establish clear goals for the future.

A stocktake of the State Film Archives film materials in the preservation ten degree vault was complete with the records created providing information for a reorganisation of archival film stock. Another benefit of this project was determining the uniqueness of film materials in the State Film Archives by checking them against ScreenSound's catalogue.

Staff provide advice and assistance to prospective donors of materials, and as a result a collaborative research agreement was entered into with Curtin University and the Labour History Society to record the history and social context of the Midland Railway Workshops. The project aims to produce and collect non-Government documents, ephemera, oral histories, photographs, and film materials which will be transferred to

the Battye Library. LISWA staff will provide training and assist the project team to identify, handle and list materials for eventual transfer.

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

As part of the outreach to public libraries, the Local Studies Liaison Officer attended regional meetings in the South-West and Great Southern to discuss the establishment and development of local studies collections in country libraries. There are the beginnings of collections in most public libraries and staff in the Battye Library are pleased to assist

with advice and duplicate material. Staff from the State Records Office and the National Archives of Australia attended the Great Southern meeting and spoke on local history and genealogical sources in the three institutions and also addressed two public forums in Katanning and in Albany. This joint tour covering both library services and public meetings was a success and similar outreach services will be undertaken in the future.

Assistance was also provided to the National Library of Australia's *Bringing Them Home* oral history project team which held workshops to train Western Australian Aboriginal and Torres Strait Islander interviewers.

A dynamic and attractive feature of the main Reading Room continued to be the ongoing displays promoting new books published in Western Australia or showcasing special topics of Western Australia's history and different aspects of the collections. The displays have proved to be popular with clients and a useful way to highlight the wide range of Westraliana in the collections.

The *Adopt-a-Soldier* project, which aimed to raise money to preserve a large collection of original glass negatives, proved very successful. Sufficient funds were raised from the sale of prints of World War One soldiers featured in the collection to undertake considerable preservation work.

State Records and Archival Management Services

Our objective is 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

Public records provide the corporate memory of Government, and good record keeping documents Government accountability, preserves the evidence of Government activities, enables timely access to current administrative information, and ensures 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.

Record keeping 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 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 record keeping include facilitating efficient and effective records management systems in State and local government agencies, developing policies, standards, and manuals on record 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, and that proposed transfers are in accordance with retention and disposal policies.

Trends

Community and Government expectations for greater accountability, better control of information resources and increased efficiency in record keeping 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 constant 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 1999-2000

■ To improve access to public records.

On 19 June 2000 the Minister for The Arts launched the *Documenting a Democracy* website at the Alexander Library Building Theatre. The Western Australian component of this national project was led by the State Records Office which, over an 18 month period, organised the identification, transcription, photography and digitisation of 12 seminal documents in WA's constitutional history. Images and transcripts of these documents were transmitted to the National Archives in Canberra for inclusion in the national website. We especially acknowledge the key contribution of Associate

Professor David Black, the WA Constitutional Centre and the Supreme Court of WA to the success of this project.

Seminars focusing on the State Records Office collections and methods of access to them were conducted at the University of Western Australia and Fremantle Prison, as well as at Katanning and Albany. Each of the seminars generated very positive responses from participants and further such events are planned for 2000-01.

A project to transfer archives documentation records from the previous Oracle database to a Windows based platform with Y2K compliancy was completed this year. Once LISWA's website has been further developed to include a separate address and links for government records, it will be possible to provide online access to certain levels of data about records in the State archives collection.

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

In support of best practice record keeping throughout government, records management consultancies were conducted for a broad range of State and local government agencies this year. As well as the metropolitan area, consultancies were conducted in Bridgetown, Port Hedland and Geraldton. Advice and assistance has been provided to agencies in response to enquiries ranging from manual and automated records management systems to more complex issues involving the management of electronic records and the capture of associated metadata. In addition, greater use has been made of electronic mail lists

for records management to post information of specific interest to industry groups.

The ongoing arrangement with the State Records Authority of NSW, authorising the State Records Office to licence WA Government organisations for the use of Keyword AAA, a records management thesaurus, has continued successfully this year. In its second year of operation, the Keyword AAA User Group for WA continues to provide a valuable forum for discussion and exchange of information on the implementation and use of this product.

The Standing Committee on Public Records met on four occasions, deliberating over 49 disposal authorities. Several large disposal authorities, which had been substantially revised, were presented for approval indicating that a number of agencies are preparing for the concept of record keeping plans under the new State Records legislation when it is implemented. Advisory and appraisal services were provided to assist each of the agencies with the preparation and submission of retention and disposal schedules.

■ **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.

Seventeen courses were conducted as part of this year's training program, including one specifically tailored for a government agency, two presented in Port Hedland and two presented in Geraldton.

To assist agencies with the management of electronic records, three Standards were finalised and published. 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 Messages (E-mail)* were issued to all State and local government organisations this year.

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

The State Records Bill and the State Records (Consequential Provisions) Bill were amended and re-introduced in the Spring Session of Parliament, having progressed through another Second Reading on 24 November 1999. It is expected that the final passage of the Bills will take place in the next Spring Session.

Training courses conducted during the year included customised presentations to senior management in one agency, regional librarians and two regional centres. Professional papers were presented to encourage 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 *General Disposal Authority for Human Resource Records* and the



■ *Damien Hassan, The Hon. Mike Board MLA, Prof. David Black at the Documenting Democracy Website launch.*

Records Disposal Handbook (revised last year) were published and distributed to all State government agencies this year.

Revision of the *General Disposal Authority for Financial and Accounting Records* and development of a *General Disposal Authority for Administrative Records* was commenced this year.

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

A change in emphasis from conserving individual items to series based programs has resulted in a number of

successful preservation outcomes.

Portfolios, designed and custom-made in house, are now used for the storage of plan sets, drawings and maps. In addition, the use of polypropylene box liners has significantly reduced the threat of acid migration in archive storage boxes. Further training has also been provided for staff in the storage, maintenance and preservation of film, sound and magnetic media.

The project to conserve and film the records of the Colonial Secretary's Office 1878 to 1883 was completed this year. New conservation techniques developed during this project will be employed next year in a pilot project to digitize large sized plans. In addition a large consignment of former Metropolitan Water Board plans of the Perth urban area was microfilmed. Originally drawn from sewerage surveys, these plans are of great interest to homeowners, heritage researchers and anyone concerned with the history of Perth's urban landscape prior to 1960.

Staff organized the filming of the rate books for the two former local authorities that now comprise the City of Albany as well as the early minute books of the Town of Claremont. Other agencies that continue to

benefit from the filming program are the City of Armadale, the Minister's Office of Planning Appeals and the Perth Court of Petty Sessions. Government archives transferred to the State Records Office this year included; exhibition files of the WA Art Gallery, records of a number of schools that were closed in 1999, files on the construction of the Northern Suburban Rail System and the original rate books of the City of Perth and satellite municipalities up to 1917. In terms of shelf occupancy the main transferring agencies were the Education and Lands Administration Departments and the WA Industrial Relations Commission.

From time to time the SRO receives donations of government records from private sources. One recent example was the donation by a local auctioneer of a collection of nine documents reflecting viceregal activities during WA's colonial era.

The documents comprise Commissions, Letters Patent and Instructions to three separate Governors respectively in 1878, 1890 and 1900. Most of the documents bear Queen Victoria's signature and were despatched from the Court of St James to Government House in Perth from where they later passed into private hands.

Reference and Information Services

Our objective is 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.

Reference services are provided 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. The State Reference Library comprises five subject libraries and a bibliographical services unit responsible for acquiring, cataloguing and processing the resources for those subject libraries. The subject libraries comprise 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.

Trends

The number of people with access to



Photo: Matthew Dwyer

■ LISWA, Ground Floor Reading Room.

the Internet in Australia continues to rise. According to an ABS survey on use of the Internet by householders, by February 2000 an estimated 28% of households in Australia had access to the Internet at home. Almost half of those households (48%) accessed the Internet daily, while a very high proportion (93%) accessed the Internet at least once a week. Other locations where people access the Internet include the work place, TAFE or tertiary institution, or a public library.

The Internet is revolutionising the way that LISWA delivers information to clients. New technologies will result in faster delivery of information to clients, to the location they want, be it home, work or school. While traditional delivery techniques will not disappear the quick availability of digital results will see cheaper and speedier digital delivery adopted as the preferred method of transmission.

LISWA is changing the way we do business, with fewer personal visitors but an increasing remote clientele.

The launch of the new website means

many of LISWA's clients now access our collections and services electronically without the need to visit or telephone the Alexander Library Building to find out what we hold in our collections and what services we provide. We also receive many e-mail requests for information, and a recent client survey showed that 31% of our visitors had looked at LISWA's website externally.

The number of hits on the website continues to increase with nearly 4.5 million hits this year, and a record 526,164 hits recorded for the month of May 2000.

This demonstrates the popularity of LISWA's website and its great importance to the community, particularly to those in rural and remote areas, as a gateway to information.

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. Another concern

is the significant proportion of library materials purchased for the State Reference Library which are sourced overseas.

The value of the Australian dollar has a significant impact on the quantity of library materials which can be purchased.

The effect of the GST was felt in 1999-2000 when it was imposed on serials subscriptions spanning the period from 1 July 2000. This expenditure is expected to be recouped in 2000-2001.

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 1999-2000

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

In September 1999, LISWA launched access to EBSCOhost, a major online resource, which can be searched from all public workstations in the



Photo: Matthew Dwyer

■ LISWA, Ground Floor Reading Room.

Alexander Library Building and WA's eleven regional libraries. This extensive resource provides access to a wide range of full-text databases including many Australian titles. The service has proved very popular with over 7,800 people logging into the system and 106,640 searches conducted in its ten months of operation. LISWA, through the Council of Australian State Libraries (CASL), is cooperating with other State Libraries throughout Australia to explore opportunities for cost savings by negotiating consortia licenses to appropriate databases.

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

Dr Penny Flett, Executive Director, Brightwater Care and Telstra Business Woman of the Year, 1998, launched an important new bibliography produced by LISWA on women *Material Girls, a select bibliography of women's issues and interests (LISWA bibliographical series No 1)* at a public lecture in the Alexander Library Building

Theatre in July, 1999. The bibliography is promoted through LISWA's website, in the Alexander Library Building and through public libraries.

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

A significant donation of personal papers and manuscripts relating to the two latest books of Western Australian children's author Carolyn Logan, was made to LISWA during Children's Book Week in August 1999. Carolyn recently returned to the United States after a successful literary career in Western Australia from 1975 to 1998. LISWA now holds the original papers from all four of Carolyn's books published in Western Australia.

A total of 110 tours and training courses were conducted for clients during the year including general tours of the Alexander Library Building, tours of special collections and services, and courses on how to search for information using LISWA's online catalogue and the Internet.

A number of activities for seniors were held in the Alexander Library Building during Seniors' Week 1999. The activities ranged from workshops on tracing your family history, to training on Internet searching, a series of film screenings, a talk on financial planning for retirement and a musical concert. These events attracted a large number of seniors during the week long program. LISWA received some very positive feedback from the participants.

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

The Genealogy Centre was launched by the Hon Peter Foss, Minister for the Arts, in December 1999. It is designed as a first port of call within the Alexander Library Building for researchers wishing to trace their family history. It operates in partnership with the Western Australian Genealogical Society Inc. (WAGS) with volunteers providing additional assistance to clients three mornings a week.

The Centre is promoted through LISWA's website and brochures

distributed through public libraries, WAGS and the National Archives of Australia, Perth Office. An excellent guide to the extensive collections held in the Centre was published to coincide with the opening. *The Genealogy Centre resource list : Australasia (LISWA bibliographical series No. 2)* lists key West Australian resources held in the Centre as well as resources for the other Australian states and New Zealand.

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

The new LISWA web site was launched in September 1999. The new site makes finding information easier and quicker. The LISWA catalogue is now fully integrated with the LISWA website and can be searched directly from the home page. Innovative features such as the search pad allow clients to search for information in the LISWA catalogue while they are visiting other web sites.

Thirteen information gateways focusing on subject areas of significance to the WA community, or

targeted to specific client groups, are a major new feature of the new site. Each of the gateways is designed as a virtual one stop shop to information for clients carefully selected by LISWA experts. These resources are much more than a collection of links to Internet sites. They bring together the resources held within the Alexander Library Building with the best of the resources on the Internet, as well as important local community resources. They also identify and promote unique Western Australian resources to a global audience.

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

The conversion of manual records to LISWA's online catalogue progressed during the year with 2,202 titles held in the State Reference Library and 4,757 titles located in the Batty Library added to the database. In addition, detailed information on the locations for 14,978 titles was added to the online catalogue, enabling greater access to LISWA's extensive reference collections.

Business Development

Our objective is to provide value added customised services and products which meet the information needs of business, the public sector and community, including the sourcing or supply of material by inter-library loan or document supply.

Services provided

Services in this area have three major streams:

- focusing on increasing investment and sponsorship for LISWA and its services through activities which utilise LISWA's expertise, resources and assets to deliver customised products and services for which clients are prepared to pay.
- document delivery to libraries throughout Australia and the world utilising inter-library lending and document supply services, with particular emphasis on meeting the requirements of Western Australian public libraries.
- generating revenues from ancillary services such as photocopying, sales and venue hire.

It clearly separates LISWA's free services from fee based customised information and revenue generating services.

Trends

With relatively static budgets from the Consolidated fund, Government agencies are encouraged to seek additional sources of revenue to fund new projects. Agencies need to maximise their opportunities to generate income without jeopardising those free services which are delivered for the public good.

Clients are demanding enhanced services which can only be met by charging fees. These customised

services can extend the range of services available to clients while providing new sources of income. At the same time a wider range of needs can be addressed. Within the sphere of document delivery, clients are the driving force for a diversified service comprising free core-service document delivery and fee-based value-added document delivery co-existing in today's marketplace.

Increasing library acquisition costs has led to a focus on just-in-time rather than just-in-case service delivery, strengthening the national and international resource sharing network of libraries, as well as providing a marketplace for commercial document suppliers. This in turn has highlighted the importance of quality document delivery services.

There have been considerable improvements in the availability of automated inter-library lending and document supply systems which the first generation of library management systems 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 meet the need for customised fee-for-service activities while enhancing the role of free public library services. To increase our resource base beyond that provided from the Consolidated Fund (State Budget). 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 1999 - 2000

Service Delivery Structure

In order to distinguish the three separate client focused service delivery areas which contribute to Business Development, a service delivery structure was implemented so that each team could focus on its mix of free and fee services. The three teams brought together were Document Delivery Services, Customised Information Services and State Library Sales. During 1999-2000 these discreet service delivery units focused on the development and delivery of sustainable free and fee based customised information services and library products to targeted client groups.

Document Delivery Services

50,078 inter-library loan, photocopy or subject requests were received in 1999-2000. Of those received from public libraries, 93.70% 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. 6,728 requests for bibliographic information were answered at the telephone enquiry service and 27,023 loans were processed. Training in inter-library lending and document supply was provided to 68 metropolitan and country public library staff.

A project plan and schedule was developed to provide a more effective service from Core Stack library materials. Core Stack comprises materials which are have been

withdrawn from circulation in public libraries, but which have been identified as having lasting informational content. They are not discarded, but retained for inter-library loan. Under the plan, selected Core Stack items will be integrated with the SRL, Battye and public library collections, and the remaining unwanted items will be discarded. Clients will have access to the integrated stock during Alexander Library Building opening hours, access to a better range of information, and access to more rare items as they are identified and preserved. Public librarians have the potential to add to their collections.

The charge for the supply of photocopies to public libraries was reviewed and realigned to the former policy of 50% of the standard Australian charge. This provides for a better utilisation of resources, while still offering public libraries a considerable benefit from being a part of the state-wide system.

A major issue for libraries throughout Australia has been preparing for GST-compliance in interlending and document delivery. The national voucher system which had been used for many years required considerable refinement to provide adequate controls for the collection of GST.

LISWA made a business decision that it would continue to provide free inter-library loans to some libraries as a donation for the public good, and therefore, no GST would be applicable to the consideration or value of these supplies.

For all other supplies, LISWA will charge the current ALIA recommended rate set out in the Australian Interlending Code, plus 10% GST from 1 July 2000. Payment

methods vary between libraries for the payment of inter-library loans and document supply, but LISWA has decided to continue to accept payment by vouchers for supplies costing less than \$50. Transparent electronic record-keeping was developed for these services, ensuring document delivery expenditure and revenue is reflected in the LISWA cashflows.

An electronic document delivery messaging and record-keeping system was developed using Lotus Notes. This enables staff to send inter-library loan and photocopy requests via the internet in a structured e-mail format. Requests are also received and recorded electronically. This has reduced both cost and turnaround time.

State Library Sales

The Discard Book Shop completed its second full year of trading as LISWA's retail point of sale, providing public access to discarded library material, LISWA publications and Friend's of Battye Library publications. Open seven days per week, the shop offers the public an opportunity to purchase discarded library material at their leisure at affordable prices. An active marketing campaign during the year has developed many loyal and regular clients and helped achieve its sales target for the year.

The stock holding capacity of the shop was expanded, and its point of sale systems improved to enable EFTPOS and Credit Card purchases in addition to cash and cheque transactions. Signage and point of sale systems in the shop were upgraded to be GST compliant in accordance with ATO guidelines in readiness for the implementation of the GST on 1 July 2000.

LISWA conducted discard book sales in Geraldton and Carnarvon in partnership with the local public library and local government.

These discard book sales were well attended by the public and provided an opportunity for regional Western Australians to purchase discarded library books at affordable prices.

A range of marketing strategies were implemented during the year to promote and increase revenue from the hire of the State Library's range of excellent centrally located venues and facilities. These proved very successful and revenue for 1999 - 2000 exceeded that achieved in the previous year.

A new fee based service implemented this year was The Music Studio which provides 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 is available to music teachers, students and individual and small groups of musicians requiring a centralised venue to practice and to perform music scores selected from the library's collections.

Bookings are taken in the Music and Performing Arts Library, and fees have been structured to provide a choice of affordable practice sessions.

Customised Information Services

An electronic version of LISWA's online catalogue was produced and distributed on CD-ROM. This is a product for clients without access to the Internet, or who would rather the convenience of searching the entire LISWA catalogue from any standalone PC.

A complimentary copy of The LISWA Catalogue on CD-ROM was offered to local government authorities for use in their public libraries as a research tool for staff and clients, as well as on a subscription basis.

The CD-ROM version of LISWA's catalogue contains records for all LISWA stock in public libraries and

the Alexander Library Building collections, as well as index entries in the database. Its searching capabilities include Boolean and keyword searching and so 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. It is of particular benefit to libraries in

rural areas. Unfortunately, the take-up of this product has not justified its investment which is disappointing since it is a fine product.

This may be because the Internet is more pervasive than was thought, and lessons from this project will be taken into consideration for future marketing projects.

Public Programs

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 1999-2000

The series of major thematic exhibitions in the Centre for the Book linking Save Our Century Fund stories and objectives to the collections housed in the Alexander Library Building continued successfully this year.

- *All that Glitters - the story of Gold, Diamonds and Pearls* showcased these natural and farmed resources. Nine leading identities in their industries were profiled such as prospector Mark Creasy, jeweller & senior designer at Artisan of the Sea, Phillip Noakes, and pearling industry technician, Berni Acquilina.
- Greeting the new year the next exhibition looked back 100 years on life and landmarks in Perth & Fremantle with the exhibition titled *Now & Then*. This exhibition attracted Channel 9's PostCards programme to feature the exhibition in their first edition in 2000.



Photo: Matthew Dwyer

■ 1999 Premier's Book Awards Dinner decorations and posters celebrating a century of Western Australian writing.

- *Strike A Chord - WA's music spanning the decades* features 14 profiles of Western Australian music makers from new rock group Jebediah to Rolf Harris to Sir Frank Callaway. We were fortunate to have Jim Fisher and Steve Tallis donate personal material to the collections.

When developing exhibitions we aim to produce some content which has the ability to tour in regional areas through the public library network. This year *Herstory: 100 Years of the Vote, 100 Years for Equality; Cover to Cover; Food for Thought and West Coast Kids* traveled throughout Western Australia with *Cover to Cover* concluding its national tour bookings late last year.

Once again the Western Australian Premier's Book Awards Dinner was a great success. The room was decorated to celebrate a century of Western Australian writing with the use of large posters of prominent and

past Western Australian authors whose manuscripts, photographs and signed copies of their books are held in the J S Battye Library of West Australian History. The Premier, Hon Richard Court MLA, presented the Premier's Prize to Kim Scott, who also won the Fiction category for his novel *Benang: from the heart*. Other winners were Tracy Ryan in the poetry category for *The Willing Eye*; Estelle Blackburn's *Broken Lives* in the Historical and Critical Studies category; Reg Bolton won the Children's category for *Showtime!: Over 75 ways to put on a show*; and Victor France, Larry Mitchell and Alison Wright won the Special Award for *Abrolhos Islands Conversations*. Once again Dymocks Hay Street Mall Store sponsored the award for Writing for Young Adults and this was won by Glyn Parry for *Scooterboy*.

LISWA continued to support the Japanese Film Festival and every year the posters promoting the event prove to be very popular.



Photo: Matthew Dwyer

■ 1999 Premier's Book Awards, Chair of Judges, Prof. David Black.

The Western Australian Library Society

The Western Australian Library Society was launched in 1996 and 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 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 1999-2000 are mentioned above.

The Library Society was pleased to be able to present 3 free lunchtime concerts featuring musicians profiled in the *Strike a Chord* exhibition, and thanks go to Jim Fisher, Steve Tallis and Helen Matthews for agreeing to perform.

WA State Library Custodians

The Western Australian State Library Custodians Inc. are a business network group which assists LISWA gain corporate support for building and preserving the library collections. Current WA State Library Custodians, who represent many sectors of the Western Australian business community, are:

Ron Sheen - President
 Patrick Breen
 Robert Muir
 Ray Steedman
 Graham McEachran
 Peter Purcell
 Lynn Allen
 Richard Hazlewood
 Helen Muir
 Peter Holland
 Simon Dawkins
 Ian Satchwell
 Kevin McMenemy
 Brian de Garis

The Custodians launched a major fundraising initiative, the *Save Our Century Fund*, in December 1998 to raise community awareness and funds for the collection, preservation and presentation of twentieth century records. Major supporters of the *Save Our Century 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.

Since the launch of the campaign, the Fund has received financial donations and in kind donations in excess of \$1m.

The Custodians were successful in attracting a grant of \$100,000 from the Lotteries Commission for the

purchase of a planetary camera and a vesicular film duplicator which will assist in the preservation of original heritage materials and provide microfilm access to those materials by clients. A grant of \$50,000 was also approved by the National Council for the Centenary of Federation to assist in the development of a digitisation project being sponsored by the Custodians.

Two large companies who have offered their support to the Fund this year were Chevron Australia Pty. Ltd and Hamersley Iron Pty. Ltd. Both companies possess large collections of photographs, films and other materials which record their history. Staff from the Battye Library have started working with Chevron to identify early records of oil exploration and production in Western Australia which should be preserved for future generations.

On the 22 October 1999, the Custodians in the presence of the Save Our Century Fund Patrons, His Excellency Major General Michael Jeffery AC, AO (Mil) CVO, MC, Governor of Western Australia, and Mrs Jeffery, hosted the successful Save Our Century Fund Millennium Dinner at the Sheraton Perth Hotel.

The Millennium Certificate campaign was launched in November 1999 with certificates sold as historic mementos of the turn of the century and the start of the new millennium. Each certificate was numbered and inscribed with the purchasers name by a calligrapher.

Using images from the company's own collection, supplemented by many from the Battye Library Pictorial Collection, West Australian Newspapers Ltd produced an excellent Save Our Century Fund

calendar and book, each with the title *Western Australia in the 20th century*. The book, by Patrick Cornish, captured the essence of WA history through the century and was launched in October. Channel 9 used the research in the book to produce a documentary to coincide with the book launch. The response from the community was overwhelming with copies of the calendar and the book requiring extra print runs.

West Australian Newspapers' rural publication, *The Countryman*, marked the unfolding of the new millennium with a publishing tribute to the development of rural and regional WA, titled *Country images, Western Australia : a portrait of the past with text* by Tom Austen. This publication included a chronological history of events and featured over 200 images from the Batty Library Pictorial Collection. Royalties from the sales will benefit the *Save Our Century Fund*.

Friends of the Batty Library

The Friends of The Batty Library (Inc.) supports and promotes the Batty Library and State Records Office through its fundraising and work of volunteers. Its aim is to encourage and enhance the acquisition, preservation and use of archival and documentary materials.

This year Friends volunteers contributed nearly 3,000 hours of their time in tasks such as sorting and listing private archive, ephemera and pictorial collections, assisting in Preservation Services and helping with indexing records.

General meetings are held every two months and this year speakers were Emeritus Professor Reg Appleyard, *Pioneer farmers and Greeks in the West 1910-1935*, and Dr Jenny Gregory who spoke about the role of the University of Western Australia Press.

An encouraging response was received from a survey of members to gauge opinion about times and formats of meetings. Acting on comments submitted by most of the members who replied to the survey, meeting times were changed to midday during the winter months and new activities were added to the program.

A well attended quiz night was the highlight of the Christmas celebration in November. In May, a film show featuring archival footage from the State Film Archives, followed by a tour of the backrooms of the Batty Library proved to be a popular innovation.

A bequest to the Friends of the Batty Library from the estate of Maude Irene Sholl was finalised this year. Thanks to the generosity of Miss Sholl, income from the bequest will be used each year to assist the Batty Library and the State Records Office with special purpose projects.

Resource Management

Managing our People

Human resource services were provided to LISWA on a bureau basis by the Ministry for Culture & the Arts. These services were managed under the framework of a Service Delivery Agreement (for Human Resources and Financial Services).

Staffing Summary

LISWA's average Full Time Equivalent (FTE) staffing level for 1999-2000 was 258.64, compared to an average FTE of 255.03 to 30 June 1999. This figure includes the 84 casual staff who play a significant role in providing a range of services to clients during the 74.5 hours per week the library is open. Most casual staff are employed in the State Reference Library, the J S Battye Library and the Discard Bookshop.

LISWA continued to have a significant proportion of staff employed on a part-time basis, with 50 staff (or 19% of total staff) employed as part-time permanent (16%) and part-time contract staff (3%).

Workplace and Enterprise Agreements

Productivity initiatives were generated during the year providing for pay increases under both the LISWA Individual Workplace Agreement and the Ministry for Culture & the Arts Enterprise Agreement (LISWA Schedule). This was the final year of both agreements, and negotiations have commenced for new agreements. Some of the major productivity initiatives during the past two years include changes to the evening rosters in the State Reference Library, timed retrievals and changes to desk shift operations in the J S Battye Library, the introduction of charging for storing, retrieving and reshelving Government records on a cost recovery basis in the State Records Office, promotion and marketing of LISWA venues, and restructuring in Public Library Services to provide improved consultancy services to the community. These initiatives are indicative of LISWA's staff commitment to continuous

improvement and significant changes in work practices.

LISWA Values and Communication

Communication, values and team behaviours are fundamental to LISWA's ways of working and the achievement of planned outputs. The effective implementation of continuous improvement strategies requires commitment from staff to LISWA values such as client services, excellence, innovation, and planning, as well as communication and working in teams.

A major project during the year was to ascertain how management and staff were responding to LISWA's values and our commitment to these values, the effectiveness of communication strategies, and working as teams.

A Focus Group was established comprising staff in the Level 1 to 3 classification range with representation from all cost centres.

Employees by Classification Level

Classification Level	As at 30 June 1999		As at 30 June 2000	
	Number	%	Number	%
Wages staff	17	6.36	17	6.46
Level 1	100	37.45	93	35.40
Level 2	42	15.73	41	15.60
2/4 Librarian	57	21.34	59	22.40
Level 3	8	3.00	9	3.42
Level 4	5	1.87	4	1.52
Level 5	20	7.49	23	7.74
Level 6	11	4.12	10	3.80
Level 7	2	0.75	1	0.38
Level 8	4	1.50	5	1.90
Executive	1	0.37	1	0.38
Total	267	100%	263	100%

Note: The staffing profile does not include casual staff.

The Focus Group met once per month over seven months and developed a range of strategies for presentation to the Strategic Management Team. LISWA's investment in this project was \$7,140, which included the training and development of staff who participated in the project, as well as the cost of the Manager: Organisation Development who was the project leader and facilitator.

All participants appreciated the opportunity to participate in a project that improved their skills in communication, problem solving, facilitation, and gave them a better understanding of LISWA as a whole. It also provided the opportunity for all LISWA staff to participate in the project through team participation.

One of the recommendations from the Focus Group was the need for policies and procedures for e-mail use, including guidelines such as appropriate language, appropriate use, clearing messages, records management and training. This recommendation resulted in the drafting of an effective e-mail and Internet policy for all staff.

The project relating to LISWA values has been extended to TeamNet (all team leaders and Level 5 and 6 staff) for review and recommendation to the Strategic Management Team during the 2000-01 financial year.

Towards Connexity

Another major project during the year was the development of strategic directions for LISWA for 2002-2006. Information and Beyond outlines LISWA's strategic directions 1997-2001 and Towards Connexity was the name of the training and development project to develop exciting strategic directions for the future.

The development program was carried out in a team environment headed by Project Leaders, with teams comprising team leaders and other staff with an interest or expertise in the area. Soft Systems Methodology was the training and development tool used and the Project Leaders were responsible for explaining the methodology to their project teams, facilitating meetings to gain a wide range of views, presentation of ideas and strategies at each stage of the methodology, and the writing of professional papers. The professional papers and future directions document will be available in the next financial year.

Change Management through LISWA Staff

In an environment of budget constraints and providing more services with less staff, there have been a considerable number of initiatives within LISWA to enhance staff skills and improve services.

Within the reference areas, training has enabled the utilisation of Level 2 staff, particularly library technicians, to provide reference services to the public, thereby releasing Level 2/4 librarians to develop skills and work on projects such as the development of information gateways for the website. Library technicians are being trained to select exchanges for small country libraries and to visit and exchange information with country libraries.

A major project to transfer knowledge is called Advance, and consists of three staff members with accreditation in Train the Trainer identifying, writing and delivering training courses tailored to the needs of State Reference Library staff. This is an example of how existing resources can be creatively utilised to develop

the intellectual capital of the organisation. It reflects a commitment to the benefits of designing long-term skills development as a process of education and enhancement rather than sporadic one-off training. Advance will be utilised by other staff within LISWA on a cost recovery basis, with the possible extension of tailoring courses to meet team and individual needs.

Over 40% of LISWA staff are level 1 or wages staff, and there is a strong commitment to multiskilling to provide flexibility and work satisfaction. Staff in Public Library Services have introduced a number of programs to train staff in a range of activities both within teams and across teams. This has fostered a learning environment, staff appreciate the opportunity to develop new skills, and services have been maintained during times of staff absence. Building Services staff are trained to relieve at the front desk and in the van dock, plus the use of various PC applications including the Building Management/Access control system, and the new computerised bookings system.

The shortage of skills in information systems has resulted in recruitment strategies within LISWA, where staff have been provided with opportunities for skills development by becoming part of the Information Systems team. So far two staff have been recruited from within LISWA, initially for three months as development opportunities, and this has resulted in savings and provided new directions for staff with an interest in technology and systems.

Training and Development

The following graph provides a profile of the investment made in training and development for the period 1 October to 30 June 2000.

**Period 1
October 1999 to 30 June 2000**

Level	No. of Staff Trained	Total Training Hours	Total Training Cost
1	90	1030.85	\$ 17,619
2	54	667.00	\$ 12,702
3	11	163.25	\$ 4,169
4	4	78.50	\$ 1,419
2/4	76	817.50	\$ 20,039
5	57	659.75	\$ 23,815
6+	59	1169.75	\$ 48,653
Total	351	4586.60	\$ 128,416

There has been a focus during the year to provide more training to Level 1 and 2 staff, and Level 2/4 librarians, with 144 hours training provided to the Level 1 and 2 staff and 76 hours to Level 2/4 staff during the year.

The kind of training received includes Aboriginal Cultural Awareness, Communicating with people from Non English Speaking Backgrounds, Blindness Awareness Training, library and computing systems training, and GST training.

Language Services Plan

LISWA has a Foreign Language Skills database which can be accessed by all staff to assist in the provision of interpretation services for clients of the Alexander Library Building. Approximately 40 languages are spoken by 53 staff within LISWA.

Occupational Health and Safety

The Occupational Safety and Health Committee continued the personal development of staff in OSH issues. This committee met every two months to discuss and review accident reports and issues relating to Safety and Health, and all Occupational Safety and Health representatives

have now undertaken the Safety Representatives course and have been encouraged to attend training sessions during WorkSafe Week in September.

A draft Occupational Safety and Health Manual has been prepared covering a wide range of policies and procedures, and the Induction Manual was updated in regard to OSH matters and placed on the Intranet site, LISWA Online. Other measures to inform staff on safety issues include the development of a safety section including links to WorkSafe and other relevant sites on LISWA Online, and the relocation of the OSH notice board to the ground floor near the staff entry. The first aid room was relocated from the fourth floor to the ground floor and a hospital

bed sourced free of charge from Sir Charles Gairdner Hospital. The Committee has identified issues it wishes to address during WorkSafe Week 2000.

The Emergency Evacuation Procedures were significantly reviewed and training seminars for staff and wardens continued, with procedures updated as necessary. Emergency Procedure signage was developed and displayed in public and staff areas. Since implementing the new Evacuation Procedures LISWA has embarked on a planned and extensive training program for wardens. This has included structured training in the various procedures plus training in hydrant and fire extinguisher use and more regular drills.

Workers' Compensation

During the year instances of Lost Time Injury/Disease (LTI/D) occurred. The comparative indicator factors below are those recommended for agencies to meet their reporting requirements.

	1998-1999	1999-2000
Frequency Rate	15.35	12
<u>Number of LTI/D x 1,000,000</u> Total Hours Worked		
Incidence Rate	N/A	1.72
<u>Number of LTI/D x 100</u> Total number of employees		
Average Time Lost Rate	N/A	16.5
<u>Number of working days lost</u> Number of LTI/D		
Estimated Cost of Claims per \$100 payroll	\$0.58	\$0.496
<u>Cost of Claims Incurred x 100</u> Total Payroll		
Premium Rate	1.09%	1.66%
Premium as a % of payroll		
Rehabilitation Success Rate		
<u>Number of Rehabilitated Employees x 100</u> Number of Eligible Employees	N/A	N/A

Information Systems

LISWA uses extensive computer and communications facilities to support its service delivery and management functions. Today LISWA offers global access to its online services 24 hours a day seven days a week and receives more than 15,000 hits on the LISWA website each day.

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

The development of the new website and the CD-ROM catalogue (reported elsewhere) saw extensive involvement of staff from the Information Systems team.

Public Internet Access

LISWA has provided public access to the Internet since 1996 and has the largest collection of free public access Internet facilities in Western Australia with fifty workstations available in the Alexander Library Building.

This popular service ensures that clients without access to the Internet are not disadvantaged and are able to access reference resources on the Internet to complement the extensive collections available within LISWA. As a result of this commitment to providing free public Internet access the Alexander Library Building was selected as the venue for the launch of the OnlineWA website by the Premier on 24 May 2000. During 1999-2000 the Internet service used by the public was upgraded to ensure that LISWA can continue to deliver effective Internet services to meet the growing demand.

Preservation Services

The Preservation Services Team provides a range of services to facilitate the effective preventative conservation and conservation management programs to preserve the information and heritage materials in LISWA collections. These include the microfilming of material, photographic services, the conservation and restoration of heritage materials, and disaster planning and response services.

There is a considerable demand from clients for traditional service programs such as conservation of paper-based media, optical photography and microfilming, and a need to extend the expertise of staff and the range of services offered in the rapidly evolving information technology sector.

Paper Conservation

Fifty-five conservation projects were carried out for the Battye Library, the State Reference Library and the State Records Office. One of the most difficult of these projects was the earliest known Perth City Map (Ca. 1841). The map was hand drawn using ink, watercolour and pencil on a heavy wove paper lapped in section and backed to linen. The condition of the map was poor and an earlier attempt to consolidate and conserve the map had not been successful. After examination and testing of the solubility of the pigments, treatment was carried out by washing the map in an ethanol mixture, the backing removed and then relined using Japanese paper. It was considered a success, as information obscured was now readable, pencil notions were revealed and flexibility was returned to the paper.

Microfilming

The Lotteries Commission provided a grant to the WA State Library

Custodians Inc. for the purchase of a microfilm camera and a film duplicator. The state-of-the-art planetary camera will greatly improve the quality of microfilm provided and the protection of fragile books and documents during microfilming. This camera will allow future development of projects using hybrid technology involving digital media. The vesicular film duplicator will reduce the cost to produce service copies to the public providing a cost effective product.

The *Government Gazette of Western Australia* is the longest running Western Australian serial publication, having been published continually since 1836. For coming close to two centuries it has recorded almost all colonial, state, and local government notices - such as an 1841 reward offered for apprehension of certain convicts escaped from Fremantle Jail, 1890's gold mining lease registrations, public service appointments, pearl shell fisheries boat licences, and 1830s & 1840s rewards offered for finding certain minerals in WA. There has only been one known near-complete set of the *Government Gazette* in existence in the world - the one held by the Battye Library - and there have been many calls over the years to have this microfilmed. This preservation microfilm project has now begun with the filming of over 11,000 pages. The microfilming will make available for wide distribution the singular most important government publication of the 19th century.

The installation of compactus in the 10 degree stack which holds the preservation master microfilm (11,241 reels), 5165 original photographic negatives and 2550 archival films from the State Film Archives has provided a much needed increase in storage for future holdings.

Film Preservation

ScreenSound, formally the National Film & Sound Archives, in Canberra was consulted to provide staff technical training, evaluation of current storage, equipment and advice on film, video and sound conservation on the library's collections. Following a pilot condition assessment project last year, 100 films from the State Film Archives had condition reporting carried out to access the deterioration.

The purchase of a shrinkage gauge enabled accurate measurements, and the ScreenSound training provided technical information to help monitor the preservation needs of the State Film Archives collection.

Under the supervision and technical direction of preservation staff, several LISWA volunteer's carried out original film negative preservation on the Izzy Orloff collection and cross-referencing of the aviation images of the Jimmie Woods collection of negatives and photographs.

Caring for Our Heritage Seminar

A daylong *Caring for Our Heritage* workshop focusing on the preservation of family and community history collections was presented as part of Senior's Week.

Finance

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. LISWA received an unqualified audit report on the financial statements 1998-99

from the Office of the Auditor General.

Accrual accounting and reporting was fully implemented at LISWA with the Library Board presented with both accrual and cash financial information on a regular basis. The accrual reports provided the Board and the management team with an additional management tool when allocating resources.

Goods and Services Tax

The introduction of the Goods and Services Tax (GST) from 1 July 2000 has considerable implications for financial management within LISWA. The Financial Services team assumed the lead role in initiating and implementing the necessary changes to practices and procedures to ensure the successful transition and compliance with the new requirements under the GST legislation.

LISWA has worked very closely with the Ministry for Culture & the Arts to ensure that the required systems changes, and revised financial practices and procedures, were effected and fully tested before 1 July to comply with the requirements of the new GST legislation. During the year a series of formal and ad hoc training sessions were held to assist staff understand the new tax system, the changes to the financial management system, and adapt to new practices and procedures.

Review of Fees and Charges

A major review of LISWA's fees and charges was conducted to ensure GST inclusion and National Competition Law compliance. This review included an extensive activity cost analysis on LISWA's current fee based services and assessed the impacts of the GST on LISWA's fees

and charges. The analysis provided a comparison between the full cost of providing LISWA's current fee based products and services and their current selling prices. Adjustments will be made in 2000-01 to achieve either full cost recovery or a subsidised pricing objective for these services and products whilst maintaining competitive neutrality.

In most cases LISWA's fees and charges are well below full cost recovery which exposes LISWA to risk from competition laws in respect to anti-competitive pricing and behaviour within the market.

Building Services

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

Building Maintenance

The Alexander Library Building has reached an age where significant funds are required to undertake maintenance and restoration works as indicated in the new Strategic Building Maintenance Plan developed in conjunction with the Department of Contract and Management Services (CAMS) for 1999 - 2001. This plan highlights the need for additional funding to meet a growing backlog of maintenance works and is a useful tool for forward planning. The development of a Strategic Asset Management Plan to complement the Strategic Building Maintenance Plan is a priority.

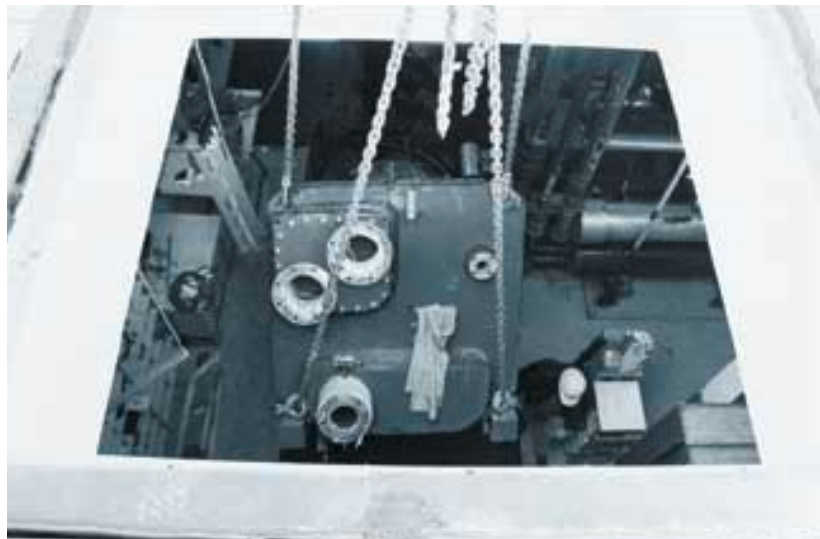


The project to replace the buildings' two main centrifugal chillers was a significant Capital Works project that required extensive planning and close cooperation between contractors and staff, given the stringent environmental conditions required for some parts of the collections.

The old chillers had to be cut into pieces and removed through a skylight square, with the new screw type chillers delivered in parts through the same skylight and assembled within the plant room whilst normal building conditions were maintained.

Work continued on the project to replace the floor coverings in the Alexander Library Building, with the Battye Library area being recarpeted over the Easter break. Considerable planning was required to complete the project within the four and a half days available, with services opening to the public on the Tuesday afternoon of Anzac Day.

Almost every available book trolley in the Library was required to de-stock the shelves so they could be unbolted, moved and then reassembled in the new layout. The revised layout of



■ *The various stages of the two centrifugal chillers removal and replacement at the LISWA.*

this area has received very positive feedback from clients.

Contract Management

A Contract Development / Contract Management Framework is being developed and the first stage, a Contracts Database to identify and track agency contracts has been completed. The database design has attracted interest from other Government agencies with the Valuer General's Office requesting

permission to utilise the database structure.

It is anticipated that the trend of outsourcing will continue and LISWA is working with CAMS to introduce an improved system of reporting and accountability by Facilities Managers. This will assist in identifying potential cost savings as well as future maintenance issues to ensure value for money is being obtained from this process.

Corporate Governance

Accountable Authority

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

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.

	Eligible Meetings	Attendance
Prof Brian de Garis <i>(Chairperson)</i> <i>(Ministerial Nominee)</i> First appointed 1991 Resigned June 2000	12	10
Clr Joan Cameron <i>(Vice-Chairperson)</i> <i>(Country Shire Council's Association)</i> First appointed 1990 Term ends February 2002	12	9
Mr Alastair Bryant <i>(Ministry for Culture & the Arts)</i> First Appointed 2000 Term indefinite (<i>Ex Officio</i>)	2	2
Mr Bryn Jones <i>(Fremantle City Council)</i> First appointed 1998 Term ends February 2002	12	5
Mr Graham McEachran <i>(Ministerial Nominee)</i> First appointed 1994 Term ends April 2002	12	9
Clr Judith McEvoy <i>(City of Perth)</i> First appointed December 1999 Term ends October 2000	6	3

	Eligible Meetings	Attendance
Mrs Kay Poustie <i>(Australian Library & Information Association)</i> First Appointed 1991-93 & 1998 Term ends February 2002	12	12
Dr John Reid <i>(Ministerial Nominee)</i> First appointed 1993 Resigned February 2000	7	4
Clr John Walker <i>(Country Urban Councils' Association)</i> First appointed December 1999 Term ends March 2003	6	4
Mrs Nola Waters <i>(Local Government Association of WA)</i> First appointed 1994 Term ends June 2002	12	8
Prof. Robert S White <i>(Ministerial Nominee)</i> First appointed 1996 Term ends September 2000	12	10
Mr David Wood <i>(Department of Education)</i> First Appointed 1997 Term indefinite (<i>Ex Officio</i>)	12	6

■ *Dr Lynn Allen is the Executive Officer to The Library Board of Western Australia.*

■ *More detailed information about members of the Library Board of Western Australia is available later in this report.*

Legislation

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

Responsible Minister

Minister for the Arts
The Hon Mike Board JP MLA

Ministry for Culture & the Arts

Since 1997 LISWA has been a service agency within the Ministry for Culture & the Arts.

New legislation to formalise the arrangement was introduced to Parliament in 1998, but has not been proceeded with.

Funds to carry out the Library Board's statutory obligations are derived from those funds appropriated to the Ministry to pay salaries, and the remaining funds needed for the Board's operations under the direct control of the Board.

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

- Disability Services Act 1993
- Equal Opportunity Act 1984
- 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
- Workplace Agreements Act 1993

Commonwealth Acts

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

Specific Corporate Governance Issues**Internal Audit**

LISWA has an internal audit committee which operates under the Internal Audit Charter. It reports regularly on its activities to the Library Board of WA. A three year strategic audit plan and a more detailed annual audit plan are developed each year and approved by the Library Board.

Risk Management

A Risk Management implementation strategy was prepared and signed off by the Strategic Management Team. Risk Rating Tables were developed and a variety of worksheets to be used in the risk management process distributed. Staff training sessions were arranged for LISWA staff and presented by RiskCover. LISWA made a significant attempt to integrate Risk Management into the 2000-2001 Business Planning cycle. A draft Risk Management Policy is expected to be presented to the Library Board in July 2000.

Year 2000

The Library and Information Service of Western Australia was committed to minimising the impact of the Year 2000 problem. To achieve this a project team was assembled early in 1997 to manage the risks associated with the problem. Major Year 2000 exposures were addressed and critical systems made compliant in accordance with the information provided by vendors.

The Year 2000 project was audited and regular reports prepared for the

LISWA Strategic Management Team, The Library Board of Western Australia and the WA State Government. Contingency planning was completed to ensure that procedures were in place to effectively manage the transition to the Year 2000.

The transition to the Year 2000 within LISWA was smooth with only one minor incident reported.

Freedom of Information

The Freedom of Information Act 1992 created a general right of access to documents held by State and local government agencies. During 1999-2000 The Library and Information Service of Western Australia received three (3) Freedom of Information applications for access to information under the Freedom of Information Act, 1992.

The Library Board of Western Australia (the Board) provides support for and commitment to the Freedom of Information (FOI) Legislation. A copy of LISWA'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.

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

Compliance with Section 175ZE of the Electoral Act 1907

During 1999-2000 The Library Board did not have any expenditure with

advertising agencies, market research organisations, polling organisations or direct mail organisations.

\$62,387 was spent on radio and newspaper advertising for events and services booked with Media Decisions. \$5,280 was spent sponsoring the West Coast Magazine (formerly The Western Review) Online Internet site. \$8,475 was spent on various magazine and newspaper advertising booked direct with publishers.

Compliance with Public Sector Management Act 31(1)

Human resources services are provided to the Library and Information Service of WA by the Human Resources Business Unit of the Ministry for Culture & the Arts in accordance with a Service Delivery Agreement.

The Public Sector Standards in Human Resource Management were

made available to all staff through LISWA's Intranet, LISWA Online. Also, the Ministry for Culture & the Arts Standards and Guidelines Manual are accessible to all staff.

Responsibility for compliance with the Standards and ethical codes is documented through LISWA Online.

A compliance monitoring and assessment program has been developed and implemented in the Ministry for Culture & the Arts.

The program provides for the assessment of transactions and for the audit of human resource systems and processes. The program includes periodic external validation and audit of compliance.

The LISWA Code of Conduct was released to staff in February 1998 after extensive consultation with staff. The Code of Conduct has processes for breach of the Code of Conduct.

In the administration of the Agency, I have complied with public sector standards in human resource management, the Public Sector Code of Ethics and LISWA's Code of Conduct.

I have put in place procedures designed to ensure such compliance and conducted appropriate internal checks to satisfy myself that the statement made in 1 is correct.

There were two breach applications lodged with regard to Recruitment and Selection at LISWA. A review found that there had been no breach of standards in either case.

Lynn Allen
State Librarian and
Chief Executive Officer

Members of The Library Board of Western Australia

Chairperson

Professor Brian de Garis

Brian de Garis has been Professor of History at Murdoch University since 1990. Previous appointments were at the University of Western Australia and the Australian National University. In June 2000 he resigned from the Library Board to take up a two year appointment as Keith Cameron Professor of Australian History at University College, Dublin.

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 has been 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. In recognition of his work, Professor de Garis was made a Fellow of the Library Board at his last meeting in June 2000.

Vice-Chairperson

Councillor Joan Cameron

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 and again in 2000, 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 over 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 twenty years experience as a Councillor of the Shire of Plantagenet and as a former long standing member of the Country Shire Council's Association Executive, she is interested in seeing the partnership between the Board and local government strengthened.

Members

Mr Alastair Bryant

Alastair Bryant is the Acting Director General of the Ministry for Culture & the Arts, made up of the Art Gallery of WA, the WA Museum, LISWA, the Perth Theatre Trust, ScreenWest, and ArtsWA. In addition to being on the Library Board he is a Trustee of the Museum, and serves on the Boards of the Art Gallery and the Perth Theatre Trust. His substantive position is Commissioner for State Revenue in Western Australia, a position he has held for the last six years. He has been a member of the State Revenue Department since its inception in 1970.

He is a fellow of the Australian Society of Certified Practising Accountants, a fellow of the Australian Institute of Management, and a fellow of the Taxation Institute of Australia. Alastair is a Committeeman with the Public Sector Accountants Group.

Alastair is an active Rotarian and was

a foundation member of the Heirisson Club and is a past President of that club. He was awarded a Paul Harris Fellow in recognition of his service to the Heirisson Club.

Mr Bryn Jones

Bryn Jones was 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 a senior lecturer in Information Technology and Communications at Notre Dame University, situated in the west end of Fremantle. He provides consultancy services on the planning and implementation of information technology in schools and the development of online curriculum.

Mr Graham McEachran

Graham McEachran is Vice President in the consulting firm of Cap Gemini 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. He is a member of the Business Faculty Advisory Committee at Edith Cowan University. 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.

Clr Judith McEvoy

Judith McEvoy is a business owner with 31 years experience and was elected to the City of Perth Council in 1997. She sat on the City of Perth Advisory Council for the upgrading of King Street, and is actively involved in all areas of the city, taking particular interest in the development of East Perth. Ms McEvoy is the City of Perth representative on the Board of the Perth Convention Bureau and was recently nominated as the City of Perth representative for the Perth Theatre Trust.

Mrs Kay Poustie

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

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. Dr Reid has resigned to take up the post of Principal of the Southern Cross District High School.

He has served on numerous University committees and been a syndicate leader in the Graduate School of Education.

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

Clr John Walker

John Walker is an elected councillor

with the City of Albany, and Deputy Mayor. He has a background as a farmer and grazier, and is a member of the Great Southern Road Forum; the Rainbow Coast Regional Council and Waste Management Committee; Timber 2002; Albany Chamber of Commerce; and Chairman of the Joint Venture Saleyard Committee. He is the City of Albany delegate to the Country Urban Councils' Association and President of that body since August 1999.

Mrs Nola Waters

Nola Waters has been a Councillor of the City of Cockburn for 22 years. She is employed by the Education Department as a teacher assistant in junior primary schools.

Mrs Waters 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

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

David Wood is the Principal of Sevenoaks Senior College and 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.

Standing Committee on Public Records

The Standing Committee on Public Records is a sub-committee of the Library Board of Western Australia.

Mrs Nola Waters , <i>Chairperson</i>	Library Board
Dr John Reid	Library Board (until February 2000)
Mrs Kay Poustie	Library Board
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) (until April 2000)
Mr Neil Granland	Records Management Association of Australia (WA)
Ms Jenny Edgecombe	Australian Society of Archivists
Ms Rhonda Beaton	Local Government Records Management Group
Dr Lynn Allen , <i>Ex officio</i>	CEO and State Librarian, LISWA
Mr Chris Coggin , <i>Executive Secretary</i>	Director: State Records Office
Ms Isabel Smith , <i>Secretary of the Committee</i>	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 41 disposal authorities for Board approval.

Major retention and disposal schedules were approved for the Health Department of Western Australia (fully revised Patient Information Schedule), Agriculture WA, Aboriginal Affairs Department and Aqwest.

Approval was also given to a further schedule produced by the WA Police Service as a comprehensive addition to the schedule provided last year.

Principal Officers of LISWA

Chief Executive Officer and State Librarian

Dr Lynn Allen

Appointed: January 1989

Director: Public Library Services

Debrah Lewis (until December 1999)

George Cowcher

Appointed to Acting position January 2000

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

Chief Information Officer

Graham Hilton

Appointed: March 1995

Manager: Business Development

Greg Doehring

Appointed: February 1995

Manager: Organisation Development

Carole Baetge

Appointed: August 1995

Manager: Public Programs

Doug George

Appointed: October 1996

Consultant: Policy & Evaluation

Julie Ham

Appointed: May 1997

FINANCIAL INTERESTS OF PRINCIPAL OFFICERS

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



Auditor General

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2000

Scope

I have audited the key effectiveness and efficiency performance indicators of The Library Board of Western Australia for the year ended June 30, 2000 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, 2000.

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

D D R PEARSON
AUDITOR GENERAL
24 October 17, 2000

4th Floor Dumas House 2 Havelock Street West Perth WA 6005 Western Australia Tel: (08) 9222 7500 Fax (08) 9322 5664

Performance Indicators

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.

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. Each year funding is provided to purchase new stock, but this is offset by the discard of worn out stock and population increases which 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
1999-00	1.25

Note: (1) The population estimate of the WA population for 1999-00 is 1,873,800 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics, December quarter 1999)
(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%
1999-00	93.70%

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. Administration of the survey in the State Reference Library & Battye Library 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 State Records Office surveyed 90 clients in the search room and

20 regular researchers by mail. The response rate was 78% with a standard error rate of $\pm 1.6\%$.

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	June 2000
Satisfied or very satisfied	89.4%	90.5%	87.6%	89.8%	92.3%	89.4%
Neutral	8.3%	5.7%	8.1%	7.9%	5.4%	7.3%
Dissatisfied	0.7%	0.9%	0.9%	1.15%	1.4%	0.9%
Did not respond	1.6%	2.9%	3.4%	1.15%	0.9%	2.4%

Note: 1999/00 satisfaction rates for individual areas were:
 - 91.8% for the Batty Library
 - 88.9% for the State Reference Library
 - 89% for the State Records Office.

The extent to which Government agencies are satisfied with the quality of records management and archival services.

During May 2000 a survey was conducted to measure government agency client satisfaction with the major record keeping areas of service. Ninety seven (97) agencies who utilised two or more areas of service during the current year were surveyed. Responses were received from fifty eight (58) agencies, a 60% response rate and a standard error rate of $\pm 8.16\%$. While this error rate is higher than what is recommended for surveys, given the number of government agencies in Western Australia, this survey contained a high percentage of the target population.

Respondents who thought services were good or very good:

	1996-97	1997-98	1998-99	1999-00
Consultancy Services	96%	96%	96%	100%
Records Management Advice	n/a	n/a	94%	92%
Disposal Authority Formulation	96%	95%	93%	90%
Publications	95%	94%	89%	85%
Training Courses	93%	94%	96%	91%

Note: The training course evaluation represents the agency's evaluation of the range of courses and service delivery as distinct from the individuals evaluation on the day of the training.

A survey of 39 government agencies was conducted in June 2000 to determine whether archival and repository loans services are satisfying their needs. The same agencies are surveyed each year and represent the most frequent clients of these services. Twenty six agencies responded, a 66% response rate and a standard error rate of $\pm 11.1\%$. As with the above, the error rate is higher than what is recommended, but represents a high percentage of the target population, given the number of government agencies in Western Australia.

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

	1995-96	1996-97	1997-98	1998-99	1999-00
Intermediate records repository loan service	86%	75%	85%	75%	86%
Archival loan service	92%	77%	92%	90%	96%
Other service provided	79%	88%	91%	89%	91%

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 and information. 403,185 items were distributed in 1999-00, an increase of 19,051 over the number 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
1999-00	\$2.09

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 67,887 enquiries and the State Reference Library 115,324.

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
1999-00	\$ 9.35

Note: During 1999-00 the number of enquiries and consultancies has increased.

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
1999-00	\$9.52

Note: The increase in costs are because of a decrease in the number of enquiries in the State Reference Library.

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
1999-00	\$4.64

Note: (1) The increase in costs is mainly due to reduced retrievals.
(2) 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
1999-00	\$12.58

Note 1: 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. Since 1998-99 the figure is for public library stock, the bulk of the orders.

Note 2: The increase in 1999-2000 is due to an increase in salary costs and a decrease in the number of orders for public library stock.

Unit cost of cataloguing new titles for stock

	All stock	Public Library stock	State Reference 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
1999-00		\$ 7.30	\$ 39.46	\$ 48.69

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. In 1999-00 there were increases in the cost of cataloguing public library stock and stock for the State Reference Library due to increased salary costs, but these were offset in the Battye Library with an increase in the number of materials catalogued.

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
1999-00	\$0.89

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. From 1999-2000 the figure is for public library stock, the bulk of the stock (274,390 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
1999-00	\$1.96

Note: Support staff activities decreased slightly in 1999-00, but salaries also decreased.

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	\$1.70
1999-00	\$1.86

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 indicator has increased in 1999-00 because of a reduction in the number of activities undertaken, particularly reshelving stock after client use.

Certification of Performance Indicators

In accordance with the Financial Administration and Audit Act and Treasurer's Instruction 904, 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 2000.



Mrs Kay Poustie
Chairperson of the Board



Mrs Nola Waters
Member of the Board

24 August 2000

Output Measures

Outcome

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

In 1999-2000 LISWA reported under Outputs 1 and 2 of the Ministry for Culture & the Arts in the Budget Statements. The outputs for the 2000-2001 budget were revised and the Library Board's budget was included in a new Output 2: Library, Archival and Information Services. The output measures were not changed and are recorded for this Annual Report under the 1999-2000 outputs. The performance measures below are not audited.

Output 1

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

	1999-2000 Estimate	1999-2000 Actuals	2000-01 Target
Quantity			
Number of interactions	2,900,000	3,374,975	3,500,000
Number of products	280	323	280
Quality			
Satisfaction rate - interactions	91%	91%	91%
Satisfaction rate - products	93%	91.5%	93%
Timeliness			
Hours the Library is open	74.5 hrs	74.5 hrs	74.5 hrs
Cost			
Cost per interaction	\$8.55	\$6.68	\$7.34

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 1999-2000 and 2000-2001 estimated costs are from the 2000 budget statements. The 1999-2000 Actuals reflect the cost per interaction achieved in 1999-2000 and the resources LISWA allocated to each output.

Output 2

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

	1999-2000 Estimate	1999-2000 Actuals	2000-01 Target
Quantity			
Number of items maintained which support WA's collection management.	3,293,000	3,267,979	3,400,000
Number of new items added to the collections.	370,000	378,797	374,000
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%	44%	36%
Timeliness			
Time taken from order to dispatch (public library collections)	145 days	118 days	130 days
Cost			
Cost per item In the collection	\$1.03	\$1.45	\$1.03

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.

The number of new items added to the collections provides an indication of the spending power of the acquisitions 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, 44% were for the Western Australian heritage collections.

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

Cost figures for the 1999-2000 and 2000-01 estimated costs are from the 2000 Budget Statements. The 1999-2000 Actuals reflect the cost per item held in the collections in 1999-2000 and the resources LISWA allocated to each output.

Staff Members

The following people were employed by The Library Board of Western Australia as at 30 June 2000. 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
George Cowcher

Administrative Assistant
Claire Harloe

Library Advisory Services Team

Team Leader
Yvonne Morant

Consultants

Consultant: Multicultural Services
Pearl Tan

Consultant: Seniors Services
Ruth Balding

Consultant: Special Needs
Yvonne Morant

Consultant: Young Peoples Services
Sue North

Consultant: Public Library Services
Michelle Gherghinis

Librarians

Nola Allen
Michael Cuomo
Oliver Gatty
Norene Garry
Leonie Hayes
Sue Hunter
Karin Jones (M/L)
Tom Knapp
Mark Verma

Library Officer
Anne Oakes

Stock Management Services Team

Team Leader
Ian Kane

Supervising Clerk: Maintenance Team
Kathy Wilkinson

Supervising Clerk:
Outgoing Exchanges Team
Roger Ford

Supervising Clerk:
Incoming Exchanges Team
Krystyna Kudla

Library Officers

Cindy Baty
Pat Cambridge
Teresa Epps
Jenny Feehan
Rhonda Granner

Yvonne Grant
Pam Gulley
Diane Herbert
Ken Hewitt
Jenny Mars
Maria Milos
John Naturalny
Pamela Pilmer
Clint Polman
Daniella Popiel
Brian Pratt
Lynsey Scott
Amrick Singh
Peter Thackray
Brian Walker
Alan Wyncol

Store Officers

Colin Arrowsmith
Terry Cambridge
Ryan Guddan
Phillip Hough

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

Senior Clerk: Orders
Helen Marsh

Senior Clerk: Invoices
John Rebick

Senior Clerk: Processing
Antonetta Fernandes
Deborah Jones (Leave)

Library Officers

Valma Bell
Pam Beveridge
Alex Brennan
Kim Bucchino
Zofia Carter
Lorraine Karas
Gregory Kirby
Karen Lydon
Margaret Matthews
Jo O'Connor
Jeanette Shepherd
Nicola Smith
Pat Szabo

Storepersons

Catherine McIntyre
Ron McPherson
Maurice Smith

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY

Director: J S Battye Library
Ronda Jamieson

Administrative Assistant
Patricia Barr

Original Materials and Information Services Team

Team Leader
Jennie Carter

Librarians

Gerard Foley
Steve Howell
Julie Martin

Archivist: Private Archives
Michael Price

Secretary: Oral History
Valda Kiely

Library Technicians

Fiona Caratuzzolo
Maryon Craig
Brenda Ellen

Library Officers

Gail O'Hanlon
Diana Ridge
Carl Studd

Centenary of Federation Project Coordinator
Leigh Hays

Information Materials and Information Services Team

Team Leader
Brian Stewart

Librarians

Sue Byrne
Alison Hocken
Glenda Oakley
Carol Smith
David Whiteford

Library Technician

Jan Skillington

Senior Clerk

Robert Reece
Library Officers
Lynley Edwards
Meredith Howell
Mary Jones
Andrew Macdonald
Sue Osmond
Robert Swain (Transferred)

Bibliographical Services Team**Team Leader**

Beth Frayne

LibrariansAngela Don
John Draffin
Robyn Edwards**Senior Clerk**

Pat Willans

Library OfficersLucy Dal Busco
Linda Davis
Anne Lilleyman**STATE RECORDS OFFICE****Director: State Records Office**

Chris Coggin

Administrative Assistant

Norma Shopland

Archival Services Team**Team Leader**

Tom Reynolds

ArchivistsDamien Hassan
Ted North
Lise Summers**Archives Officers**Maria Carvalho
Justin Fairhead**Archives Assistants**Ken Cramphorn
Peter Di Marco
Patrick McCourt
Ken Laycock**Recordkeeping Services Team****Team Leader**

Isabel Smith

Recordkeeping ConsultantsMartin Fordham
Anne Gill**Recordkeeping Advisory Officers**Paul Ferridge
Lena Stekl**Support Officer**

Doug Carrie

STATE REFERENCE LIBRARY**Director: State Reference Library**

Claire Forte

Secretary

Wendy Mekisic

Arts & Literature Team**Team Leader**

Julie Coyle

LibrariansMarilyn Carcavas
Julianne Clifford
Anne Keehan
Mary Lewin
Mary Magaraggia
Jeya Ponnuthurai
Carol Rikli**Senior Clerks**Kay Commons
Adele Sugars**Library Assistants**Linda Black
Paul Buttsworth
Derek Chantler
Lucien Duwooz**Bibliographical Services Team****Team Leader**

Barbara McGuire

LibrariansSai-Kee Kek
Pam Marciano
Kathy Rawlinson
Robin Robinson
Jeri Tatian**Serials Coordinator**

Linda Laycock

Library OfficersBetty Bilton
Grace Chiu
Glenys Oakes
Kerry Randall
Renata Roberts**Business and Management Team****Team Leader**

Pam Phelan (Seconded)

LibrariansJude Cooper
Caroline Dowling
Elaine Olsen (Seconded)
Salwa Soliman
John Toomey**Team Coordinator**

Virginia Burris

Senior Clerk

Tanya Daddi

Library AssistantsEvelyn Bullin
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss**Industry and Technology Team****Team Leader**

Gabrielle Reynolds

LibrariansPeter Bloomfield
Brenda Collins
Kate Eckersley (M/L)
Carmel McRobert**Senior Clerk**

Sharon Pratt

Library AssistantsJulie Ellender (Leave)
Samantha Fairbanks
Karen Godfrey
Julie Jennings
Angela Maw**Music and Performing Arts Team****Team Leader**

Brian Dawson

LibrariansAllison Fyfe
Janet Hocken
Jane Jones**Team Coordinator**

Julie Sheren

Library Technician

May Pye

Library AssistantsDixie Moore
Gayle Roberts**Social Sciences Team****Team Leader**

Gaye Sweeney

LibrariansRussell Hamilton
Susan Henson
Sue Sondalini**Library Technician**

Natalie McDonald

Senior Clerk

Jolanta Andres

Library AssistantsEwa Bieniawski
Eileen Branson
Moira Harding
Cecil Hare
Sue Ryan
Maria Vargas**STRATEGIC SUPPORT
AND DEVELOPMENT****Director: Strategic Support
and Development**

Peter Lambert

Preservation Services

**Team Leader and
Micrographics Coordinator**
Pat Griffiths

Senior Conservator
Jacqueline Millard

Paper Conservator
Amanda Simper (Leave)
Susan Belford

Conservator - Books
Timothy Cooke

Conservation Technician
Susan Anderson

Conservation Assistant
Ian Donaldson

Micrographic Technicians
Lee Blackford
Jennifer Crabtree
Fay Hayward
Sandy McGlynn
Paul Mitchell
Tina Guariglia (leave)
Carol Williams

**Coordinator Photographic
and Multimedia Services**
Toni Munro

Photographic Technician
Robert Diggins

Clerk
Maria Jakovcich

Financial Services

Manager
Janet Yap

Financial Officer Budgeting
Lilian Dinardo (Outplaced)
Thulang Vo (Outplaced)

Supply Officer
Kim Armstrong (Outplaced)

Finance Officers
Diana Edwards (Outplaced)
Daniel Hutchinson

Building Services

Manager
Rob Didcoe

House Officer
Lorraine Beck

Van Dock Supervisor
Victor Thorpe
Bookings Officer
Pat Skidmore

Maintenance Officer
Brian Howard

Storeman
Jeff Booth

Duty Officers
Sam Earnshaw
Rimar James
Mike Phillipsz
Tim Riley
Des Tonge

INFORMATION SYSTEMS

Chief Information Officer
Graham Hilton

Coordinator: Application Services
Kaye Hill

Coordinator: Information Technology
Dianne Calway

Coordinator: Corporate Information
Jill Jones

LIDDA Administrator
Collette Richards

Web Administrator
Ilona Tobin

Network Administrator
Ivelina Staneva

System Administrator
Ian Saldanha

Contractors
David Robinson
Trisha Rolls
Jessica Forbes

Senior Corporate Records Officer
Tarmia Cook

Administrative Officer
Fiona Catherwood
Kerri Mockett

Officers
Geoff Carruthers
Win Wharam

BUSINESS DEVELOPMENT

Manager: Business Development
Greg Doehring

Document Delivery Services

Team Leader
Ross Withnell

Librarians
Barbara Harris
Pena Polmear

Library Technician
Sue McDonald
Senior Clerk
Anita Freeman (M/L)
Dianne Young

Library Assistants

David Coppock
Bill Hollis
Julie Jennings
Sandra Jones
Kate Kenny
Caroline Nightingale
Simone Olman
Nicole Piotek
Helen Reece
Annette Stephens
Linda Thompson

State Library Sales

Coordinator Discard Sales

David Hodgson

**Client Service Officer:
The Discard Book Shop**
Maureen D'Rozario

Customised Information Services

**Coordinator: Customised
Information Services**
Ken Smith

**EXECUTIVE AND
STRATEGIC MANAGEMENT**

**Chief Executive Officer
and State Librarian**
Lynn Allen

Senior Executive Assistant
Lesley Smith

Manager: Organisation Development
Carole Baetge

Consultant: Policy & Evaluation
Julie Ham

Project Leader: Western Stories
Patrick Moore

Senior Project Officer
Ken Bradley (Transferred)

**Project Officer:
Save Our Century Fund**
Pauline Jamieson

Executive Assistant
Jean Duff

Officers

Shirley D'Cruze
Jane Masterman

Public Programs

Manager
Doug George

Exhibitions Coordinator
Penny McKay

Production Assistant
Dana Tonello

Researcher
Virginia Rowland

Staff Achievements

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.

"Reading, literature and cultural identity: why libraries are so important", paper, *How far have we come . . . How far can we go?*, Public Libraries National Conference, Perth, November 1999.

Nola Allen

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

Judge, Eve Pownall Award for Information Books.

Judge, Tim Winton Young Writer's Award.

Judge, Christobel Mattingley Young Writers Award.

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

Carole Baetge

"An evaluation of labour flexibility initiatives in a medium sized public sector organisation", paper presented with Bob Horstman at the International Industrial Relations Association 12th World Congress, Tokyo, June 2000.

Jennie Carter

Secretary, Friends of Battye Library (Inc.).

"Battye for Beginners: sources in the Battye Library for convict research", presentation, *Constructing a Colony:*

the convict legacy, Centre for Western Australian History, Fremantle Prison, June 2000.

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.

"Keeping the Record Straight: the State Records Bill 1998", paper, Institute of Municipal Management Conference, October 1999.

George Cowcher

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

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

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

Editor, Just keeping in touch: newsletter of the Public Libraries: Oxford University Press, 1999.

Presentation and curated film program for the Friends of Battye Library, Alexander Library Building Theatre, May 2000.

Claire Forte

Member, Council of Australian State Libraries (CASL) Consortia and Licensing Working Group.

Member, CASL Copyright Working Group.

Member, CASL Partnerships in Education Working Group.

Member, CASL Reference Services Working Group.

Beth Frayne

Member, Friends of Battye (Inc) Committee.

Convenor, WA Kinetica Users' Group.

Allison Fyfe

Western Australian Representative, International Association of Music Libraries (IAML) Australian Branch.

Doug George

Member, Council of Australian State Librarians (CASL), Public Programs, Public Affairs and Communications Group.

Anne Gill

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

"Managing and Accessing Government records", presentation to public librarians and government personnel, Geraldton, December 1999.

Michelle Gherghinis

Judge, Tim Winton Young Writer's Award.

Patricia Griffiths

Member, Micrographics and Image Management Committee, Standards Australia/Standards New Zealand.

Julie Ham

Secretary, University, College and Research Libraries Section, ALIA (WA Branch) (June-Dec 1999).

Member, CASL Public Libraries Statistics Group.

Margaret Hartnup

"The Challenge: Microfilming Pre-Federation Newspapers in Western Australia", paper, September 1999 [available](http://www.liswa.wa.gov.au/nprrep.html) <http://www.liswa.wa.gov.au/nprrep.html>.

Damien Hassan

Contributor, *Western Archives; Informaa; Western Ancestor Journal; and Friends of Battye Library Newsletter*.

"Services and Collections", paper, joint LISWA/National Archives Public Seminars, Katanning and Albany, May 2000.

Kaye Hill

Member, Western Australian Innopac Users' Group (WAIUG) Committee.

Council of Australian State Librarian's Representative, National Library of Australia's Kinetica Advisory Committee.

Presentation on Kinetica strategic directions at the Annual Kinetica Users' Group Meeting, Sydney, July 1999.

Graham Hilton

Member, Cultural Ministers' Council, New Technology Working Party.

Member, Online Services Reference Group, Department of Commerce and Trade.

Member, Online WA Expert Reference Group, Department of Commerce and Trade.

Ronda Jamieson

Member, WA Professional Advisory Panel, Winston Churchill Memorial Trust of Australia.

Life member, Oral History Association of Australia (WA).

Member, Friends of Battye Library Committee.

Save Our Century, presentation to Women's Auxiliary, Royal Western Australian Historical Society, August 1999.

Jill Jones

Member, Records and Information Management Liaison Group Executive Committee.

Julie Martin

Treasurer, Friends of Battye Library Committee.

Wendy Monaghan

Secretary, Library Technicians' Section ALIA (WA Branch) (June - December 1999).

Sue North

Member, ALIA Children's & Youth Services Section Committee (WA Group).

Member, Children's Book Council of Australia, WA Branch Committee.

Judge, City of South Perth Christobel Mattingley Young Writers Competition.

'Behind the Reader, Behind the Book: the role of the young peoples services librarian in establishing the foundation of literacy for preschool children', paper, *How far have we come . . . How far can we go?*,

Public Libraries National Conference, Perth, November 1999, and published in *Aplis*, volume 13 number 2, June 2000.

Tom Reynolds

Member, Council of Federal State and Territory Archives, Reference and Access Group.

Treasurer, Australian Society of Archivists (WA) Branch.

Isabel Smith

Member, Council of Federal, State and Territory Archives, Current Records Issues Working Group.

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

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

Mentor, RMAA Mentoring Group.

"Recordkeeping Responsibilities in WA's Legislative Environment", presentation to public and private sector industry groups, Bunbury, July 1999.

"Electronic Records Beyond 2000", paper, Institute of Municipal Management State Conference, October 1999.

"Managing Electronic Records for the Future", paper, National Local Studies Conference, November 1999.

"Recordkeeping Responsibilities for Librarians", presentation ALIA Special Librarians, April 2000.

Sue Sondalini

"The Genealogy Centre in the Alexander Library Building", interviews for ABC

radio, December 1999, and radio interview for 990 Information Radio, May 2000.

Guest speaker, ALIA Local Studies Group, March 2000.

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

"Tracing your family tree", seminar held in Seniors' Week, November, 2000.

Brian Stewart

Deputy Presiding Member, Bassendean Library Advisory Committee.

Tutor, Edith Cowan University.

'Human Resource Management: Team Leadership and Management in the Battye Library', presentation, Edith Cowan University Students, September 1999.

'Leading Teams in Information Services', presentation, Edith Cowan University Students, June 2000.

Lise Summers

Convenor, Australian Society of Archivists (WA) Branch.

Member, ALIA Local Studies Section, Committees at state & national levels.

Member, National Trust's Defense Heritage Committee (WA).

"How to conduct research at the State Records Office of WA", lecture, history students, University of WA, April 2000.

Gaye Sweeney

Branch Councillor, ALIA (WA Branch)

David Whiteford

'Local Studies Collections - how to start and develop them', presentation, South West Regional Libraries meeting, Donnybrook, November 1999.

'Local History and Genealogical sources in the J S Battye Library', joint LISWA/National Archives Public Seminars, Katanning and Albany, May 2000.

Member, Rail Heritage Committee, National Trust of Australia (WA).

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:

Linda Black
Pena Polmear
Gayle Roberts
Michael Cuomo
Carol Rikli

Special Achievement Awards

The Chief Executive Officer has instigated special achievement awards, designed to acknowledge an outstanding contribution by either an individual staff member or a team. In 1999-2000 Special Achievement Awards were presented to:

Name	Achievement
Rob Didcoe	Management of major building projects.
Martin Fordham	Management of the State Records Office move to new ground floor premises.
Pat Griffiths	Historical Newspapers project.
Kaye Hill	LISWA's new website.
Anne Keehan	Promoting Australian Literature.
Julie Martin	Adopt-A-Soldier project.
Dixie Moore	Circulation module.
Yvonne Morant	Public library services for people with special needs and Aboriginal and Torres Strait Islanders.
Beth Reece	Introduction of Kinetica and restructuring bibliographical services.
Ken Smith	Department of Public Prosecutions Royal Commission project.
Sue Sondalini	Genealogical services.
Carl Studd	Public photographic orders.
Jenny Underwood	Save Our Century Project.

Publications

New LISWA Publications in 1999 - 2000

- **Grandma Frog and other Stories**
A compilation of stories from the 'Connecting All Ages' Writing Competition organised by LISWA during 1999 to celebrate the International Year of Older Persons
- **The Genealogy Centre Resource List: Australasia (Bibliographical Series No.2) (1999)** This is a guide to the extensive collections of Australasian resources held in the Centre.
- **Material Girls: a select bibliography of women's issues and interests.** (Bibliographical Series No.1) (1999, 30p.)
- **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)
- **The Western Australian Calendar of Special Dates 2000 / Infolink Government and Community Information Service.**

Other current publications available

Corporate

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.).

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.).

Information and Beyond : strategic directions 1997-2001 / Library and Information Service of Western Australia. (1996, 56 p.).

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.).

Creating the public realm : public architecture in Western Australia 1890 - 2000. Exhibition publication (1994, 68 p.).

Fortunes : portraits of the people of Kalgoorlie-Boulder, a centennial celebration, 1893-1993. Exhibition publication (1993, 40 p.).

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 the State 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.)

Order in the Court : a guide to the records of the Supreme Court of Western Australia / State Archives of Western Australia. (1990, 86p.)

Our Military Ancestors : a guide to sources in the JS Battye Library of West Australian History and the State Archives of western Australia / Glenda Oakley. (1991, 27p.)

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.).

LISWA Research Series

The following issues in the LISWA Research Series are available.

Copyright protection of computer software policy issues for Australian libraries / by Dorothy Harris. (LISWA research series, no. 3) (1990, 50 p.).

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.).

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.).

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.).

Directory of Western Australian oral history and folklore collections / Library and Information Service of Western Australia. (LISWA research series, no. 7) (1996, 46 p.).

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.).

State Records Office

The State Records Office publishes a range of handbooks and guides. Prices are available on application.

Records Disposal Handbook / State Records Office of Western Australia. (2000) (New edition)

Policies and Standards Manual / State Archives of Western Australia. (1992 incremental)

General disposal authority for human resource management records / State Records Office of Western Australia (1999)

General disposal authority for local government records / State Records Office of Western Australia. (1999) (new edition)

General disposal authority for financial and accounting records / Public Records Office of Western Australia. (1995)

How to Design a Records Management Procedure Manual / Public Records Office of Western Australia (1995)

Workload Indicators 1999 - 2000 (as at 30 June 2000)

Workload indicators for 1999-2000 operations and stock levels are provided on the following pages, along with figures for the previous five years.

OPERATIONS	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Visitors to the Alexander Library Building	460,065	458,245	560,125	793,230	749,044	711,755
PUBLIC LIBRARY SERVICES						
Total public libraries and extension services	229	228	230	234	236	236
Additional volumes in public libraries						
- Development Program	51,992	44,436	60,415	74,535	85,845	33,538
Volumes despatched on Exchange Program	502,649	418,137	444,523	393,459	384,134	403,185
Volumes repaired in-house	20,908	15,027	9,447	15,234	25,197	24,790
Information materials distributed	219,646	317,979	282,055	200,955	243,097	155,086
Information enquires	2,710	3,795	3,261	3,267	4,291	4,164
Multi-language volumes lent	67,687	64,249	54,234	67,961	69,286	56,679
Number attending training courses	365	347	172	311	352	396
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES						
J S Battye Library						
Information enquires and consultancy	68,439	66,313	61,125	64,792	65,811	67,887
New Researcher registrations					209	649
Material retrieved/reshelved after public use	109,006	123,871	151,802	144,555	146,823	143,817
New index entries	10,683	6,627	3,418	3,158	8,449	9,637
Infolink database records updated	6,909	6,281	4,287	11,895	7,684	5,368
STATE RECORDS AND ARCHIVAL MANAGEMENT SERVICES						
Information Services						
Information enquires	9,570	9,988	11,685	12,606	13,836	14,241
New Researcher registrations					552	375
Documents used by researchers	18,556	19,961	17,495	18,021	20,154	19,248
Records Management and Archival services						
Consultancies with State and local government	24	42	97	53	45	38
Series registered	411	174	88	53	120	56
Government archive consignments processed	269	217	161	129	174	139
Archival loans to government agencies	5,075	4,132	3,498	4,186	5,297	5,664
Loans of intermediate records to agencies	3,596	2,871	2,416	1,692	911	638
REFERENCE AND INFORMATION SERVICES						
State Reference Library						
Information enquires	126,695	134,153	151,815	139,988	141,024	115,324
Stock reshelved after public use	459,948	467,236	472,601	442,418	436,902	397,201
Scores, cassettes and scripts lent to members	38,241	39,615	35,631	35,998	36,131	35,723
Film and video loans to organisations	20,436	17,009	11,395	7,480	7,130	6,174
Films/videos viewed in State Film & Video Library	5,487	6,163	4,424	3,110	3,421	3,550
Total membership of the State Music Library	8,599	8,720	8,346	8,217	7,939	7,540
Total membership of the State Film & Video Library	2,300	2,076	2,064	2,248	2,372	2,491

OPERATIONS	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
ACCESS TO INFORMATION TECHNOLOGY						
Searches on LISWA's database			1,896,523	1,891,225	2,049,600	2,448,276
Hits on the LISWA Website					3,054,101	4,470,156
Searches on EBSCO host database (from Sept 1999)						106,640
Number of Internet sessions booked					41,079	43,062
Number of records on LISWA's database	656,306	680,601	718,098	755,410	810,895	864,741
Number of items linked to LISWA's database	2,653,294	2,827,348	2,941,305	3,009,191	3,153,044	3,219,446
Number of index entries in the database				11,787	32,394	61,094
BIBLIOGRAPHICAL SERVICES						
Acquiring stock						
Number of orders raised	30,358	29,310	31,911	31,106	29,669	30,587
Items processed for Public Library Services stock	334,581	275,617	326,353	262,475	264,650	274,390
Serial issues processed for Alexander Library Building stock	99,764	92,727	97,176	96,116	91,448	89,434
Cataloguing stock						
Total number of titles catalogued	31,758	29,602	33,893	34,565	32,486	34,251
Titles catalogued for Public Library Services	19,350	17,769	17,965	17,120	19,659	21,888
Titles catalogued for State Reference Library	14,268	13,431	10,872	11,958	7,938	6,494
Titles catalogued J S Battye Library	see above	see above	4,905	5,487	5,405	5,869
PRESERVATION SERVICES						
Reels of microfilm produced	894	994	1,912	1,358	727	1,333
Microfilm jackets produced				16,234	11,122	1,323
Negatives made for stock	4,934	4,606	882	3,569	1,332	3,859
Items produced for outside orders	2,495	2,766	3,529	2,437	1,661	1,975
Protective encasements	3,598	3,895	3,910	4,332	3,749	2,869
Public enquiries	259	239	85	92	113	116
DOCUMENT DELIVERY SERVICES						
Number author / title and subject requests received	66,436	69,783	69,683	64,674	53,902	48,572
Reference and location enquiries	16,581	18,011	17,633	12,550	9,451	6,728
Loans arranged	39,876	39,657	34,970	33,139	28,140	27,023
Photocopy requests received	3,593	2,831	2,468	2,019	1,768	1,506
PUBLIC PROGRAMS						
Exhibition / displays mounted	55	70	57	50	49	94
Total number of items published or printed	116	282	240	161	144	304
Media releases prepared (excluding advertisements)	15	19	20	15	12	18

Workload Indicators 1999 - 2000 (as at 30 June 2000)

STOCK	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
PUBLIC LIBRARY SERVICES						
Adult non fiction	887,902	902,037	921,295	917,971	938,935	927,226
Adult fiction	626,198	631,654	652,512	643,912	656,463	653,687
Junior	650,399	658,264	674,864	677,472	691,875	696,626
Multi language resources collection	52,400	48,064	50,053	50,207	51,908	58,966
Microfilm (reels)	1,461	1,461	1,461	1,461	1,461	1,619
Total stock	2,218,360	2,240,411	2,298,816	2,289,654	2,339,273	2,336,755
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES						
J S Battye Library						
Monograph titles	39,512	42,792	46,084	49,460	52,479	55,393
Monograph volumes	63,846	68,707	73,813	78,846	83,531	88,264
Serial titles	10,668	11,255	11,367	11,732	12,927	13,494
Newspaper titles	791	804	811	823	836	850
Microfilm (reels)	10,653	10,885	11,109	11,279	11,432	11,742
Microfiche (metres)	4	4	4	10	13.05	13.1
Cartographic items	21,612	22,077	22,580	25,087	25,601	25,909
Ephemera (items)	60,333	60,862	63,375	65,759	66,962	68,006
Pictorial items	114,179	114,199	114,552	114,965	115,094	115,780
Pictorial volumes (includes albums)	420	420	428	429	434	437
State Film Archives film and video	2,386	2,401	2,620	2,764	2,844	2,883
Oral history hours of tape	9,024	9,796	10,437	10,937	11,321	11,610
Oral history transcripts	1,947	2,030	2,287	2,394	2,470	2,636
Private archives (metres)	1,242	1,274	1,289	1,327	1,342	1,367
Government and community information						
Infolink database records	6,184	6,248	6,554	7,058	7,494	7,658
PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES						
Government archives (metres)	8,037	8,335	8,740	9,031	9,311	9,829
Cartographic items	42,422	45,834	46,784	46,784	46,984	46,984
Microfilm reels	4,729	5,011	5,397	5,626	5,815	6,090
REFERENCE AND INFORMATION SERVICES						
Monographs (volumes)	323,157	328,312	336,926	346,889	352,155	356,694
Current serials and newspaper titles	9,033	9,122	9,285	9,405	9,421	9,135
Microfilm (reels)	10,168	10,336	10,837	11,114	11,902	12,127
Microfiche (metres)	173.0	175.0	176.0	179.0	190.0	193.7
Scores	34,401	35,619	36,272	37,220	38,784	39,526
Musical sound recordings	13,020	13,585	14,005	14,452	15,000	15,152
Cartographic items	21,528	21,881	22,094	22,160	22,245	22,273
State Film and Video Library videos (titles)	5,216	5,814	5,900	6,014	6,169	6,288
State Film & Video Library 16mm film (titles)	8,243	8,252	8,107	7,627	7,464	7,350