



## ANNUAL REPORT 2001-2002

### of The Library Board of Western Australia

#### 50th Annual Report of the Board Perth, Western Australia, 2002

#### Location

Alexander Library Building,  
Perth Cultural Centre,  
Perth, Western Australia, 6000

#### Hours of Opening

Monday to Thursday:	9:00 am to 8:00 pm
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## letter to the minister

Hon Sheila M<sup>c</sup>Hale MLA  
Minister for Community Development,  
Women's Interests, Seniors and Youth;  
Disability Services; Culture and the Arts  
12th Floor, Dumas House,  
2 Havelock St  
West Perth WA 6005

Dear Minister

In accordance with Section 66 of the *Financial Administration and Audit Act, 1985*, and in fulfilment of obligations imposed on the Board by *The Library Board of Western Australia Act, 1951-1983*, we hereby submit for your information and presentation to Parliament the Annual Report of The Library Board of Western Australia for the year ending 30 June 2002.

The Minister will be aware that since 1997, funds to enable the Library Board to undertake its statutory requirements have been divided between those funds allocated to the Department 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



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Mr Michael Sonter  
Member of the Library Board



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Cr Janet Davidson  
Member of the Library Board

28 August 2002

## 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*. However, from 1 July 2002, the organisation will be known as the State Library of Western Australia. 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 Department of Culture and 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 Services**

The Public Library Services Directorate provides resources, consultancy services and training to local governments and other participating bodies which deliver public library services to the people of Western Australia. The partnership between the State and local governments, and other bodies, works through consultation, joint decision-making and agreed standards. Interlibrary loans and other document delivery services among public and other libraries in Western Australia are coordinated with information obtained from local, interstate and overseas sources.

### **Reference and Information 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, children's literature and business information services.

### **Western Australian Documentary Heritage Services**

The J S Battye Library of West Australian History (Battye Library) has State and national roles to identify, collect, organise, preserve and provide 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. It also collects and provides information about government and community organisations and services.

### **Preservation Services**

LISWA's preservation services include conservation, micrographic, and photographic facilities. Our well-equipped preservation and photographic laboratories enable the conservation of the State's documentary heritage, reference collections and public records. Archival microfilming provides for the transfer of material to formats for preservation and easier access by clients. LISWA is increasingly looking at the digitisation of material to increase access to these 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.

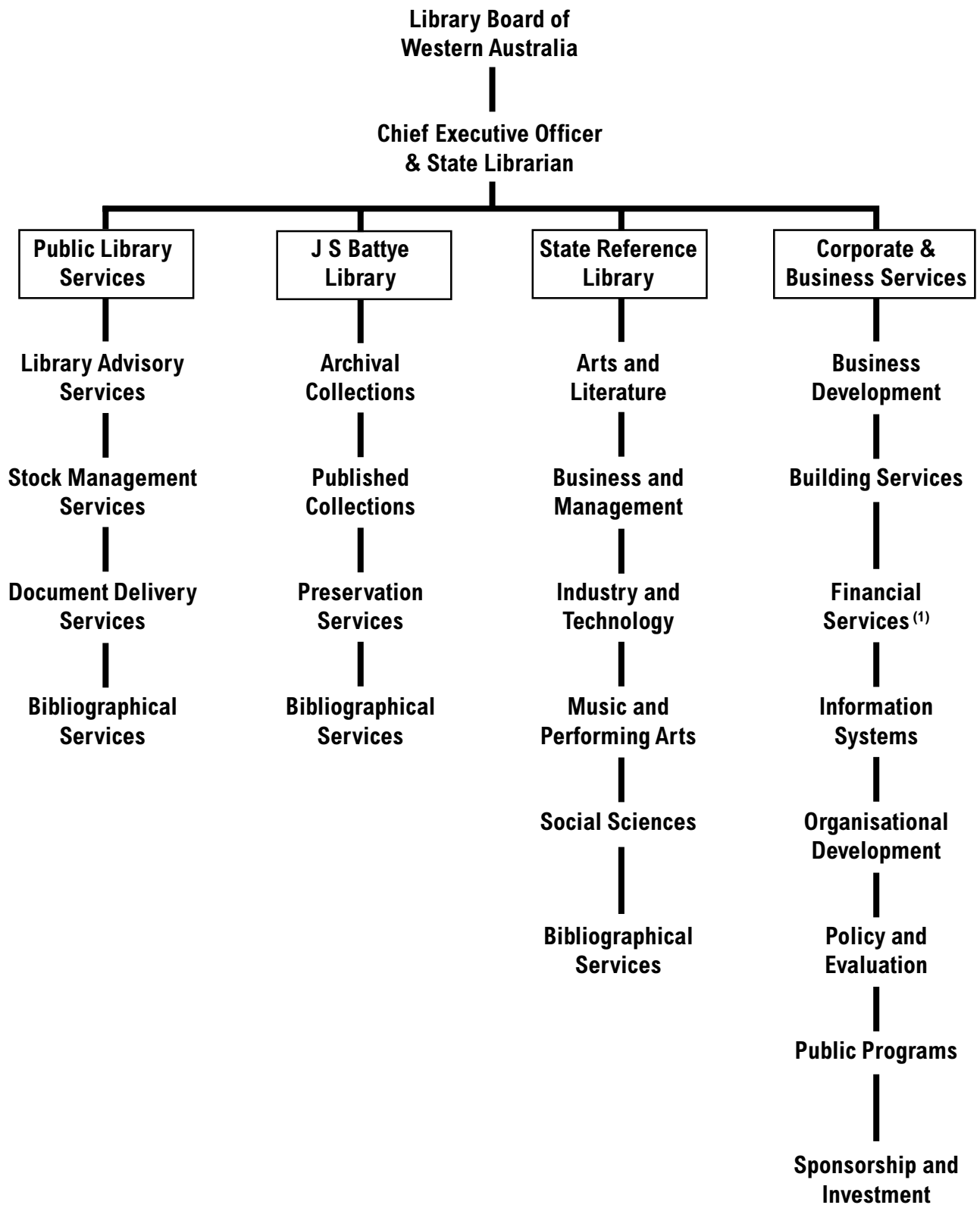
LISWA prides itself on being a value driven organisation.

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.



## functional structure 2001-2002



(1) Provided jointly with the Department of Culture and the Arts

### change of name

From 1 July 2002, the Library and Information Service of Western Australia (LISWA) will change its name to the State Library of Western Australia. This name was first used in 1955 when the newly formed Library Board of Western Australia was given control of the Public Library of Western Australia. The name State Library of Western Australia is one that recognises the important history of an old and revered public institution, yet is one that will continue to be instantly recognisable in the future.

### public library framework agreement

Negotiations for a new Framework Agreement to establish new and more up-to-date principles for the delivery of public library services in Western Australia have continued in 2001-02. The Negotiating Committee, comprising representatives from the Library Board, LISWA, the WA Local Government Association and the WA Local Government Librarians' Association, discussed position papers on key aspects of the partnership arrangement. Feedback on these issues was provided to the Committee by WA's local governments.

### improved access to electronic resources

Clients in the Alexander Library Building gained access to an additional five online databases, bringing the total number of databases available online to thirteen. Several databases previously available only in CD-ROM format were converted to Internet access to create a more visible presence and friendlier interface. LISWA has participated in a purchasing consortium sponsored by the Council of Australian State Libraries' (CASL) to increase its purchasing power for these resources.

### WA archival collections

Three major archival projects were launched in 2001-02: the Migrant Communities Archive has improved links with ethnic community groups and resulted in significant donations of papers; the Wool Project, made possible by a donation from Bill Hughes, has allowed both the collection of new records on the pastoral industry and the processing of records already held; and the Chevron/WAPET Project has enabled valuable historic records on the early exploration and development of the petroleum industry in Western Australia to be organised and made accessible.



### kids' catalogue

The Kids' Catalogue was made available on the LISWA website, and provides an easy and fun way for children to find books, videos, CD-ROMs and other children's resources. This useful and appealing search tool uses a variety of colourful graphics to lead children through searches in subject areas such as 'Animals', 'Science', 'Games & Activities' and 'Sports'. In addition, children can link directly into lists of titles in their favourite series, search for books by an admired author or seek out a specific title.

### ask now — live reference

Reference services will be enhanced through a national trial to develop an online 'live' reference service from 9.00am to 5.00pm Australia wide using interactive chat software. Staff have spent considerable time in evaluating products and preparing for the 12-month pilot which will be launched in August 2002. This project is a collaborative one between LISWA, the other State and Territory Libraries and the National Library of Australia. Our unique geographic location and time zone, means that LISWA will play a vital role in this project by maximising services and extending the hours that clients are able to make enquiries.

### document delivery online

The Document Delivery Online (DDO) service, which sends, receives and tracks interlibrary loan requests via the World Wide Web, was launched in November 2001. It was developed and tested in partnership with public librarians to increase the efficiency of the interlibrary loan system, and provide clients with faster access to the 2.5 million items available for loan in the State-wide network. Since its launch, 185 public libraries have joined the service, with over 118,000 loans requested.



## highlights of 2001 - 2002

### preservation

Collection wide preservation surveys were carried out, including a major survey to assess deteriorating film and negatives. To reduce the rate of deterioration, a 2-degree cold storage vault was built to enable deteriorating films to be stored in lower temperature and humidity, and alternative formats, including digitisation, were also investigated. Thanks to a grant of \$100,000 from the Lotteries Commission to the WA State Library Custodians, preservation work will be carried out in 2002-03 on 20-30 of the films most at risk.

### websites

Three new websites were launched which tell stories about Western Australia's history and resources: *Western Perspectives of a Nation* is a collection of 8 websites that tell the story of Australia's economic and social development through the twentieth century – as viewed from Western Australia; *Women in Western Australia*; and the *Rica Erickson* website which celebrates Rica's work as a naturalist, author, genealogist and historian. All are available from the LISWA website.

### state records act

The *State Records Act 2000* and *State Records (Consequential Provisions) Act 2000* were proclaimed in November 2001 after seven years of development. While the State Records Office has operated as an independent agency within the Department of Culture and the Arts from July 2001, the proclamation was the final step to enable the State Records Commission to take over responsibility for the State's public records from the Library Board's Standing Committee on Public Records. The Standing Committee met for the last time on 29 November 2001. The Standing Committee's successor body, the State Records Advisory Committee, is established under Section 62 of the *State Records Act*.

### improved public library service delivery

In order to enhance processes for the selection, acquisition, processing and distribution of resources for public libraries throughout Western Australia, LISWA has undertaken an initiative called the Improved Service Delivery Project. Through the use of enhanced electronic infrastructure and process re-engineering, significant improvements should be delivered. A comprehensive Project Plan has been developed and it is anticipated that implementation and evaluation of the model selected will occur in 2002-03.

### innopac millennium

Significant planning has gone into upgrading the existing Innopac library management system (in use since 1995-96), with the Innopac Millennium product. This suite of products will provide an improved web-based environment for major organisational processes, as well as front-end service delivery to clients. It should produce significant productivity gains internally, as well as a more intuitive and professional look to clients using the library catalogue and associated products.

### western australian premier's book awards

In addition to announcing the winners of the 2001 Western Australian Premier's Book Awards, the Premier, the Hon Geoff Gallop, announced that the prize money for the winners of each individual category in the 2002 Awards would increase by 50% to \$7,500. This will be the first increase since 1993. In the 2001 awards, Tim Winton was the winner of the Premier's Prize for his book *Dirt Music*.

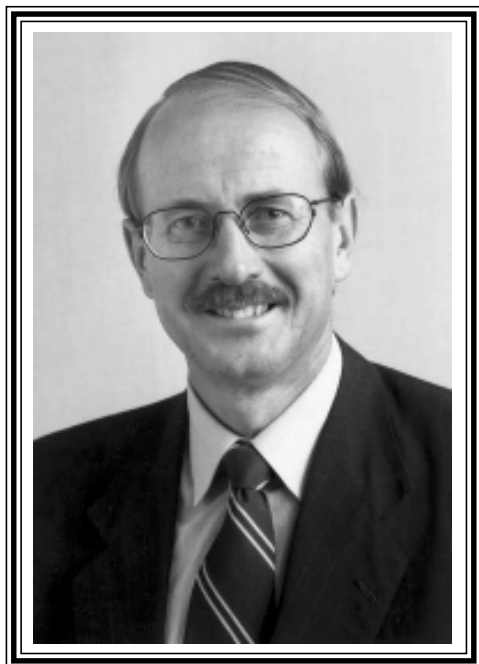


Deborah Lisson and Hon. Premier Geoff Gallop

### exhibitions

A number of major exhibitions were held in the Centre for the Book: *22 Days Late – an ode to Federation* telling the story of how WA became (reluctantly) a member of the federated states of Australia; *More than Words*, displaying the work of the Calligraphers' Guild of WA Inc.; *Write, Right, Rite at the Edge: an historical perspective of West Australian children's literature*; and *My Region My Place* showcasing the work of WA's regional writers.

## chairman's report



Graham McEachran, Library Board chairman

The Financial Year ending 30 June 2002 continued to be challenging, as the new Government grappled with a public service change agenda embodied in pre-election undertakings. There were welcome signs of a determination to address many of the governance issues which have challenged this Board over recent years and which are alluded to by myself and my predecessor in previous Annual Reports. Nevertheless, these issues of governance and possible future legislation are of critical importance and have continued to occupy much of the Board's time and energy.

Late last year, as described in my previous Annual Report, the Department of Culture and the Arts carried out a review of all of the agencies in the portfolio. The results of this report, known as the Denham Report, were embodied in the Government's Machinery of Government Taskforce Recommendations. It is fair to say that the Board had considerable concerns about a number of the Report's recommendations, as they affected the Board's future capacity to deliver the outcomes for which it is accountable. These concerns were embodied in a comprehensive document outlining the Board's position to the Minister.

Subsequently, the Government undertook a Review of all Statutory Authorities and again the Board provided a detailed submission addressing the role and contribution of the Library Board to the corporate governance and strategic management of LISWA,

and to the delivery of service outcomes to a wide variety of community stakeholders whose views were represented strongly. In particular, there was much consistency between this Board's views, those of other boards in the Culture and Arts portfolio, and those of our major Local Government stakeholders.

Towards the end of the year, the Board received the Terms of Reference for the Government's Review of the Effective Delivery of Government Priorities and is currently preparing its response. Funding remains an ongoing and enormous challenge for all State Governments, given their extremely limited taxing powers, and we cannot expect to be exempt from the challenges that result. For many years now, we have faced each year the need to improve the effectiveness and efficiency of our operations so that more can be delivered for less. The Board has attempted to limit the effect of (in real terms) funding cuts to our service delivery. During the year the library's evening opening hours were decreased slightly and some fees and charges increased. On a very positive note, the new Government has delivered on its pre-election promise of additional funds over four years for the purchase of additional resources for public libraries.

On the management front, the Board is in the process of revising its Audit Committee and the associated Internal Audit Charter. It is intended that the Library work closely with the Department of Culture and the Arts to ensure common policies, standards and working methods and the achievement of suitable efficiencies in audit activity and resource utilisation. This is a critical element of governance and management practice.

During the year, a major change occurred in the administration of public records. After a long gestation, the new *State Records Act* came into operation, with the State Records Office becoming a separate entity within the Department of Culture and the Arts. The Board's Standing Committee on Public Records ceased to fulfil its function of managing the retention and disposal schedules for Government Agencies, a function now of the State Records Commission. An official handover ceremony to celebrate this major change in public records management was held in conjunction with the Board's Christmas luncheon.

## chairman's report

Positive and harmonious negotiations have continued between local governments and the Board (as the State Government's representative) to deliver a new Framework Agreement for the delivery of services to public libraries. Much progress was made during the year with the development of a common vision statement and agreement on a number of important issues papers. The ongoing goodwill evident in these negotiations is a tribute to all involved.

As part of its ongoing standards and monitoring role with respect to public libraries, the Board approved the relocation and expansion of a number of public libraries, both in Perth and, especially, in the country.

The Board has an ongoing and important role as the custodian and developer of the State's collections. A unique element of this is the J S Battye Library of West Australian History, which is essential to the preservation of this State's heritage. In my view, this remains a critical area, with additional funding sorely needed to preserve this unique collection, much of which is of great age and in need of significant urgent preservation attention.

I would like also to thank the Friends of Battye Library and the WA State Library Custodians for their continuing endeavours on behalf of the Library, together with the sponsors who have supported them. In June, a function marked the handing over by Chevron/Texaco of the WAPET archives to the Library for preservation for posterity.

The Premier's Book Awards were held in May, again WA's showcase review of its year in books and publishing. This year, the Board was able to increase prize money modestly, and the Premier and our Minister again lent their strong support to a most successful function. May I thank authors, publishers, sponsors and, especially, the judging panel, chaired again by Professor Vijay Mishra. The amount of work which the judges get through each year really is astounding. The State Library Shop continued to develop as a most valuable retail outlet for WA books, many of which can be difficult to find anywhere else.

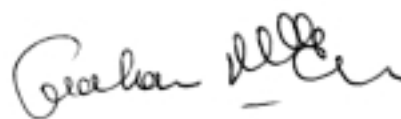
I would like to thank all Board members for contributing their diverse and valuable skills during a year of challenge and hard work, given the governance challenges alluded to earlier. Special

thanks are due to Vice Chairman, Joan Cameron, whose strong support has not flagged and to those Board members who gave additional time to special committees.

Given the uncertainty of the future role and status of the Board and the governance model for LISWA, it has not been deemed appropriate yet to commence recruitment for a permanent incumbent for the role of State Librarian and Chief Executive Officer of this organisation. In these difficult circumstances, Claire Forte has continued to act in these roles and to give strong and effective leadership to LISWA and service to its Board. In this Claire has continued to receive strong support from the senior management team and the staff. We thank all staff for their ongoing commitment.

Finally, I should mention that the Board has decided to change the operational name from LISWA to the State Library of Western Australia, effective 1 July 2002. This change was strongly supported by staff and achieves a level of conformity with our equivalents in other states.

On behalf of the Library Board, I am pleased to submit the Annual Report for the year ending 30 June 2002. It contains information on the Library's operations and details its financial performance for the year. The State Library remains committed to continuing to deliver outstanding library and information services to the people of Western Australia.



Graham McEachran  
Chairman  
Library Board of Western Australia

## chief executive officer's review



*Claire Forte, acting Chief Executive Officer and State Librarian, LISWA*

### introduction

This has been an extraordinarily busy year but a very rewarding one with many new initiatives launched and achievements to celebrate. Most of these are detailed in other sections of this report, so I will mention just a few of our main highlights here.

### strengthening our partnerships

Good progress was made during the year on negotiations for a new Framework Agreement between State Government and local governments for the delivery of public library services in Western Australia. A series of discussion papers were developed and discussed by the Negotiating Committee, with a great deal of consensus gained on the issues needing to form part of the agreement.

The Council of Australian State Libraries (CASL) of which LISWA is a member, has continued to provide leadership and support to enable new initiatives and projects to be implemented in each State and Territory library. Working groups comprising staff across the country have been established to consider ways of providing services collaboratively, particularly in an online environment. The sharing of expertise and experience enables each library to increase its knowledge base and ultimately to enhance collection building and provision of services to the community.

### WA state library custodians

The WA State Library Custodians, under the stewardship of Mr Ron Sheen, the President, have had another busy and successful year in gaining sponsorship for new initiatives such as the Migrant Communities Archive, and for projects to enable the State's heritage to be collected, preserved and made accessible to the Western Australian community.

We were delighted to have several new Custodians join during the year. The work of the Custodians is invaluable in helping us to make connections with potential partners and sponsors and to generally promote awareness of the importance of the Library's documentary heritage collections and other special collections and services.

### western australian writing and publishing

The annual Premier's Book Awards are of great importance to the promotion of Western Australian writing and publishing, and it is fitting that these awards are co-ordinated by LISWA. The Hon Dr Geoff Gallop, Premier of Western Australia, presented the 2001 Awards, including the newly re-established script award, at a dinner held in the Alexander Library Building on 24 May. The judges for this year's awards had a difficult task in selecting the winners from a total of 96 books and unpublished scripts submitted. Our congratulations go to Tim Winton, the winner of the overall Premier's Prize and to the winning authors in each of the categories.

Following a recommendation by the Board, the Premier announced an increase in the total prize pool for the 2002 Awards, with the prize in each of the categories increasing to \$7,500.

The State Library Shop, which focuses on Western Australian writing and publishing, completed its first year of trading. This specialist outlet for published works on Western Australia and works written or published by Western Australians, has attracted many repeat customers as well as first time visitors to the Alexander Library Building.

### new administrative arrangements

The separation of the State Records Office from LISWA was completed during the year following the proclamation of the remaining sections of the *State Records Act 2000* and the *State Records*

## chief executive officer's review

(Consequential provisions) Act 2000 on 30 November 2001. The record keeping functions of the Board, performed over many years, have now been transferred to the State Records Commission.

An internal reorganisation was implemented early in 2002 in order to better reflect our delivery of services to three key client groups:

- those seeking to access Western Australian documentary heritage collections and services,
- to public libraries, and
- to individuals and groups seeking general reference and information services.

These key service areas are supported by the provision of corporate support services (partly provided by the Department of Culture and the Arts), as well as public programs, business development activities and sponsorship initiatives.

### change of name

Following a recommendation by the Board, the Minister for Culture and the Arts approved the change of operational name of the organisation from the Library and Information Service of Western Australia (LISWA) to State Library of Western Australia. The change commences from 1 July 2002.

The name State Library Western Australia was first used in 1955 when the newly formed Library Board of Western Australia was given control of the Public Library of Western Australia (established as the Victoria Public Library in 1887). The name the Library and Information Service of Western Australia (LISWA) was introduced as the operational name of the organisation in 1989.

Throughout its long history, the State Library has continued to build collections and provide a range of information and advisory services to the Western Australian community either directly, or through partnerships. Increasingly, technologies are being utilised to enable greater access to collections and services. The name State Library of Western Australia is one that recognises the important history of an old and revered public institution, yet is one that will continue to be instantly recognisable in future.

### rewarding our staff

LISWA's greatest asset is its staff and it is always pleasing to be able to recognise their hard work and achievements in special ways. The monthly *Terry*

*Campbell Courtesy Award* was renamed the *Terry Campbell Service Award* to reflect a focus on excellence in customer service.

A new award, the *Mollie Lukis Award*, was introduced this year to recognise the attainment of excellence in archival practice.

Other annual awards include the *Megan Sassi Award* for excellence in reference librarianship and the *James Hammond Award* for outstanding contribution to library education and/or collection building.

### a word of thanks

Our staff have worked hard throughout the year and I thank them all for their ongoing commitment to ensuring our services continue to meet the community's needs. I also extend my gratitude to Graham McEachran, Chairman, Joan Cameron, Vice Chairman, and all the members of the Library Board for their support to LISWA.



Claire Forte  
Acting Chief Executive Officer  
and State Librarian

## 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 238 public libraries throughout the state, reference services, 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 more about them.

### Public Libraries in WA

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:

- There are 238 public libraries in WA with at least one library in every local government authority;
- Public Libraries in WA employ 776 full time equivalent staff, including 215 librarians;
- They have 874,801 resident members and issued 16,250,000 items in 2000-2001;
- LISWA dispatched 411,033 items to public libraries in 2001-2002;
- 64,350 volumes in over 45 different languages were sent to public libraries to service WA's multicultural community.

### People Visiting the Alexander Library Building

There were approximately 657,000 visits to the building in 2001-2002. Many more people used the building's facilities to attend meetings, film screenings, seminars, exhibitions or visit the book shops without entering the controlled area housing the collections.

Our clients are:

- 52% female and 48% male, although in the J S Battye Library, women outnumber men by 19%.
- Youth make up 42% of our clients, with 14% aged between 12 and 17, and 28% between 18 and 24. This reflects the high student usage of our facilities with 63% of our clients indicating that they are full-time or part-time students.
- 44% of our clients visit us at least once a week, 22% at least once a month and 8% are first time visitors.
- With our high student usage, most people visit us to study (37%) or do postgraduate or scholarly research (15%).
- People researching family history make up 6% of our visitors, while 10% 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 prior to visiting us.

### People Accessing LISWA resources remotely

Increasingly, LISWA is providing services to clients over the Internet. This is not only convenient for clients, but it improves access to the collections and services for people in regional and remote areas of the State, as well as people in other parts of Australia and the world.

- Clients have access to 965,956 bibliographical records on the LISWA database, including index entries for more in depth research, pictures from the heritage collections and links to electronic resources on the Internet.
- Nearly 2.8 million searches were conducted on the database during 2001-02.
- There were nearly 10 million hits on pages in the LISWA website during the year.

## customer service councils

LISWA established consultative forums and customer service councils to provide valuable feedback from clients on LISWA's services.

### Consultation with Public Librarians

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

In 2001-02, the Future Directions Planning Committee discussed and reported on a number of issues including the future of the Communication Framework, a State-wide marketing strategy and the relationship between the Public Library Services Directorate and public librarians.

The Resources Selection and Supply Committee and the Library Networks Committee are involved in operational matters aimed at improving the selection, management and delivery of public library stock. In 2001-02 topics of discussion included a new



## customer service

electronic interlibrary loan system (Document Delivery Online), disaster recovery planning, payment for lost and damaged stock, cost-saving options and the possible introduction of DVDs to the collection.

As part of the Framework Agreement negotiations for the delivery of public library services in WA, a visioning exercise was held in August 2001. Some 50 public librarians and LISWA staff met to identify a vision for public library services for the next 5 to 15 years with respect to a number of different sectors within the community. Participants were also asked to identify the driving forces that will insist the vision becomes a reality, the restraints that will slow down or stop the vision from becoming fulfilled, and the critical success factors that need to be achieved to make the vision come true over the next 5 – 15 years. As a means of consulting with public librarians to identify issues and visions and to receive feedback, the exercise was a great success.

### State Reference Library customers

Because of the breadth of the State Reference Library's customers, a focused approach to determining and meeting clients' needs has been maintained 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 partnership between LISWA and the Western Australian Genealogical Society Inc. (WAGS) to improve the Genealogy Centre, and with the Children's Book Council (WA Branch) in assessing the collections and services offered through the Research Collection of Children's Literature.



*Clients in the State Reference Library*

### Battye Library and State Records Office Customer Service Council

This joint Customer Service Council provides a valuable forum for clients and stakeholders to discuss issues concerning the current services of the Battye Library and the State Records Office, as well as participate in the development of new client services.

The members of the Council are representatives of the Friends of Battye Library, the Western Australian Genealogical Society, the Professional Historians Association and an independent client. However, in recognition of the importance of the Council, increasing the range of membership was discussed. Two meetings were held during the course of this year.

Some of the issues addressed by the Council were the scope and nature of major projects being undertaken by the Battye Library (including the Migrant Community Archives, the Wool Project, and the Chevron/WAPET donation), the development of new websites by the Battye Library, and improving client access to the collections.

## overall improvements in customer service

### Document Delivery Online

A new service for public libraries, Document Delivery Online, provides an online document requesting system enabling WA public libraries and LISWA to send, receive and track interlibrary loan requests via the World Wide Web. It was launched on 29 November 2001, and in the seven months since its launch, 185 libraries have registered for the service and they have requested 118,739 interlibrary loans, of which 103,717 loans have been supplied.

### Access to Electronic Resources

The range of electronic databases of full text journal articles now available over the Internet to clients from the workstations in the Alexander Library Building was increased as a result of consortia purchasing of these valuable resources by Australia's State Libraries.

### Digitisation of images

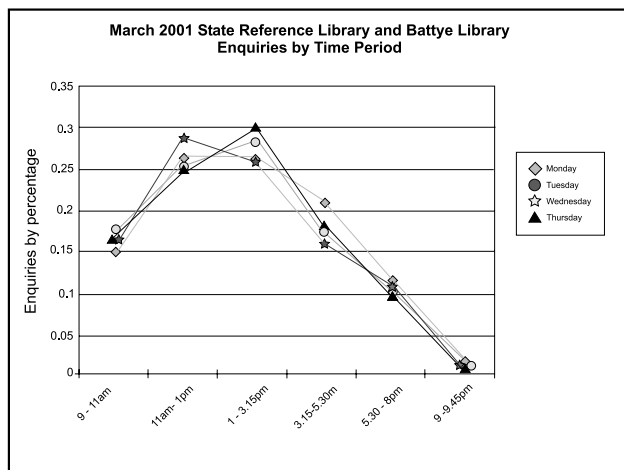
The digitisation of material from the Battye Library collections through specially funded projects, and as part of the ongoing work on the Pictorial Collection, has improved customer access to this immense and valuable source of the State's visual history.

### Change in opening hours for the Alexander Library Building

September 2001 saw the implementation of a change in the opening hours of the Alexander Library Building, with the closing hours for the library during the week now 8.00pm instead of 9.45pm.

Careful statistical analysis of LISWA's operations revealed that patronage of services offered from the Battye Library and State Reference Library was greatest during the core hours (9.00am - 5.30pm),

with a marked decrease after 5.30pm. Although client use was still significant between 5.30pm - 8.00pm, the percentage of enquiries beyond 8.00 pm is consistently low. (see the graph below).



There has also been a marked shift in the way citizens are accessing information, with more people accessing LISWA's services remotely. The change in hours was implemented smoothly and with minimum disruption to clients. While the change did inconvenience some clients, when complaints were received staff made every effort to offer alternative ways of accessing the services. As a result of the changes, the resources required to operate services beyond 8.00pm became available for the provision of services in peak periods (between 11.00am - 3.30pm), and for the development of additional content for LISWA's website and other electronic services.

## services to particular client groups

### Disability Services Plan Achievements 2001- 2002

**Outcome 1: Existing services are adapted to ensure they meet the needs of people with disabilities.**

LISWA continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2002 library stock in alternative formats were:

- Large print books 193,437 (8.4% all resources)
- Videos 130,600 (5.7%)
- Audio books 92,978 (4.1%)
- CD-ROMs 12,413 (0.5%)

A cash subsidy was provided to the Association for the Blind of WA Inc. to support the production of audio books and the excellent library services provided by the Braille and Talking Book Library for blind and

vision impaired people. Through agreement, public libraries and their clients with print disabilities have access to the lending collection of talking books at the Braille and Talking Book Library.

The Disabilities Services Information Gateway on the website was updated, particularly sections relating to key resources for people with disabilities.

Resources were loaned to public libraries to support the Narkaling Network Reading Group for people with developmental disabilities.

**Outcome 2: Access to buildings and facilities is improved.**

During 2001-02 State Library improved access to the building by:

- Installing tactile paving to the entry, ramp and stairs at the Francis Street entrance to the building;
- Installing tactile paving around the ornamental pond;
- Painting all lift lobby walls to improve contrast;
- Installing additional public lift car controls for people in wheelchairs;
- Replacing glazing safety decals with a strong contrasting colour; and
- Improved signage at the two main entries (with larger print and better contrast)

**Outcome 3: Information about services is provided in formats which meet the communication requirements of people with disabilities.**

For the second time, the Association for the Blind presented the exhibition *Technology Outlook* on the ground floor of the Alexander Library Building with



*The Aladdin video enlarger assists vision impaired clients.*



## customer service

great success. This exhibition showcases the latest in technological aids for people with vision impairments, and attracted many people with vision impairments and suppliers.

Adaptive technology within the Alexander Library Building includes an electronic text scanner and two video enlargers to enable vision impaired clients, and others with print disabilities, to access the vast print resources available.

**Outcome 4: Advice and services are delivered by staff who are aware of and understand the needs of people with disabilities.**

The Consultant: Special Needs continues to provide advice and assistance to clients with disabilities, public librarians and LISWA staff.

The following training programs/seminars were conducted:

- A co-hosted seminar in November 2001 on *Creating Accessible Websites*, designed to promote the importance of ensuring websites are accessible to people with disabilities to State and local government employees involved in website creation.
- A visit to Vision Australia in Melbourne by the Consultant: Special Needs to view developments of Web4All technology and library services for blind and vision impaired people.
- The program *Clients with Special Needs* was included in the 5-day training program for country library officers.
- Consultant: Special Needs participated and presented a paper on Indigenous Library Users with Disabilities at the *Forum on Library Services for People with Disabilities* at the National Library of Australia in March 2002.
- As required, an introduction to library services for people with developmental disabilities was provided to volunteer mentors participating in the Narkaling Reading Network.
- A training program on adult literacy was presented to public library staff in April 2002.
- *Disability Awareness* training was presented by Sanderson-Green for staff of the Department for Culture and the Arts from June to August, 2002.

**Outcome 5: Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.**

LISWA staff participate in quarterly meetings of a

Disability Services Planning Committee which is convened by the Department of Culture and the Arts, with representation from other arts and culture agencies and people with disabilities.

**Services To Aboriginal and Torres Strait Islander Peoples**

The J S Battye Library of West Australian History, with the support of the Friends of the Battye Library and the Maude Sholl Bequest, have employed a researcher to work on a *Guide to the Aboriginal records of the Battye Library*. The guide, which will identify original records, including private papers, oral histories, film and videos and pictorial material relating to the Aboriginal people of Western Australia, will be published at the end of 2002. It will be an invaluable resource for researchers, genealogists and Aboriginal family historians.

In response to a recommendation from the Wand report, the Office of Native Title is working to develop a State-wide protocol for dealing with restricted records required for the purposes of native title research. Staff from the Battye Library, and other concerned State Government agencies, are represented on a working party to develop appropriate guidelines. Guidelines specifically for connection reports are intended to be submitted to the Cabinet Standing Committee on Native Title in August 2002.

LISWA's Public Library Services provides resources and services to Aboriginal community libraries at Ngaanyatjarra (Warburton), Kupungarri (Mt Barnett) and to the Wirrumanu Adult Education Centre at Balgo Hills. The Ngaanyatjarra library was developed after considerable consultation with the Shire of Ngaanyatjarraku and the Aboriginal community. When staff visited this library in June 2002, they found that it was well used by the community, although not in a traditional ways. LISWA is exploring alternative methods of service delivery to regional and remote Aboriginal communities based on the resources and experiences at the current Aboriginal community libraries in Western Australia.

To promote literacy and the importance of indigenous stories to children, LISWA's Consultant for Aboriginal and Torres Strait Islander Services is developing a storytime kit including books, puppets and other props.

In order to improve library services for the Indigenous people of Western Australia, a training program highlighting the special needs of Indigenous people was delivered to library officers employed by local government authorities. Particular support has been

provided to staff at the Mirrabooka Public Library, who are conducting an outreach program for the Aboriginal people in their community. In addition, the Public Library Services team promote celebrations of significance to Indigenous people, such as NAIDOC Week, to public librarians throughout the State via the Public Librarians Online website, and maintain a special collection of materials by Indigenous writers, or featuring Aboriginal topics, for all public libraries to use in their communities.

Workers from the *Building Solid Families* program from around the State were introduced to those resources in the Battye Library which may assist their clients. A number of tours of the library were conducted for these workers.

The Aboriginal and Torres Strait Islander Libraries and Information Resources Network (ATSILIRN) continues to be supported by LISWA and a staff member is one of three elected delegates for Western Australia.

The important donation of photographs of Warburton and the Mt Margaret Aboriginal Mission from the early 1920s to the 1960s, received from the family of Rod Schenk who were missionaries at Mt Margaret, is being processed and digitised. Once digitisation is complete, a copy of the collection will be made available to the Warburton community. Work on this major project is expected to be complete by the end of 2002.

### **State Government Plan for Young People 2000-2003**

Through the provision of services and resources to public libraries, the Library and Information Service of Western Australia aims to foster opportunities for wider learning and growth for young people and their families. The Direction Plan for Young Peoples Services 2002, developed by LISWA staff in the Public Library Services Directorate identifies the following goals:

- To demonstrate leadership and provide direction and support in the provision of public library services for young people.
- To design policies and services to foster the provision of appropriate and innovative public library services for young people in Western Australian public libraries.
- To provide excellent and timely advice and assistance to public library staff on all aspects of public library services to young people.
- To develop and maintain high quality collections of resources for young people in Western Australian public libraries.

The following activities contributed towards the *State Government Plan for Young People 2000-2003*.

### **Outcome 1: Provision and Management of Appropriate Public Library Resources**

Resources for young people are a significant part of the stock of library materials supplied to public libraries. To ensure high quality and popular resources are included in library collections for young people, and to meet their changing needs, a framework for advising public librarians of these resources has been developed. In addition, booklists have been compiled by LISWA staff and distributed online to public libraries.

### **Outcome 2: Public Library and LISWA Staff Training**

In partnership with public librarians, monthly meetings to support and mentor public library staff and raise awareness of the issues and emerging trends in public library services to young people are held. Specifically, training modules have been conducted in the areas of planning and evaluating public library services to young people, and the role of the young peoples services librarian in the public library.

An extensive range of information for public librarians working with young people is delivered through the LISWA website *Public Librarians Online*. This includes links to sites that assist in library programming for young people, booklists, reviews and guides written by staff on establishing book clubs and other programs for young people and their families.

### **Outcome 3: Effective Communication strategies with the Client Group**

The Young Peoples Gateway on the LISWA website has been expanded and improved to reach out and invite young people to discover relevant literary and literacy resources. In response to feedback from young people indicating that homework assistance is the primary information need of school-age children, links to relevant sites have been added, as well as integrating technology and information literacy into new programs.

Information from public library staff working with young people highlights the importance of the early adolescent years, from ten to fourteen, and LISWA has responded to this by coordinating programmes for this age group, including Children's Book Week activities, State-wide coordination of the Nestlé Write Around Australia Program, and the production of the annual Holiday Reading Program.

## services to public libraries

Our aim is to meet the information needs of the people of Western Australia through the public library service by providing local governments and associated bodies with leadership, resources, information and support services, including the sourcing and supply of material by interlibrary loan or document supply.

### services provided

The Public Library Services team provides a collection of diverse resources and facilitates the provision of a wide range of information services to the people of Western Australia through a State-wide network of public libraries managed by local governments and other organisations. This partnership is maintained and developed through consultation, joint decision-making and agreed standards. A variety of training programs are offered to foster the development of innovative services in public libraries, and special assistance is provided to public libraries to meet the needs of groups within the community with special needs.

Document delivery services are provided to libraries throughout Australia and the world utilising LISWA's expertise in interlibrary lending and document supply services, with particular emphasis on meeting the requirements of the people of Western Australia through their public libraries.

### trends

Libraries are in a state of transition, with client expectations that they will offer new electronic services as well as traditional print models. In this environment, the community needs to consider the functions and impact of public libraries in society, and to determine the role they should play in areas such as social cohesion, local identity, individual empowerment, literacy and information technology training.

The need for lifelong learning and the development of information literacy skills increases the range of services offered by public libraries, and provides an opportunity to develop partnerships to deliver these important services.

The developing information society and the free access to information through the Internet will significantly impact the information role which libraries play. However, libraries can make use of the information skills of their staff, and their location within the community to position themselves in this changing environment.

To meet the challenges facing public libraries in an information society there is a need for librarians to develop marketing skills and raise community and Government awareness of the value of public libraries.

Searching, locating and delivering library materials from any source, regardless of geographical location, are value added services to clients. This sharing of global information resources enables collections to be developed to meet the specific knowledge and information needs of the local community, while still being able to tap into and supply specialist material to meet clients' needs.

Resource sharing and document delivery is moving increasingly towards electronic methods of requesting, delivery, and payments processing. This increases the efficiency and timeliness of the service delivery.

### strategic objectives

- 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 Governments 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.
- 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 2001-2002

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

Together with the Disability Services Commission and the Department of Industry & Technology, LISWA co-hosted a seminar, *Creating Accessible Websites*, to present information to web designers and policy makers from State and local governments on how to make their websites more accessible to people with disabilities.

In order to inform public librarians about new issues and trends in the delivery of library services, staff

## services to public libraries

offered a training module on planning and evaluating innovative library services for young people. This was in addition to the improved online information available through the Public Librarians Online (PLO) website and the Young People's Gateway on the LISWA website.

The Kids' Catalogue, a useful and appealing search tool for children, was released and made accessible through the LISWA website. Designed especially for children, the Catalogue makes it easy and fun for children to find books, videos, CD-ROMs and other resources held in Western Australian public libraries and the Alexander Library Building. It provides children with a web-based interface to the Junior Collection and contains those items that have been written for and are available to children. A variety of colourful and appealing graphics lead children through subject searches in a range of areas from 'Animals' to 'Sports, Games & Activities'. As well, children can directly link into lists of titles in their favourite series, search for books by an admired author or seek out a specific title.

***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 new material published in Australia and overseas. This year 25,183 new titles were added to the State-wide public library collection, representing a small decrease over the previous year. The number of new items processed and made available to public libraries remained at some 232,000 volumes. This comprised regular print books, large print books, audio cassettes, video cassettes, spoken word CDs and CD-ROMs, as well as over 7,000 materials in languages other than English.

To assist public librarians provide improved programs for young people, staff offered a range of resources online, including storytime programs, book club programs, book talks and readers' theatre presentations.

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

Local governments are encouraged to automate their libraries and provide public access to the Internet. This includes advice on the benefits and efficiencies which can be realised by using Public Librarians Online (PLO) and increased information delivery to clients. LISWA is increasingly providing services

online including access to the online catalogue and Document Delivery Online, plus information gateways to guide people to major sites on the Internet.

The Public Librarians Online (PLO) website, which was launched to improve communication, networking and information-sharing between LISWA staff and public librarians, was enhanced during the year, including further work on improving the collection of statistical information online.

Support was provided to a number of local governments who were investigating or implementing the collocation of their public library with a telecentre. This has been a significant trend in regional Western Australia, providing many benefits to the local community if properly implemented

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

The Framework Agreement Negotiating Committee, comprising representatives from the Library Board, LISWA, the WA Local Government Association and the WA Local Government Librarians Association, continued to meet during the year. Position papers on the following aspects of the partnership between the State and local governments were discussed:

- Public library resources
- Value-added services
- Infrastructure
- Training, consultancy and advisory services
- Regionalisation
- Standards, policies and guidelines
- Establishment of a Joint Advisory Committee.

Most papers were forwarded to constituent local governments by the WA Local Government Association as a means of obtaining feedback.

The annual visit program in regional areas of the State assists staff understand and appreciate issues at the local level, and provide assistance and support to library officers who are operating in quite isolated areas. This year the Director also participated, visiting libraries in the Pilbara, Kimberley and Goldfields areas, as well as attending a number of annual regional meetings. Additionally, she visited some ten metropolitan local governments during the year, opening up good communication channels with public librarians.

Staff organised a very successful workshop for public librarians centred on applying effective merchandising techniques using a client service focus. Conducted by

## services to public libraries



Participants at the John Stanley workshop for public librarians.

retail expert John Stanley, the workshop aimed to show participants: how to maximise patron browsing; the use of power displays to increase interest and knowledge in collections and services; ways to encourage new clients into libraries; and, how to maximise social aspects of the library.

Through its consultancy portfolios, LISWA assists public libraries to provide targeted services to meet the needs of groups within the community with special needs. Highlights in 2001-02 included:

- Developing public library services appropriate to the needs of preschool children, their parents and carers, which will facilitate the development of early literacy. The initiative included the production of an introductory brochure titled *Better beginnings: enjoy reading with your baby*.
- Developing, producing and coordinating *I SPY*, the annual holiday reading program for children. Over 10,000 children and 150 public libraries participated this year, an increase of 33% and 25% respectively.
- Organising and participating in events celebrating NAIDOC Week, Seniors Week, Children's Book Week and National Harmony Day. For Children's Book Week, author tours by Peter McFarlane and Tohy Riddle to 24 metropolitan libraries and public libraries and schools in the Port Hedland and Bunbury regions were arranged.
- Coordinating the Western Australian component of the *Nestlé Write Around Australia* short story competition. This year saw a record number of entries from the six public libraries hosting the

competition. Authors visited public libraries in Bunbury, Broome, Derby, Kalgoorlie, Stirling, Bayswater and Cockburn as part of the program.

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

Current processes within PLS to select, order, process and supply resources for public libraries have been in place for some time and were in need of enhancement. LISWA has undertaken an initiative, called the Improved Service Delivery Project, to deliver significant improvement in the selection, acquisition, processing and distribution of resources for public libraries throughout Western Australia, through the use of enhanced electronic infrastructure and process re-engineering.

A Steering Panel, with representatives from key stakeholder groups, was established to provide overall governance of the project at a high strategic level, and a comprehensive Project Plan was developed. In April 2002, a full-time Project Manager was appointed and will be accountable against key milestones outlined in the Plan. A number of working parties will also be established during the course of the project to provide more detailed information.

Because of the wide ranging changes anticipated, a communication protocol has been established, and extensive consultation with LISWA's key partners and stakeholders will be undertaken throughout the project. It is anticipated that implementation and evaluation of the model selected will occur in 2002-03.

The improved management of the former Core Stack collection continued during the year. Core Stack was a collection of last copies of public library books that had a high information value, as well as popular fiction titles. While no longer suitable for the shelves of public libraries they were available for interlibrary loan. Over the years the usefulness of most of these titles had lessened. Approximately 500 popular titles in the collection were re-ordered and added to stock for distribution to WA public libraries. Two new collections, the Fiction Loan Collection of 8000 adult fiction books, and the Demand Collection of 1200 in-demand adult non-fiction stock, were established. Items from these collections are available to the public via interlibrary loan. Over 5,300 items with significant reference or heritage value were selected by staff of the State Reference Library and the Battye Library for addition to the permanent collections in the Alexander Library Building and the remaining obsolete items were discarded.

***To develop document delivery services linking public libraries to a wide variety of government and community organisations.***

LISWA participated in the following initiatives of the National Resource Sharing Working Group (NRSWG) and Policy Committee (NRSPC):

- The Australian Interlibrary Resource Sharing (ILRS) Code was updated to add Ariel as a default electronic delivery method for Express and Rush service levels for copies. LISWA complies with the ILRS Code.
- The *Interlibrary Loan and Document Delivery Benchmarking Study* (National Library of Australia, 2001) report was published and released in December 2001. This study identified the characteristics of high performing document delivery operations. The five key recommendations are to reduce handling of requests, automate, have trained expert staff, add holdings to union catalogues, and to participate in co-operative agreements with other libraries.
- The Peak Bodies Forum, comprising peak Australian library associations, assigned the NRSPC with the responsibility to define a service model that ensures that library users can access information easily regardless of their location and whether or not they have institutional affiliation.

***To provide facilities for electronic interlibrary loan requests and document delivery.***

Document Delivery Online (DDO), an online document requesting system enabling WA public libraries and LISWA to send, receive and track interlibrary loan requests via the World Wide Web, was launched on 29 November 2001. In addition, it provides reporting and statistical management, and has individual and bulk e-mail facilities. Public librarians access this new service via Public Librarians Online, the gateway for LISWA services to WA public libraries.

The benefits of using DDO are:

- The turnaround time between requesting and responding to interlibrary loans is significantly decreased and reduces paperwork.
- Library users have faster access to 2.3 million items available for interlibrary loan in the State-wide LISWA network.

- Clients can assess library holdings information and interlibrary loans from other parts of Australia or the world much faster through this service.

After seven months of operation, 185 libraries are using the Document Delivery Online service, including all metropolitan and regional public libraries. 118,739 items have been requested and 103,717 items supplied.

To improve international resource sharing, LISWA commenced using the OCLC Interlibrary Loan Online Document Requesting System, including their service for the electronic management of international payments.

# 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 accordance with the *Collection Development Policy and Infolink Database Policy*. By cataloguing and indexing collections, access is provided to books, newspapers, serials, maps, photographs, manuscripts, private papers, films and oral histories. Reference services assist clients to gain access to these collections, and to community and government information. Advice is given to clients on the management of their collections of Western Australian materials.

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 the LISWA collections. These include microfilming, photographic services, the conservation and restoration of heritage materials, and disaster planning and resources services.

## trends

The increasing interest in our past and a growing sense of a contemporary Western Australian identity places an obligation on the Battye Library to encourage and support the telling of stories and experiences. Improving access to and use of the collections is an important challenge being faced.

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 will reflect the diversity of the community. Staff need to design services to meet these needs, taking into consideration clients' information needs, cultural backgrounds and skills.

The volume and variety of formats of Western Australian information continues to increase. In order to identify areas of greatest interest to clients, the future direction of the collections, and to ensure the best use of resources, a formal collection development policy covers all collections and formats and also identifies what partnerships need to be

developed to ensure the best access to Western Australia's documentary heritage.

Emerging electronic formats and networks present challenges in the preservation and delivery of documentary heritage information. Opportunities exist to present Western Australian information to regional Western Australia and the rest of the world through partnerships with government, community and corporate organisations.

There is 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.

The deterioration of archival collections has been an ongoing issue of concern and that rate of deterioration is accelerating as some of the formats used, such as cellulose acetate film, reach a break down point. The gradual deterioration of a steadily growing percentage of heritage materials, in a variety of media, will continue to require a considerable effort to conserve materials, either in their original or alternate formats, and the provision of access copies.

## strategic objectives

- 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 2001-2002

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

Two important publications were prepared to promote and improve access to the collections. *Worth telling worth keeping: a guide to the collections of the J S Battye Library of West Australian History* is a history

## western australian documentary heritage collections and information services

and illustrated guide to the collections and treasures, and the *WA Map Bibliography*, published by the Friends of Battye Library, details the maps of Perth and other districts held.

A key achievement has been the ongoing digitisation of material through specially funded projects and as part of the ongoing work on the Pictorial Collection. A further 1,457 images have been digitised and can be seen via thumbnails and screen-size images in the online catalogue records. The increasing number of digitised images complements the information available through the websites and remote users can now access 7,448 images.

The Photographic Public Orders service processed 403 orders this year, resulting in 1,458 images supplied to clients, an increase of almost 14% over the previous year. Additionally, 458 reproduction permits were issued, nearly double last year's total. Access for clients has been improved by the production of a manual that details the service and the products that can be supplied.

LISWA's online Infolink Government and Community Information Database provides referral information to around 7,100 government agencies and community organisations, with over 1,500 new entries added this year. The database contains links to the websites of 2,857 of these bodies. An innovation this year was improved help for clients searching the records of 434 calendar dates of special interest, and the creation of a feature chronological list with 393 entries for the 2002 calendar year.

This year over 26,000 records describing information relating to Western Australia were added to the online database. Apart from over 6,500 catalogue entries describing newly acquired materials and records transferred from old card catalogues, staff also significantly increased access to online indexed information with the addition of over 19,000 index entries. After two years work, June 2002 saw the completion of a project to transfer more than 28,000 biographical records from card indexes to the online catalogue. Additions to the existing short story and poetry indexes provided increased access to the wealth of Western Australian literature. Current indexing provides access to a wide range of contemporary themes and personalities. Another milestone reached during the year was the addition of the 100,000<sup>th</sup> index record to the LISWA online indexes.

A successful pilot project to add detailed listings of selected Private Archives collections to the database records was completed, and in future, all collection

listings will be made available in this way. This is a significant improvement for clients accessing the collections remotely.

Over 100 items in the State Film Archives, which are copies of originals held in ScreenSound Australia, have had their records updated so clients have a direct online link from the record to further information held at ScreenSound.

Trisha Kotai-Ewers continued as a Visiting Scholar of the Library Board working on the John K Ewers papers and manuscripts.

This year, 36 volunteers registered with the Friends of the Battye Library program contributed 3,965 hours of time to sorting, listing and indexing materials, an increase of 42 per cent compared with the previous year. Tasks undertaken included sorting and listing Private Archives, Ephemera and Pictorial collections, and assisting staff in Preservation Services. Others are helping to index records and compile lists of bound newspapers for microfilming.

LISWA hosted a Christmas lunch in recognition of the achievements of volunteers over the past year. Several volunteers were also invited to the annual garden party at Government House to celebrate the importance of volunteers to the Western Australian community.

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

Throughout the year, members of the public have shown their support for the collections by donating materials for future safekeeping. Some notable collections received include:

- Copies of the Katharine Susannah Prichard letters to Russia, 1935-1969
- the Ommanney (1817-1880) collection, including correspondence with other prominent citizens of the time such as John Septimus Roe
- Sir Francis Burt and others' speeches
- the writer Elaine Forrestal's papers and manuscripts
- Atkins Carlyle Ltd records
- Mario Malos photograph collection of Broome; and,
- a significant donation of early 19<sup>th</sup> century photos of Perth and Aboriginal people by Dean Dyer.

The WA State Library Custodians \$100,000 grant from the Lotteries Commission for the Western Australian Migrant Communities Archive project was used to establish the foundations of a representative



## western australian documentary heritage collections and information services



L-R: Claire Forte (Acting State Librarian), George Sheldon (Krantz & Sheldon Architects) and Ronda Jamieson (Director, Battye Library) with some of the material donated by the architectural firm as part of the Migrant Communities Archive project.

migrant archive. During the year working relationships between staff in the Battye Library and Western Australia's ethnic community organisations were developed through the establishment of an Advisory Committee for the project, and a variety of meetings and events. Significant donations included the archives of Krantz and Sheldon, a Jewish architectural firm established by migrants and active on many important building projects from the 1940s to 1960s, and the presentation by the High Commissioner of Malta of a series of oral history tapes and transcripts of former Maltese child migrants.

Donations have supported two projects collecting important archival material on primary industries and the economic development of the State. The Wool Project, established through a donation from Bill Hughes, has allowed new material on the pastoral industry to be added to the collections and existing material in the collections to be identified and properly processed. The Chevron/WAPET Project provided valuable historic records on the early exploration and development of the petroleum industry. Funding has allowed for the proper cataloguing and preservation of these unique documents.

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. There were 2,962 entries describing Western Australian materials added to the National Bibliographic Database.

Several significant training and promotional activities were carried out during the year, including the Parish Archivists' Workshop, Seniors Week activities and presentations, professional development for teachers (in partnership with Murdoch University), and a regional visit to Kalgoorlie.

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

Three new websites were launched using images from the collections:

- *Western Perspectives on a Nation*, is a collection of 8 websites that tell the story of Australia's economic and social development through the twentieth century – as viewed from Western Australia. It showcases historic images from the collections based on the themes of the Land, the Sea, Architecture, Transport, Clothing, Mining, and Settlement, and was funded by the National Council for the Centenary of Federation through the Western Australian State Library Custodians;
- *Women in Western Australia* is located with the *Western Perspectives on a Nation* website and was funded by a private donor; and
- The *Rica Erickson* website was created as a tribute to Rica Erickson, who holds a special place in Western Australian history as naturalist, author, genealogist and historian. Samples from various library collections were used to illustrate her life and achievements.

These websites have made remote access to Western Australian material more accessible.

Staff assisted remote clients by answering more than 2,600 letters, faxes, and e-mails from individuals and over 100 subject requests from public libraries. The most common request was for genealogical information, but there were also enquiries from people seeking information about long lost friends or relatives, and on topics covering artists, railways, ships and shipwrecks, explorers, land, the meanings of place names, poetry, mining, court cases, buildings and details of convicts.

# western australian documentary heritage collections and information services

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

A new project is the gathering and archiving of Western Australian information published on the Internet. This project, conducted in partnership with the National Library of Australia, recognises the quantity of valuable information which is only available in electronic form and the need to archive this material for future generations. Once the items are identified and archived they are made accessible through the PANDORA Archive at the National Library.

In association with the Friends of Battye Library, a major project to microfilm pre-Federation regional newspapers was started. This project will ensure the preservation of these valuable resources, and is planned for completion in December 2002. A further grant from the National Library of Australia has allowed other early newspapers to be microfilmed.

The Preservation Services team carried out 104 conservation projects for the Battye Library, State Reference Library and the State Records Office. Of particular importance was the restoration of the Charles Walker photographic collection. Over 100 early 20<sup>th</sup> century photos were curled to the extent that it was impossible to view them, so the images had to be relaxed, uncurled and cleaned. The first step was to remove loose dirt and dead insects from the surface of the photographs, and then more firmly adhered debris. They were then humidified and dried, and tears or detached corners were repaired using fine Japanese tissue. Finally, the photographs were mounted, sleeved and filed in archival albums.

Several maps that had been covered with a clear, self-adhesive plastic (PVC) film were sent to Conservation. This film, designed to protect the maps, has begun to shrink, causing the maps to wrinkle and distort. In some cases the shrinking film pulled away the top layer of paper. Conservation techniques included the use of heat and solvents. To date only the plastic coating has been able to be removed from a map that had been varnished before the plastic was applied. Where the maps are uncoated the plastic cannot be removed without risking more extensive damage.

Staff prepared 298 condition reports which identifies the condition of an item at a particular time and the conservation work which may be needed. 250 of these were for materials displayed in the exhibition of WA children's literature, *Write, Right, Rite on the Edge*. Conservation report references are now being

added to relevant bibliographic and item records, to identify if and when preservation activity occurred for a particular item. This will assist conservation staff in retrieving reports more efficiently and provide collection curators with a history of preservation items. Over 1900 references to the report files have been added to the database.

As part of the Preservation of Heritage Collections Project Plan the document *Best Practice: The Care of Audiovisual Material* was produced, outlining the preservation needs of the various audiovisual formats held by LISWA.

Under the supervision of the conservation staff, a LISWA volunteer completed repackaging programs including folders and a clamshell box for a collection of Robert Juniper drawings, custom made folders for silk newspapers, and rehousing of the Fremantle Prison photographs.

Training and seminars focusing on the preservation of family and community history collections, and preventive and preservation issues were conducted for LISWA staff, government agencies, professional institutions and the public. They included:

- Western Australian Migrant Communities Archive project information session
- Parish Archivists workshop
- *Handling of library and archival materials and conservation treatment* for LISWA staff
- *Caring for Your Family Archive* during Seniors Week
- *Preservation of State Records* for government agencies
- *Caring for Your Family Records* at Stirling Library
- A workshop on Archives and Recordkeeping for the WA Branch of the Australian Society of Archivists
- University of Western Australia (UWA) microbiology students.



*Preservation Services conducted special seminars on caring for your family archive during Seniors' Week 2001.*

## western australian documentary heritage collections and information services

The microfilm unit provides in-house filming of material from small cards to large format (AO size) plans, bound volumes, AO size map scanning, processing, silver halide and vesicular duplicating, archival film testing, quality control, microfiche (jackets), and 35mm aperture cards. Key achievements for the year were:

- Forty programs for the Battye Library and State Records Office producing 460 original microfilm reels (447,959 frames), 1,040 duplicates and 6,479 microfiche.
- The Anglican Church registers 1934-1944 (Births, Deaths, Marriages) were a major component of the Battye Library microfilm program with over 41 reels (containing 26,042 frames) produced. This project has been ongoing for the past five years. Microfilming will make the material more accessible to the public and reduce time spent retrieving this material that is difficult to retrieve and store because of its sizes and shapes.
- Other Battye Library projects were the filming of sixteen newspaper titles, creating 210 reels for preservation as well as access for the public. Some of the newspapers, such as the *Midland Advertiser* (1907-1930), *Newcastle Herald* (1902-1912), *Coolgardie Miner* (1894-1901) and the *Daily Advertiser* (1890-1893) were made available by grants provided by the National Library of Australia and the Lotteries Commission to the Friends of Battye Library.
- The Western Australian Government Railways Locomotive engine plans, which the general public as well as railways enthusiasts eagerly seek, were filmed for the State Records Office. Other permanent records filmed from government agencies are Aborigines and Fisheries correspondence files (1909-1920), Court of Petty Sessions (1859-1906), Port Hedland Authority Shipping Registers (1906-1952) and Shire of Capel rate books (1914-1969).
- The continuation of the Department of Land Administration, fragile historic exploration surveys, AO size plan scanner project provided an additional 209 colour plans available on CD for public access.
- Several microfilm preservation initiatives were started to maintain the permanent collection in good condition. A project to replace the 6,680 cardboard boxes and metal spools, with

polyethylene archival material was begun, with over 2,700 being re-boxed. As part of the plan to manage deteriorating cellulose acetate in the permanent film collection, all camera original microfilm that had started to deteriorate was duplicated onto polyester-based film. The addition of 13,113 condition reports (quality certificates) on all preservation masters to a database replaced a cumbersome, ineffective manual system. The new system will provide security back up of the information on each of the reels and also provide data for better management of the collection.

The photographic unit completed a number of major projects this year due to extra staff and making processes more efficient. Some of the projects were:

- The 35mm copy negative program increased by 1,136 negatives or 140 per cent on the previous year.
- The number of photographic prints made for public orders was up by 189 prints or 18.5 per cent on the previous year.
- A new automated numbering system and electronic Work Order sheets for the Pictorial Collection was developed. A backlog of Pictorial Collection projects were completed with technical assessments, contact sheets, copy prints and processed new negative material to the permanent collection.
- A total of 19,785 original still negatives have had condition reports made and will be entered onto a newly developed photographic negative collection database. From this data LISWA will be able to assess the condition of the negative collection.
- Using a new electronic stocktake listing, staff have identified negatives with only one copy negative, and a project has commenced to identify all of the images for which there are no other copies in the Pictorial Collection.
- A total of 385 State Film Archives condition reports for motion picture and sound track material has been entered onto the newly developed database.

As part of a continuing LISWA-wide strategy on assessing deteriorating cellulose acetate for 'vinegar syndrome', surveys were conducted in the Battye Library microfilm reading room, State Film and Video Library, and the State Reference Library microfilm and audiotape collections. The information reported will provide data for further planning and highlighted the need for action in controlling and monitoring the problem.

## western australian documentary heritage collections and information services

A 2-degree cold storage vault was built into LISWA's existing 10-degree vault, producing a cost effective method of utilising the current storage capacity. This vault will allow for deteriorating films to be stored in lower temperature and humidity to reduce the rate of deterioration.

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

The Battye Library carried out 47 tours for about 600 people. Special purpose tours were provided for Aboriginal Building Solid Families workers from around the State, members of the public during Seniors Week, as well as for groups of teachers, primary and secondary school students and tertiary students. Apart from sessions conducted by staff for students, many school groups under the guidance of their teachers and Battye reference staff used the Library for research.

Staff provided advice and assistance to prospective donors of materials. Local studies officer, David Whiteford, visited Kalgoorlie with representatives of

the State Records Office and the National Archives of Australia. Talks were given about the collections and services the library provides as well as local history and genealogical issues. The group also visited museums and other institutions to view and advise on records held.

Assistance was provided to a number of oral history projects, including those being undertaken for the National Library of Australia, the Western Australian Parliament, the Maltese Child Migrant project and the Wool Industry Project.

The Director and Team Leader, Battye Archival Collections were members of the Lotteries Commission Grants Technical Panel for community history grants distributed late in 2001.

The Adopt-a-Soldier project, which was set up to raise money to help preserve a large collection of original glass negatives, continues to prove popular with individuals, schools and community organisations.

## state records and archival management services

The program's objective is to ensure State 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 of business activity per se; the last one into the category popularly referred to as archival. Clients in the first two phases comprise Government agencies; in the last named category, the public as well.

Services in the area of record keeping include facilitating efficient and effective records management systems in State and local government agencies, developing policies, standards, and manuals on records and archival systems, providing 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.

### major achievements 2001 - 2002

The *State Records Act 2000* and the *State Records (Consequential Provisions) Act 2000* received the Governor's assent on the 28 November 2000. However, in order to have a smooth transition from the record keeping requirements of the *Library Board of Western Australia Act* to those of the *State Records Act*, the proclamation of the new Act was in two stages, with sections dealing with the establishment of the State Records Commission proclaimed in July 2001, and the rest of the Act proclaimed on 30 November 2001. This event was the culmination of seven and a half years work, which began with the issuing of a Discussion Paper by the then Minister for the Arts in July 1994.

The State Records Commission is an independent authority that reports direct to the Parliament on implementation of the Act and agency compliance with legislative requirements. Members of the State Records Commission are:

- Mr Des Pearson, Auditor General (chairman)
- Ms Bronwyn Keighley-Gerardy, Information Commissioner
- Ms Deirdre O'Donnell, the State Ombudsman, and
- Ms Kandy Jane Henderson, Archivist at the John Curtin Prime Ministerial Library.

While the Commission was being established and new processes under the legislation developed, the Library Board's Standing Committee on Public Records continued to meet and approve retention and disposal authorities from Government agencies (details of their activities appears later in this report). The final meeting of the Standing Committee was on 29 November 2001 and on the following date, responsibility for government record keeping transferred to the State Records Commission.



*The Library Board's Standing Committee on Public Records*

In July 2001, the State Records Office changed from being a Directorate within the Library & Information Service of Western Australia to become a separate agency within the Department of Culture and the Arts. The 2001-02 financial year is a year of transition, with some services and reporting still residing with the Library Board. Financial Statements, Performance Indicators and Output Measures detailed in this report include the performance of the State Records Office. However, details of the achievements of the State Records Office for 2001-02 are reported in the Annual Report of the Department of Culture and the Arts.

Information about the State Records Commission, and the services and collections of the State Records Office are available from their website at <http://www.sro.wa.gov.au>



## 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 provides reference and information services utilising resources held in the Alexander Library Building and from libraries and databases from around the world or across the nation. The main target group is Western Australians who need information which is not readily available from other sources. Collections and services are designed to complement the university, specialist, school and public library systems.

Staff provides reference services through personal contact, telephone, electronic mail and traditional mail services, or via public libraries. In addition, the State Reference Library maintains a wide range of self-help resources such as catalogues and indexes for clients to find information for themselves. The State Reference Library delivers reference and information services to the public through five subject libraries – Arts and Literature, Business and Management, Industry and Technology, Music and Performing Arts, and Social Sciences. Specialist services and collections offered through these libraries include music, film, children's literature, family history and business information. In addition, a Bibliographical Services unit acquires, catalogues and processes resources for these subject libraries.

### trends

Knowledge is now an economic consideration. Across the world, countries are developing strategies to build 'knowledge economies'. Intellectual capital is important and governments and enterprises are building economic structures which require knowledgeable workers who are skilled in their respective fields. Learning management systems are emerging from these interests – these systems deliver 'just in time' learning to workers in rapidly changing workplaces. This represents a major opportunity for libraries since knowledge, information and reference services are core business.

According to a survey of publishers in the United States, book sales continue to grow, with the industry recording an increase of 1% in the first six months of 2001. The e-book has yet to make much of an impact, accounting for only 0.1% of sales in the adult book market. While electronic information services continue to be significant and continue to grow, the

book itself is still a fundamental source of information for many people. Libraries continue to explore the new electronic media while continuing to satisfy the demand for in-print sources.

Libraries around the world are developing consortia in order to negotiate the acquisition of electronic resources. In Australia, state libraries have developed a process to achieve similar goals.

### strategic objectives

- 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 referenceservices 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 2001 - 2002

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

In order to boost the way in which visitors to the Alexander Library Building can retrieve important information not otherwise available through the World Wide Web, a total of thirteen electronic databases are now available through the electronic pages of the Alexander Library Building website. Five of these were added this financial year, and the latest addition, AustLit, was purchased through the combined efforts of the members of the Council of Australian State Libraries Consortium of Electronic Licensing. Several databases previously available in CD-Rom format were converted to Internet access during the year providing a user-friendly interface, a more visible presence, and improved currency of information.

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

The State Reference Library provides a rich and complex information environment for clients. Staff guidance is required in order to connect clients with the most appropriate resources. This year a further

## reference and information services

5,000 indexing records were added to the LISWA website by State Reference Library staff. These records are unique to the State Reference Library collections and are not available commercially.

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

The development of electronic information services continues to assist State Reference Library to guide clients to the most appropriate reference service. During the year 54,351 searches were conducted by clients themselves on major databases such as Ebscohost and Proquest. At the same time, staff answered 90,983 enquiries from clients (down 11% on the previous year), and this reflects the changing way in which reference services are delivered to clients.

49 tours were conducted for clients during the year, and this included general tours of the Alexander Library Building, tours of special collections and services, and courses on how to search for information using the online catalogue and the Internet.

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

A display connected with the Research Collection of Children's Literature was the catalyst for significant research on the history of children's literature in Western Australia. Staff explored many avenues in order to bring together historical fact which up until now has largely been undocumented. This will be of considerable use to future historians.

The delivery of services from the Genealogical Centre continued to be a collaborative venture between the State Reference Library and the Western Australian Genealogical Society (WAGS). During 2001-02 there was an increase in the number of enquiries from the public, from 8209 last year to 8688, a 6% increase. Volunteers from WAGS devoted approximately 900 hours to assist the public with genealogy queries.

Some new resources were added to the collection including, *Army Roll of Honour, Word War II soldiers died in the Second World War, 1939-1945; Immigrant Histories: Huguenot settlers in North America and Europe 1600s-1900s* and the *Index to immigrants arriving in Brisbane & Queensland ports 1900-1915*. The demand from the public for information on CD-ROM continued with staff locating and purchasing material in this format.

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

Significant work was undertaken in preparation for AskNow, a live online reference service that will pilot next year utilising interactive chat software. National, State and Territory libraries have collaborated in initiating this collaborative online information service in an evolving electronic environment. Our unique geographic location and time zone mean that LISWA will play a vital role in this project by extending the hours that clients are able to 'chat' to a reference librarian. The project will also increase service provision to library patrons at their point of need, particularly to rural remote patrons.

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

Serial subscriptions received major attention this year with work beginning on a major project to streamline the claiming of overdue serials from suppliers. This will result in the timely arrival of more journal issues for client use and the speedier removal of out-of-date information. A minor project to update about 1,500 serial records resulted in more accurate information presented to clients and greater efficiency in the management of serials.

The richness of the catalogue was enhanced as staff added to and maintained links from 1,894 catalogue entries out to 2,062 websites of related significance. This diversifies the information resources available to clients via our catalogue, especially for remote clients.

## public programs and business development

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, book launches, multimedia and public events.

In addition we provide ancillary, value added customised services and products which generate revenue by enhancing the experience of clients when visiting the Alexander Library Building. These services include provision of Café Pages coffee lounge, photocopying services, venue hire, The State Library Shop and The Discard Book Shop.

### trends

Many clients visiting the library wish to have the experience enhanced through the experience of interpretive displays on a particular theme, bringing together materials from different collections, many of which would not otherwise have been readily accessible.

With no long term certainty of funding from the Consolidated fund, agencies are encouraged to maintain and increase their revenue generating capabilities without jeopardising those services it delivers free to the people of Western Australia.

Clients from a variety of market segments are recognising LISWA's expertise in a wide range of information delivery services which can add value and enhance their own business and service delivery. The research and supply of bibliographical information on published materials to the commercial retail book trade is an example. Opportunities exist to further enhance this service by offering to the public and book trade the provision, sourcing, ordering and supply of unique publications.

### strategic objectives

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

## major achievements for 2001-2002

### public programs

During 2001-02, a number of major exhibitions were presented in the Centre for the Book. *More than Words* was presented in partnership with the WA Calligraphy Guild and featured magnificent calligraphic works by the Guild's Western Australian members, as well as a public lecture by visiting American calligrapher Diane M. Von Arx. This exhibition proved an outstanding success and was well patronised by the public.



Mr Haruhisa Handa (Japanese calligrapher and sponsor of the Calligraphy Guild) with one of his artworks on display in the State Library, November 2001.

Commemorating the 200<sup>th</sup> Anniversary of the 'Investigator' expedition, commanded by Matthew Flinders, the exhibition *From Flinders to FloraBase* highlighted the work done by botanist Robert Brown who collected, named and described many plants from WA's South Coast. His study of these and other Australian plants during a long botanical career provided the foundation for today's knowledge of Western Australia's numerous and diverse flora. On display were some actual plant specimens collected by Brown 200 years ago, side by side with modern specimens. This exhibition was produced in partnership with the Department of Conservation and Land Management's Herbarium.



## public programs and business development

The *Write, Right, Rite on the Edge* exhibition, based on Western Australia's literature for children housed in the Research Collection of Children's Literature, featured a display of original artwork from illustrator and author Shaun Tan. The 2002 Children's Book Council's Sixth National Conference was held in Perth in May, and the Centre for the Book was the venue for the opening Cocktail Reception for 500 guests.

A fourth exhibition, *My Region, My Place*, involved asking regional writers to submit a story loosely based on what inspires them, either in their writing or day to day life, in the place they live and what it means to them. They were also asked to submit photographs of themselves and their surroundings, or favourite places in their area. The results are a wonderful collage of writing and scenes from across the State, along with the richness of regional writers' stories.

Other events hosted during the year were the annual Children's Book Week *Make your own Story Book* competition display, and a national touring exhibition titled *It's an Honour Australia*. This exhibition, from The Department of the Prime Minister and Cabinet in Canberra, promoted the Australian Honour system. This entertaining, informative and educational exhibition consisting of a static display of medals, interactive audio visual touch screens and photographs featuring images of recipients from diverse backgrounds and locations from all over Australia, was well received by the public. In February 2002, the display *Three Well Known Australians* intrigued visitors by challenging them to identify the three figures depicted. The display featured comments and interpretations from people all over Australia such as Cathy Freeman, John Howard and even the Captain of the vessel *Tampa*. Another popular exhibition was a display of Stamp Art held in conjunction with Western Australian stamp art groups. A colourful collection of items



*Three Well Known Australians*

including original stamp art, jewellery, collage, and hand-made books produced locally, nationally and internationally, captivated visitors to the library with the intricacy of the designs and the wonderful imagination of the talented artists.

In association with Edith Cowan University, a public lecture by poet Les A. Murray was held in March 2002. March also featured Harmony Day activities with workshops for school children led by author Shaun Tan, and a special screening of the movie *Yani's Friends* in partnership with the Jewish Community.

The exhibition touring programme continued with bookings for *Now and Then*, *Strike a Chord* and *Quokkas to Quasars* in regional and metropolitan libraries.

The Western Australian Premier's Book Awards were presented in May 2002 with the Premier, The Hon Geoff Galop, again presenting the awards, and the dinner and printed material themed on the Australian Year of the Outback. This year's Premier's Prize winner was Tim Winton, who also won the Fiction category for *Dirt Music*. Other winners were Jan Gothard for *Blue China* and John Bailey for *The White Divers of Broome* in the Non-Fiction category; Dorothy Hewett won the Poetry category for *Halfway up the Mountain*; Deborah Lisson won the Children's Books category for *The Yankee Whaler* and the Perth Independent Newspapers Young Adults category was won by Julia Lawrinson for *Obsession*. The Script Award category was re-introduced this year, won by Sally Riley & Archie Weller's script *Confession of a Headhunter*. LISWA would like to thank the Perth Independent Newspapers Group for sponsoring the Young Adult's Award this year, and the Master of Ceremonies, Patrick Cornish, of *The West Australian*.

An attractive feature of the public areas on each floor are the ongoing displays promoting new books published or showcasing special topics of interest. Displays this year ranged from *Centenary of Pub Crawling*, *Military Matters*, *Caves in WA*, *Flamenco Music*, *Best of British Film*, *Rabbit Proof Fence*, *Year of the Outback*, *Women in WWII* to *Places of Worship*. The displays have proved to be popular with clients and a useful way to highlight the wide range of material in the collections.

## public programs and business development

### business development

The Business Development service delivery structure comprises separate client focused units focused on the development and delivery of sustainable free and fee based customised information services and library products to targeted client groups. In January 2002, the Document Delivery Services team were transferred to the Public Library Services directorate to achieve greater alignment with their major client group, leaving three areas: Customised Information Services, State Library Sales and The State Library Shop.

The Discard Book Shop continued to adjust its product range to meet the demand and needs of clients. Sales continued to achieve desired stock turnover targets and its revenue made a valuable contribution to the cost recovery of the processing and storage of LISWA's discarded library materials. The Discard Book Shop provides a seven days a week shop front within the Alexander Library Building for the community to purchase discarded library materials.

A number of community discard book sales were also conducted during the year. These were held in the Perth metropolitan area, as well as Karratha, Broome, Northam and Albany in partnership with the local public library and local government. They were well attended by the public and provided an opportunity for both metropolitan and regional Western Australians to purchase this material.

Marketing strategies to promote venues within the library continued to realise success with revenue meeting expectations. The excellent range of centrally located venues and facilities including The State Library Theatre and seven other meeting, break-out and function rooms, continue to attract regular and new clients. Hire of The State Library Theatre with its 35mm cinema facilities for multicultural film screenings increased, making it a well sought after venue for film evenings and matinees as well as conferences, seminars, product launches and presentations.

The State Library Shop, located on the ground floor of the Alexander Library Building, completed its first full year of trading, achieving a trading result that met expectations. It supports the Western Australian publishing industry, including writers, authors and publishers, by providing a specialist retail outlet and centre of excellence for the purchase of published

works on Western Australia or works written or published by Western Australians as well as a selected range of new fiction and non-fiction books, posters, prints, cards, bookmarks, CDs, stationery products and LISWA publications and merchandise. A premium title search and ordering service is popular with clients to enable them to procure items not in stock or hard to find books.

Over 70 members joined the Regular Customer Reward Club 2001-02. Clients can pay an annual membership fee of \$15.00 and receive a number of reward benefits including accumulated credited discounts of 10% on every purchase made through the shop, regular book reviews and invitations to author signings and book launches.

The research and supply of bibliographical information on published materials to the commercial retail book trade was further enhanced as a fee based service to the public and commercial book trade by providing title searching, ordering and supply services of unique publications through The State Library Shop.

Further progress was made on the implementation of a new fee based service The Music Studio in the Music and Performing Arts Library. This service provides a sound proof venue equipped with a piano and other musical equipment that clients can hire for a fee.

### the western australian library society

The Western Australian Library Society, launched in November 1996, aims to involve the whole community in the life of The Library and Information Service of Western Australia. Its objectives 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 2001-02 are mentioned above.

## public programs and business development



Ron Sheen, President of the WA State Library Custodians, accepts a Lotteries Commission cheque for \$100,000 from local MP John Hyde for the "Save our Film" campaign

### WA state library custodians

The Western Australian State Library Custodians was formed in 1998 to facilitate gaining sponsorship support from the public and the corporate sector. The Custodians is an incorporated body comprising influential members of the community committed to "further development of library collections for, and services to, the people of Western Australia". The Custodians support the State Library through promoting public awareness and facilitating financial support, investment, sponsorship, partnering and other relationships with the corporate sector or individual philanthropists.

Current WA State Library Custodians, who represent many sectors of the Western Australian business community, are:

Ron Sheen - President	
Patrick Breen	John Morhall
Simon Dawkins	Helen Muir
Colleen Hayward	Robert Muir
Richard Hazlewood	Betty O'Rourke
Graham McEachran	Peter Purcell
Kevin McMenemy	David Stephens
Bret Mattes	Joslyn Summerhayes

Following the launch of the Custodian's *Save Our Film* campaign a brochure listing 15 films in the Battye Library, and in urgent need of restoration, was released and the "general public ... invited to assist in the preservation of these important records of our history by selecting one of the films listed". The brochure listed only a small selection of the very large number of films in urgent need of preservation. Since that time donations and pledges have been

received to save many of the remarkable films held in the collection. The most significant donation was received as a grant of \$100,000 from the Lotteries Commission for the preservation of films important to the community's sense of identity and history. Preservation work will be carried out on 20-30 of the films most at risk in the State Film Archives in 2002-2003.

On 6 June the Hon Sheila M<sup>c</sup>Hale, Minister for Culture and the Arts, accepted an historic gift of records, on behalf of the people of Western Australia. The occasion was the formal handover of records from Western Australian Petroleum, more affectionately known as WAPET, by the current owners ChevronTexaco. The Minister acknowledged the significance of the gift and called on other companies in the industry to follow the example of ChevronTexaco. The file of records go back to early drilling in the Kimberley in the 1920s to the important discovery of oil at Rough Range in 1953, through the development of Barrow Island and offshore gas deposits. The gift also includes more than 200,000 photographs as well as motion picture film and video. The gift was arranged through the good work of the Western Australian State Library Custodians.

Financial assistance was again received from a private family trust, for a third year, to assist in the preservation of records relevant to the "Story of Women" in Western Australia. This time the monies have been used to process a large collection of archival documents from the Australian Nursing Federation.

### friends of battye library

The Friends of Battye Library (Inc.) supports and promotes the Battye Library and State Records Office through its fundraising and volunteer work. Its aim is to encourage and enhance the acquisition, preservation and use of archival and documentary materials. Membership rights are conferred on people undertaking voluntary work on the collections. Mrs Ruth Reid AM, is its patron and its president is Emeritus Professor Geoffrey Bolton. The *Friends of Battye Library Newsletter* is produced quarterly and is sent to 210 members, with the full text of the newsletter available on the State Library's website at [www.liswa.wa.gov.au/frbattnews.html](http://www.liswa.wa.gov.au/frbattnews.html).

Last year was an exceptional one for the 36 volunteers involved, with a total of 3965 hours being devoted to sorting, listing and indexing materials, an increase of 42 per cent compared with the previous year.

## public programs and business development

A highlight of the year was the launch of the latest Friends publication, the *WA Map Bibliography of Perth and districts*, compiled by David Whiteford, Barbara Judge and Joy Jones.

The microfilming of pre-Federation newspapers project, made possible through a grant from the Lotteries Commission, started in November and will take a year to complete. Under the leadership of Margaret Hartnup, the project will enable the microfilming of newspapers from 1877 to 1905 from regional centres. Free copies of relevant microfilm reels will be supplied to the relevant regional public libraries.

It was decided that earnings from the Sholl bequest this year would be used to produce a guide to the Aboriginal records in the Battye Library, due for release by the end of 2002.

At the quarterly general meetings, four guests provided talks.

- Professor Richard Nile, of the Australian Studies Centre at Curtin University, gave a presentation on 'The Uses and excuses of Professional Historians'. He spoke about the relationship between professional historians and the public

consumer in the digital age, and the future of history and Australian studies in Western Australia.

- Dr Ronda Jamieson's talk on 'The Country Storekeeper' in isolated rural areas of Western Australia, was illustrated with photographs and documents. Her main themes were the burden of debt carried by the country storekeeper, particularly during the Depression, and the rich archival records of the Daw family.
- Bill Bunbury spoke about his new book, 'It's Not the Money, it's the Land', and the interviews on which it was based. Several well-chosen and moving tape extracts bore eloquent testimony to the struggle Aboriginal pastoral workers had to receive recognition of the value of their work in equal wage cases.
- Professor David Black reminisced about his lifetime as a teacher of history at secondary schools and universities. The talk was a particularly stimulating and moving one, thoroughly enjoyed by all present. David has never lost his love of teaching and his skills and enthusiasm will be missed when he retires at the end of 2002.

## resource management

### managing our people

Human resource services continued to be provided by the Human Resources Unit within the Department of Culture and the Arts, covering areas such as recruitment, leave management, payroll services, workers compensation management and employee relations.

#### Staffing Summary

The average Full Time Equivalent (FTE) staffing level for 2001-02 was 250.56 FTE compared to an average FTE of 260.24 for the last financial year. One reason for the reduction in FTE is the non-inclusion of staff from the State Records Office (18 FTE), which became a separate agency within the Department of Culture and the Arts on 1 July 2001. The following table shows the number of staff by level for the last two years, excluding casual staff. The implementation of the Government's Modes of Employment policy resulted in the transfer of some casual staff to part time employment. The number of part time staff amounted to 27.9% of total staff.

#### Staffing Profile

Classification Level	As at 30 June 2001		As at 30 June 2002	
	Number	%	Number	%
<b>Wages</b>	16	6.14	15	5.59
<b>Level 1</b>	90	34.48	94	35.08
<b>Level 2</b>	44	16.86	45	16.79
<b>Level 2/4</b>	55	21.07	60	22.38
<b>Level 3</b>	12	4.6	14	5.23
<b>Level 4</b>	2	0.76	4	1.49
<b>Level 5</b>	23	8.8	17	6.35
<b>Level 6</b>	12	4.6	10	3.73
<b>Level 7</b>	1	0.38	3	1.12
<b>Level 8</b>	6	1.92	5	1.87
<b>Executive</b>	1	0.38	1	0.37
<b>TOTAL</b>	262	100%	268	100%
<b>State Records Office</b>	18		0	

#### Modes of Employment Policy

LISWA has a history of high levels of part time and casual employment to meet client service needs in the State Reference Library, the J S Battye Library, and the State Library and Discards Book Shops. While these arrangements have suited both parties in the past, the introduction and implementation of the Government's Modes of Employment policy had implications for the employment of casual staff. The number of casuals has been reduced and there has been an increase in the number of part time employment arrangements. The full implementation of the Modes of Employment policy will be completed during 2002-03.

The change to the opening hours of the Alexander Library Building in September 2001 also required review of the use of casual staff in delivering services. In reviewing staffing requirements, consultation was the key for implementing any changes necessary, and much time was invested in this process. In the State Reference Library, a new consulting mechanism was developed to manage complex communication and problem-solving processes, and has continued to be used as a tool for the generation of positive experiences in the change process.

#### Training and Development

Training was given a high profile during the year and approximately \$76,600 was spent on staff training, not including the cost of staff time in attending training courses. The major areas of training were team building workshops, enhancing customer service skills, and a range of computing and other general courses and seminars.

## resource management

During the year another LISWA staff member became an accredited Kinetica Training Agent for the National Library of Australia, providing regular training courses in Kinetica Web Search and Kinetica Document Delivery to Western Australian librarians and LISWA staff.

With the conversion of casual positions to permanent positions came a large intake of new staff. An intensive induction program was provided to these staff to enable them to effectively undertake their duties as quickly as possible.

### TeamNet

TeamNet is a forum for team leaders, consultants and managers to meet and develop a range of skills to assist them in their roles. This group meets once every two months and some of the training and development workshops included project management, improving communication skills, and dealing with negative attitudes in the workplace. A review of the effectiveness and benefits of this forum will be conducted in December 2002.

### Language Services Plan

The Foreign Language Skills database is available to staff to assist in the provision of interpretation services for clients of the Alexander Library Building. There are 54 staff who speak another language, with 40 languages at varying degrees of fluency. This is an indication of the range of diversity and skills of staff working within the State Library.

### Risk Management

A Risk Management Committee was formed as part of a Risk Management Strategy to review the systems, structures and documentation for the organisation. Representation from each of the cost centres has ensured that all areas are reviewed. This is a long term project to improve Risk Management practices and systems.

### Occupational Safety and Health

A new Occupational Safety and Health (OSH) Committee was established during the year and appropriate training for safety representatives was undertaken. A draft OSH Manual was submitted for staff feedback and has been circulated to the OSH Committee review prior to submission to the Executive Team.

A number of policies & procedures to manage OSH and the safety aspects of contractors on site were

introduced during the year. These included "Guidelines for Inspecting the Workplace", "Permit to Work Procedures for Contractors" and "Contractors' Safety and Health Guidelines".

An ongoing issue for the State Reference Library and J S Battye Library is the management of acetate films housed in the library. During the year all films in the State Film and Video Library (SFVL) were tested for acetate readings, and those films with high readings were removed from public access. A program of disposal of films is underway. Annual testing will ensure that the management of acetate films is an ongoing program within the library. The issue of public liability for the donation of films from the SFVL to incorporated bodies will be addressed during 2002-03.

### 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.

	2000-2001	2001-2002
<b>Frequency Rate</b>		
<u>Number of LTI/D x 1,000,000</u>	3.82	8.02
Total Hours Worked		
<b>Injury Index</b>		
<u>Number of days lost x 1,000,000</u>	26.8	194.51
Total hours worked		
<b>Average Time Lost Rate</b>		
<u>Number of working days lost</u>	70	24.25
Number of LTI/D		
<b>Estimated Cost of Claims per \$100 payroll</b>		
<u>Cost of Claims Incurred x 100</u>	\$0.4572	\$0.87
Total Payroll		
<b>Premium Rate</b>		
Premium as a % of payroll	1.38%	1.17 %
<b>Rehabilitation Success Rate</b>		
<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

## resource management

functions. There is global access to its online services 24 hours a day seven days a week and the website receives more than 25,000 hits on pages 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.

### Upgrade of the Library Management System

Since 1995, LISWA has used the Innopac library system to manage its processes and while clients have seen the benefits of a web-based environment in searching the database, internal processes have remained text based. A decision to upgrade to the next generation product called Millennium in 2002-2003 will see LISWA processes move from text-based software to a more graphically based environment, with new options available in some modules, and some modules offering extensive changes to functionality. The implementation of the Millennium product will require significant planning, and it will be installed and implemented in a phased-manner to allow minimal disruption to clients and optimum time for the development of new processes.

### 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. During the year more powerful public Internet workstations were deployed so that clients could take advantage of more advanced features which are now available on the Internet.

### Changes in Structure

A project to investigate common strategies for information technology and services across the Department of Culture and the Arts led to the secondment of the Chief Information Officer to undertake this review from September 2002. In 2002-03 a new integrated structure to manage hardware and generic IT applications across the Department will be implemented.

## financial management

Financial management services are provided to the Library Board of Western Australia jointly by the Department of Culture and the Arts, and staff within LISWA. The Ministry provided three outplaced officers in 2001-02 to assist, under the direction of LISWA's Manager, Financial Services.

LISWA once again received an unqualified audit report for the 2000-2001 financial statements, from the Office of the Auditor General.

## 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 receivals 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. This is indicated in the new Strategic Building Maintenance Plan 2001-02 – 2005-06 and the Strategic Facilities Plan which identify a number of issues that are a priority for the organisation. These include improved access for people with disabilities, investigation of PCB's within light fittings, upgrading light fittings as an energy saving initiative, and replacement of defective pneumatic controls to HVAC systems. This plan is a critical tool for forward capital works planning and has been acknowledged by Government with some additional funding being provided.

There were no unscheduled downtime periods of operation for any of the major plant and equipment throughout the building.

Work has been completed on the project to replace the floor-coverings within the Library. This major project has been undertaken over 3.5 years, and extensive planning has enabled this project to be delivered with minimal disruption to client services and only two weeks downtime on the first floor during the project's life.

## r e s o u r c e   m a n a g e m e n t

A large proportion of the work to replace the building Emergency Warning system has been undertaken however it was not completed within the 2001-2002 financial year as originally scheduled. Similarly, a project to rekey the building to increase security was not implemented by the private sector facility manager within the 2001-02 year. Both projects will be completed early in the new financial year.

Significant progress was made in addressing access to the facility for people with disabilities. New controls have been placed in the public lifts, glazing warning decals have been made more prominent, auto door controls have been installed to the James St internal sliding doors and tactile paving has been installed around the ornamental pond and at the Francis St end of the building. Standards Australia is developing new standards for disability access to buildings for people with vision, hearing and physical impairments. These new initiatives will interface with the work of the Australian Building Codes Board and additional funding will be required to meet these standards.

Effective energy management is critical to reduce costs on operating budgets and to lower energy demands

and thereby reduce the amount of greenhouse gases. Whilst significant progress has been made in the past 2 years, retrofitting of light fittings, modifications to light bank switching and load shedding programs are seen as a priority when funding is available. LISWA has significantly reduced its energy consumption over the last two years in the spirit of the new "Government Energy Smart program" which will place significant responsibilities on agencies to meet specified energy targets.

There were a number of difficulties experienced in delivering projects throughout the year due to delays in service delivery by the private sector facility manager, Department of Housing and Works and consultants. Despite this, most projects have been successfully completed and are within budget.

Project management assistance was provided for remedial works to the Preservation Services 10 degree stack and construction of a new 2-degree stack to enable better control of the State's collections.



## 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 for a period of four years in accordance with *The Library Board of Western Australia Act, 1951-1983*. Members are eligible for renomination at the expiry of their term of appointment.

	Eligible Meetings	Attendance at Eligible Meetings
<b>Mr Graham McEachran (Chairman)</b> (Ministerial Nominee) First appointed 1994	8	7
<b>Cr Joan Cameron (Vice Chairman)</b> (Country Shire Council's Association) First appointed 1990	7	6
<b>Mr Alastair Bryant</b> (Department of Culture & the Arts) First Appointed 2000 (Ex Officio)	11	8 *
<b>Clr Janet Davidson</b> (City of Perth) First appointed January 2001	11	8
<b>Mr Bryn Jones</b> (Fremantle City Council) First appointed 1998	11	5
<b>Dr Lenore Layman</b> (Ministerial Nominee) First appointed November 2000	7	7
<b>Ms Kathleen Melsom</b> (Department of Education) First Appointed April 2001 (Ex Officio)	11	6
<b>Mr Glyn Parry</b> (Ministerial Nominee) First appointed November 2000	11	9
<b>Mrs Kay Poustie</b> (Australian Library & Information Association) First Appointed 1991-93 & 1998	7	4
<b>Mr Michael Sonter</b> (Ministerial Nominee) First appointed November 2000	11	10
<b>Dr Ray Steedman</b> (Ministerial Nominee) First appointed January 2001	11	7
<b>Clr John Walker</b> (Country Urban Councils' Association) First appointed December 1999	11	7
<b>Mrs Nola Waters</b> (Local Government Association of WA) First appointed 1994	10	9
* For the August meeting, when Mr Bryant was unable to attend, another representative from the Department of Culture and the Arts attended.		

Ms Claire Forte was the Acting Executive Officer to The Library Board of Western Australia during 2001-2002.

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 Culture and the Arts  
The Hon Sheila M<sup>c</sup>Hale MLA

### Department of Culture & the Arts

LISWA is a service agency within the Department of Culture and the Arts (formerly the Ministry for Culture & the Arts). New legislation to formalise the arrangement was introduced to Parliament in 1998, but was not proceeded with.

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

### Review of Statutory Authorities

As part of the Government's Machinery of Government Taskforce Review of the public sector, there was a review of the roles and functions of Statutory Authorities during the year, to which the Board made a submission. Due to the timing of this review, the nomination process for new appointments for those members whose terms expired in 2002 was delayed pending the outcome of the review.

### Other significant legislation

In addition to its primary 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 Safety and Health 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

The Library Board reviewed the Internal Audit Charter and the membership of the Internal Audit Committee. As a service agency within the Department of Culture and the Arts, the main responsibility for financial systems and salaries reside with the Department. However, the Board considers that it has a responsibility to manage risk and examine the effectiveness and efficiency of the Library and Information Service of Western Australia's operations. During the year an audit of Contract Management within the agency was undertaken. LISWA is working with the Department for the establishment of a Department-wide internal audit function to act in conjunction with Board requirements.

### Risk Management

The Risk Management Committee is in the process of reviewing systems, structures and documentation to ensure a systematic and coordinated approach to identifying and managing risks. While there is a range of procedures in place to meet compliance requirements, it is recognized by the Committee that further work needs to be done to fully implement all procedures. As mentioned previously this is viewed as a long term project requiring continuous improvement.

### Complaints Handling

In October 2001, the Auditor General for Western Australia issued a report entitled *Righting the Wrongs: Complaints Management in the Western Australian Public Sector*. LISWA was one of the six public sector agencies examined for this report, and while it was found that the agency handled individual complaints fairly and provided remedies in a timely manner, significant shortcomings in complaint handling procedures were identified. Since the examination LISWA has produced a Complaint Handling Policy and introduced a Complaint Management System so that complaints can be

## corporate governance

tracked and information made available to management in a more structured manner. In 2001-02, LISWA received 138 complaints.

### 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 2001-2002 The Library and Information Service of Western Australia received no (0) 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. During the year LISWA's Information Statement was revised in the light of recent structural changes and includes details of internal policies and procedures which have an effect, or potential effect, on members of the public. It is available for public inspection on the LISWA website or from the FOI Co-ordinator in the Alexander Library Building.

FOI Co-ordinator  
Library and Information Service of  
Western Australia  
Alexander Library Building  
Perth Cultural Centre  
PERTH WA 6000  
Telephone: (08) 9427 3444  
Facsimile: (08) 9427 3336

### Compliance with Section 175ZE of the Electoral Act 1907

During 2001-02 The Library Board of Western Australia did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

\$56,160 was spent on radio and newspaper advertising for events, sales, exhibitions or public announcements. \$10,415 was spent on advertising for staff recruitment.

### Compliance with Public Sector Management Act 31(1)

Employees of the Library & Information Service of Western Australia are employees of the Director General of the Department of Culture and the Arts,

however, the Chief Executive Officer of LISWA has delegated authority with respect to employment.

Human Resource services are provided by the Human Resource group of the Department of Culture and the Arts. Specific advice on compliance with the Standards is provided for recruitment, transfer, secondment, redeployment, termination, discipline, temporary deployment and grievance resolution.

Compliance checks and controls are performed regularly by the Human Resource group and where it appears that LISWA has not complied with the standards, the situation is investigated and action taken as appropriate to the circumstances.

LISWA operates under the Code of Conduct for the Department of Culture and the Arts. The Code of Conduct has processes for breaches of the Code.

1. 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.
2. I have put in place procedures designed to ensure such compliance and conducted appropriate internal checks to satisfy myself that the statement made in point 1 is correct.
3. There were no breach applications lodged with regard to recruitment and selection at LISWA during 2001-2002.



Claire Forte  
Acting Chief Executive Officer and State Librarian

## members of the library board

### chairman

#### Mr Graham McEachran

Graham McEachran is an independent management consultant. He was for many years a partner in the firm of Ernst & Young, and subsequently a Vice President in the consulting firm of Cap Gemini Ernst & Young, specialising in information technology consulting. Graham brings to the Board over thirty years experience with large multinational corporations, the mining industry and many areas of government.

Graham has wide business, cultural and sporting interests. He wrote a history of the Claremont-Nedlands Cricket Club to mark its centenary and was a contributor to the "Oxford Companion to Australian Cricket". He has particular interests in the performing arts and in architectural history.

Graham has been a member of numerous other boards and 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, a key success area for the Library and Information Service.

### vice chairman

#### Councillor Joan Cameron

Joan Cameron was appointed to the Library Board in 1990. A member of the Board's Executive since 1991 and Vice Chairman of the Board from 1993 to 1997 and again from 1998 to the present, 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 bibliophile and 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 over twenty years experience as a Councillor of the Shire of Plantagenet and having been 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 Director General of the Department of 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. Prior to his current appointment he held the position of Commissioner of State Revenue for six years.

He has a Bachelor of Business, a Master of Leadership and Management degree, is a fellow of the Australian Society of Certified Practising Accountants, and the Australian Institute of Management. He also serves on the Committee of Kids Help Line and is a Trustee of the Healing Hearts Foundation.

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.

#### Clr Janet Davidson

Janet Davidson is a business woman, consultant and Executive Officer to the Australian Information Industry Association. She is a Councillor for the City of Perth and holds a Master's Degree in Management from the University of Western Australia. Mrs Davidson is also a Justice of the Peace and a trained teacher.

Councillor Davidson is Board Co-ordinator to the National Council of Women of Australia (NCWA), Vice president to the WA Council of NCWWA and Advisor for Science and Technology. She has been involved in the Australia Day Celebrations and is a member of the Friends of the WA Art Gallery.

## members of the library board

### 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 was a member of the steering committee of "Fremantle On-Line", a project which developed an integrated approach to information technology for the city, including 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.

### Dr Lenore Layman

Dr Lenore Layman is Senior Lecturer in History at Murdoch University's School of Social Inquiry, and brings a wealth of knowledge and experience to the Library Board which is responsible for the State's documentary heritage. She plays an active role in the Western Australian historical community as Executive Director of the Western Australian History Foundation and a councillor of the Royal Western Australian Historical Society.

### Ms Kathleen Melsom

Ms Melsom is Manager, Office of the Executive Director, Student Services & Community Support. For the past 12 years, she has worked in the area of curriculum development, policy and provision. More recently she has assumed responsibility for rural education and community links.

### Mr Glyn Parry

Glyn Parry is a national award winning author whose books are much loved by young people. He is widely respected in the WA literary community and is much sought after for speaking engagements at literary festivals and workshops throughout Australia. Prior to becoming a full time writer, Glyn was a teacher and teacher librarian.

His community work includes Community Leader with the WA Drug Abuse Strategy Office and the

2000-2001 Youth Panel of the Australia Council for the Arts. Glyn is the West Australian appointment to the ABC National Advisory Council.

### Mrs Kay Poustie

Kay Poustie is a Director of Poustie Consulting Pty Ltd. She held the position of Manager, Libraries, Arts and Culture at the City of Stirling for sixteen years, strategically positioning the library service to become the busiest in Western Australia.

Kay was an inaugural 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 now a Consulting member of the Network.

She 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 world-wide service organisation of executives in business and the professions, Kay is also involved in community service.

### Mr Michael Sonter

Mr Sonter is a partner with Downings Legal with 18 years of legal experience. He has worked for major insurers in employer's liability, common law, worker's compensation and public liability, as well as advising a number of State and Commonwealth bodies on disputes involving administrative law.

He is an accredited mediator and is on the list of Mediators appointed by the Chief Justice of the WA Supreme Court, and is a member of the Law Council of Australia.

### Dr Ray Steedman

Dr Steedman has over thirty years experience in providing national and international ocean and environmental sciences and engineering services to the to the oil and gas and mining industries, and

## m e m b e r s o f t h e l i b r a r y b o a r d

government. He was a founder and director of Steedman Limited and related entities from 1974 to 1989, and executive director of Oceanroutes Australia Pty Ltd and other related Swire Group companies.

Between 1994 and 1997 Dr Steedman was chairman of the Environmental Protection Authority of Western Australia. In addition he was a non-executive director of Aerodata Holdings Limited from February 1994 to August 1997 and Managing Director from August 1997 until December 1999. Currently Dr Steedman is a non-executive director and chairman of Mantacom Technology Limited and various private companies, and a consultant to industry and government.

Dr Steedman was a member of the council of the Australian Institute of Marine Science from 1983 to 1989, and chairman of the Institute between 1990 and 1996. In addition he is on a number of Commonwealth and State Government advisory committees and boards, and a Governor of the Leeuwin Sail Training Foundation, and Chairman of the National Trust of Western Australia, Environmental Covenanting Committee.

### **Clr John Walker**

John Walker is an elected councillor with the City of Albany. He has a background as a farmer and grazier, and represents Albany City at South Coast Management, Great Southern Saleyards, Great Southern Grammar College, Timber Industry Roads, Rainbow Coast Regional Council, and the Great Southern Regional Council. He represents local government on the Local Government and Regional Development Board.

### **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.

# standing committee on public records

## Terms of reference

From early 1991 until its final meeting in November 2001 the Standing Committee on Public Records advised the Library Board of Western Australia on the implementation of the records disposal provisions of the *Library Board of Western Australia Act*. During its ten year life the Committee operated under the terms of reference first 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 Committee met twice during the year, (on 30 August and 29 November 2001) and recommended 23 disposal authorities for Board approval. Agencies which successfully submitted major retention and disposal schedules include, the Department of Consumer Protection, the Office of the Public

Advocate, the Children's Court of Western Australia, the Department of Resource Development, and the South East Metropolitan College of TAFE.

## Dissolution of the Committee

On 30 November 2001, the *State Records Act 2000* and the *State Records (Consequential Provisions) Act 2000* were proclaimed in full. These Acts repealed the record keeping provisions of the *Library Board of Western Australia Act* (i.e. sections 22 to 33), which had been in force since 1974.

On 20 December 2001 the Library Board endorsed the recommendations of the final meeting of the Standing Committee. A formal ceremony was held on that day, attended by Board members and the Chair of the State Records Commission, to commemorate the work accomplished by the Standing Committee and mark the transfer of power with respect to government record keeping to the State Records Commission.

## membership of the committee: july to november 2001

### Members

Clr Nola Waters (Chair)	Library Board
Ms Kay Poustie	Library Board
Mr Phil Chapman	Records and Information Management Liaison Group
Mrs Jenny Edgecombe	Australian Society of Archivists
Mr Neil Granland	Records Management Association of Australia (WA)
Ms Diane Jowett	Local Government Records Management Group
Mr Michael Sonter	Law Society of WA / Library Board

### Deputies

Ms Barbara Van Bronswijk	Australian Society of Archivists
Dr Jenny Gregory	Historian
Mr Peter Hewitt	Records Information Management Liaison Group
Ms Prue Griffin	Law Society of WA
Mr. Laurie Varendorf	Records Management Liaison Group

### LISWA and State Records Office membership

Ms Claire Forte, <i>Ex officio</i>	Acting CEO LISWA and State Librarian
Mr Chris Coggin, <i>Executive Officer</i>	Director: State Records Office
Ms Isabel Smith, <i>Committee Secretary</i>	Team Leader: State Records Office
Mrs Norma Shopland, <i>Minutes Secretary</i>	State Records Office

## principal officers of LISWA

### **chief executive officer and state librarian**

**Claire Forte**

Appointed to Acting position April 2001

### **director: public library services**

**Susan Feeney**

Appointed: February 2001

### **director: j s battye library**

**Ronda Jamieson**

Appointed: March 1999

### **director: state reference library**

**Brian Dawson** (*Acting, July 2001 – 19 April 2002*)

**Barbara McGuire** (*Acting from 22 April - June 2002*)

### **director: corporate & business services**

**Peter Lambert**

Appointed: May 1999

### **chief information officer**

**Graham Hilton**

Appointed: March 1995

(*Seconded to Department of Culture and the Arts, September 2001*)

### **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.



## performance indicators



## AUDITOR GENERAL

**To the Parliament of Western Australia**

**THE LIBRARY BOARD OF WESTERN AUSTRALIA  
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2002**

**Scope**

I have audited the key effectiveness and efficiency performance indicators of The Library Board of Western Australia for the year ended June 30, 2002 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 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, 2002.

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

D D R PEARSON  
AUDITOR GENERAL  
November 1, 2002

## 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 were included in the 2001-02 Budget Statements under the outcome for the Department of Culture & the Arts. These funds were allocated to the Department's Output 2: Library, Archival and Information Services.

The Library and Information Service of Western Australia and the State Records Office contribute 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**

1997-98	1.27
1998-99	1.27
1999-00	1.25
2000-01	1.24
2001-02	1.19

*Note: (1) The stock in public libraries decreased in 2001-02, mainly due to the discard of most of the stock in the Core Stack - a collection of final copies of books available for inter-library loan.*

*(2) The population estimate of the WA population for 2001-02 is 1,918, 800 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics December Quarter 2001)*

**Percentage of inter library loan requests which were satisfied.**

1997-98	90.75%
1998-99	92.26%
1999-00	93.70%
2000-01	91.58%
2001-02	93.01%

*Note: (1) 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.*

*(2) As libraries increasingly use electronic means for document delivery services, those requests referred to LISWA are of a more difficult nature and therefore the success rate in satisfying those requests may decrease.*

**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.**

Information services are provided to clients by staff in 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 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 and Battye Library was by a sample of 737 clients for one week, with a set number of forms distributed each day (and at different times) for 7 days.

## performance indicators

The State Records Office surveyed 53 clients using the search room as well as a sample of regular researchers by mail. The response rate was 83% with a standard error rate of  $\pm 1.52\%$ .

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

	<b>June 1998</b>	<b>June 1999</b>	<b>June 2000</b>	<b>June 2001</b>	<b>June 2002</b>
Satisfied or very satisfied	89.9%	92.3%	89.4%	89.5%	89.4%
Neutral	7.9%	5.4%	7.3%	8.7%	4.8%
Dissatisfied	1.15%	1.4%	0.9%	1.1%	1.3%
Did not respond	1.15%	0.9%	2.4%	0.7%	4.5%

Note: 2001-02 satisfaction rates for individual areas were:

- 94% for the Battye Library
- 87.7% for the State Reference Library
- 96.2% for the State Records Office.

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

During June 2002 a survey was conducted to measure government agency client satisfaction with six major areas of service provided, as well as satisfaction with the series of free Recordkeeping Plan seminars conducted throughout the State during March – May 2002. The survey focused on 126 agencies who had utilised two or more areas of service during the current year. Responses were received from seventy five (75) agencies, a 60% response rate. Standard error rate not required as 100% of population tested.

Respondents who thought services were good or very good:

	<b>1997-98</b>	<b>1998-99</b>	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>
Consultancy Services	96%	96%	100%	100%	91%
Recordkeeping Advice	n/a	94%	92%	98%	100%
Disposal Authority Formulation	95%	93%	90%	96%	90%
Recordkeeping Plan Seminars	n/a	n/a	n/a	n/a	95%
Publications	94%	89%	85%	89%	97%
Archival Records Loan Service	92%	90%	96%	100%	100%
Temporary Records Loan Service	85%	75%	86%	100%	91%
Overall Satisfaction with SRO Services	n/a	n/a	n/a	97%	94%

## efficiency measures

### output 2

*Library, Archival and Information Services.*

#### Cost of Exchanging stock

The exchange system is the cornerstone of the public library system in WA, distributing new and used stock to public libraries, and therefore providing access to a diverse range of knowledge and information.

## performance indicators

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

1997-98	\$2.17
1998-99	\$2.21
1999-00	\$2.09
2000-01	\$2.16
2001-02	\$2.16

*Note: 411,033 items were distributed in 2001-2002, an increase of 11,340 over the number in 2000-01. The decrease in costs was due to this increase.*

**Enquiry Services**

Providing information to the public is a vital service of the 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 Battye Library answered 56,577 consultancies and enquiries, and the State Reference Library 92,346.

**Cost per enquiry**

	<b>Battye Library</b>	<b>State Reference Library</b>
1997-98	\$10.97	\$ 8.24
1998-99	\$ 9.54	\$ 8.04
1999-00	\$ 9.35	\$ 9.52
2000-01	\$10.07	\$11.24
2001-02	\$12.54	\$12.02

*Note: The increase in 2001-02 is due to a decrease in the number of enquiries and consultancies and an increase in salary costs.*

**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**

1997-98	\$4.53
1998-99	\$4.34
1999-00	\$4.64
2000-01	\$4.71
2001-02	\$5.43

*Note: The increase in costs is due to reduced retrievals and an increase in the number of FTEs associated with reference activities.*

**Costs for Acquiring and Maintaining the 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.**

1997-98	\$11.02
1998-99	\$10.25
1999-00	\$12.58
2000-01	\$12.51
2001-02	\$18.50

*Note: (1) Figures for 1997-98 include costs 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. (2) The increase in 2001-02 is due to decreased orders for multi language material for public library stock.*

**Unit cost of preparing public library stock for use.**

1997-98	\$0.81
1998-99	\$0.59
1999-00	\$0.89
2000-01	\$0.88
2001-02	\$0.92

*Note: Figures for 1997-98 were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. From 1999-2000 these figures are for public library stock, the bulk of the stock (232,175 items), which decreased by 930 in 2001-2002 leading to a slight increase in costs.*

## performance indicators

### Unit cost of cataloguing new titles for stock.

	All stock	Public Library stock	State Reference Library stock	J S Battye Library stock
1997-98	\$21.10			
1998-99	See across	\$6.07	\$32.64	\$54.51
1999-00		\$7.30	\$39.46	\$48.69
2000-01		\$7.33	\$30.52	\$52.14
2001-02		\$7.21	\$30.05	\$51.37

Note 1: Figures for 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 and the 1998-99 figures reflect this and 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 2001-02 the cost of cataloguing all categories of stock decreased due primarily to increased items catalogued, although for public library stock this was due to decreased costs.

## cost of maintaining the permanent collections

### Cost per support staff activity

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

	J S Battye Library	State Reference Library
1997-98	\$1.80	\$1.90
1998-99	\$1.96	\$1.70
1999-00	\$1.96	\$1.86
2000-01	\$1.76	\$2.49
2001-02	\$1.73	\$3.00

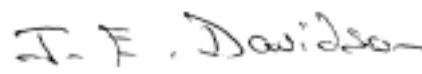
Note: The number of support staff activities in the State Reference Library in 2001-2002 decreased, leading to higher costs.

## 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, are relevant and appropriate for assisting users to assess the Library Board of Western Australia's performance, and fairly represent the performance of The Library Board of Western Australia for the year ending 30 June 2002.



**Mr Michael Sonter**  
Member of the Library Board



**Cr Janet Davidson**  
Member of the Library Board

28 August 2002

**outcome**

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

In 2001-2002, LISWA reported under Output 2, Library, Archival and Information Services, for the Department of Culture and the Arts in the Budget Statements. These measures reflect the performance of LISWA and the State Records Office. The performance measures below are not audited.

**output 2: library archival and information services**

***Output Description: Delivery of library archival and information services through the Internet, the Alexander Library and the Public Library system. Support Local Authorities and associated bodies with leadership, resources, information and other services. Services ensure that Western Australia's documentary heritage is collected, organised and preserved for access by future generations.***

	<b>2000-01 Actual</b>	<b>2001-02 Target</b>	<b>2001-02 Actual</b>	<b>2002-03 Target</b>
<b>Quantity</b>				
Information Interactions	3,615,944	3,650,000	3,669,119	3,650,000
Number of new items added to the collections	323,609	350,000	322,699	350,000
<b>Quality</b>				
Client satisfaction with services	90%	90%	89%	90%
% collections covered by collection development policies	100%	100%	100%	100%
<b>Timeliness</b>				
Time taken from order to dispatch (public library collections)	133 days	125 days	144 days	125 days
Hours the Library is open	74.5 hours	67.5 hours	67.5 hours	67.5 hours
<b>Cost</b>				
Information interactions	\$6.01	\$5.97	\$6.21	\$6.54
New items added to the collections	\$44.73	\$41.50	\$48.64	\$45.48

## output measures

### note on the output measures

#### Quantity

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

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 includes not only the purchase price for new items, but also the cost of acquiring, cataloguing and processing those collections ready for use.

#### Quality

The satisfaction rate is a combined measure of feedback from our clients to the services provided in the State Reference Library, Battye Library and the State Records Office.

Establishing a collection development policy to meet the needs of clients, and then adhering to this policy, is the main measure of quality for a large diverse library collection. All of the library's collections are now covered by collection development policies.

#### Timeliness

The timeliness measure reflects the number of hours per week that people can physically access the Alexander Library Building. In 2001-02 the opening hours of the library were decreased with the closing time during the week moving from 9.45pm to 8.00pm. However, through the LISWA website, clients can access the database and some digital collections 24 hours a day.

The time taken from the ordering to the dispatch of public library stock to a sample of country and metropolitan libraries is used as the measure for new items. There have been delays in the receipt of overseas material in 2001-02 resulting in a longer period than last year.

#### Cost

Cost figures for 2000-01 actuals, 2001-02 target and 2002-03 target are from the 2002 Budget Statements. The 2001-2002 Actuals include both LISWA costs and a proportion of the costs from the Department of Culture and the Arts including Capital User Charges.

The following people were employed at the Library & Information Service of Western Australia at 30 June 2002. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

## executive office

**Chief Executive Officer and State Librarian**  
Claire Forte

**Senior Executive Assistant**  
Lesley Smith

**Library Officers**  
Patricia Carville  
Shirley D'Cruze (Seconded)  
Jane Masterman

## public library services

**Director: Public Library Services**  
Susan Feeney

**Administrative Assistant**  
Claire Harloe

### *Library Advisory Services Team*

**Team Leader**  
George Cowcher

#### *Consultants*

**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  
Fiona Caratozzolo  
Michael Cuomo  
Jenny Evans  
Oliver Gatty  
Norene Garry  
Leonie Hayes  
Sue Hunter (M/L)

Karin Jones  
Karen Lycett

**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  
Yvonne Grant  
Pam Gully  
Ken Hewitt  
Maria Milos  
John Naturalny  
Pamela Pilmer  
Clint Polman  
Daniella Popiel  
Brian Pratt  
Lynsey Scott  
Amrick Singh  
Maurice Smith  
Peter Thackray  
Brian Walker  
Alan Wyncol

#### **Store Officers**

Valma Bell  
Terry Cambridge  
Ryan Guddan  
Phillip Hough

#### **Van Drivers**

Zachary Bell  
Gary Obrecht

### *Bibliographical Services Team*

**Team Leader**  
Gladys Douthwaite



## staff members

### Librarians

Jane Jeleric  
Joan McKenna  
Ursula Wiejowski

### Orders Coordinator

Pat Hyde

### Library Technician

Wendy Monaghan

### Senior Clerk: Orders

Anita Freeman

### Senior Clerk: Invoices

Deborah Jones

### Senior Clerk: Processing

Antonetta Fernandes  
John Rebick (Leave)

### Library Officers

Pam Beveridge  
Alex Brennan  
Kim Bucchino  
Zofia Carter  
Grace Chiu  
Lorraine Karas  
Gregory Kirby  
Jo O'Connor  
Jeanette Shepherd  
Nicola Smith  
Pat Szabo

### Store Officers

Catherine McIntyre  
Ron McPherson

### *Document Delivery Services Team*

#### Team Leader

Ross Withnell

#### Librarians

Pena Atanasoff  
Barbara Harris

#### Library Technician

Sue McDonald

#### Senior Clerk

Annette Stephens

#### Library Officers

Adie Baldie  
Pamela Beebe  
Ewa Bieniawski

Donna Brown  
Seela Dushyanthan  
Julie Jennings  
Sandra Jones  
Caroline Nightingale  
Helen Reece  
Emma Sibbald  
Dianne Young

## **j s battye library of west australian history**

### Director: Battye Library

Ronda Jamieson

### Administrative Assistant

Patricia Barr

### *Battye Archival Collections Team*

#### Team Leader

Jennie Carter

#### Librarians

Gerard Foley  
Steve Howell  
Julie Martin

#### Secretary: Oral History

Valda Kiely

#### Library Technician

Jan Skillington

#### Library Officers

Gail O'Hanlon  
Carl Studd

#### Migrant Communities Archive Project

#### Coordinator

Leigh Hays

#### Archivist

Sue Sondalini

#### Library Technicians

Maryon Craig  
Jessica Morris

### *Battye Published Collections Team*

#### Team Leader

Brian Stewart

#### Librarians

Sue Byrne

## staff members

Alison Hocken  
Glenda Oakley  
Carol Smith  
David Whiteford

### **Library Technician**

Mary Jones  
**Senior Clerk**  
Robert Reece

### **Library Officers**

Trish Bond  
Bronwyn Cropley  
Helene Charlesworth  
Lynley Edwards  
Mawghan Elverd  
Meredith Howell  
Sandra MacIntyre  
Sue Osmond

### ***Bibliographical Services Team***

#### **Team Leader**

Beth Frayne

#### **Librarians**

Angela Don  
John Draffin  
Robyn Edwards  
Sai-Kee Kek

#### **Senior Clerk**

Pat Willans

#### **Senior Library Officer**

Helen Marsh

#### **Library Officers**

Lucy Dal Busco  
Linda Davis  
Rachel Turner

### ***Preservation Services Team***

#### **Manager**

Pat Griffiths

#### **Senior Conservator**

Stephanie Baily

#### **Conservator - Books**

Timothy Cooke

#### **Conservation Technicians**

Susan Anderson  
Susan Crockett

#### **Conservation Assistant**

Ian Donaldson

#### **Coordinator Micrographics**

Lee Blackford

#### **Micrographic Technicians**

Kerry Bedwell  
Jennifer Crabtree  
Gayle Mc Glynn  
Sandy McGlynn  
Tina Guariglia  
Paul Mitchell  
Carol Williams

#### **Coordinator Photographic and Multimedia Services**

Toni Munro

#### **Photographic Technicians**

Robert Diggins  
Cynthia Coombs

#### **Clerk**

Maria Jakovcich

## **state reference library**

#### **Director: State Reference Library**

Barbara McGuire

#### **Project Manager**

Brian Dawson

#### **Administrative Assistant**

Wendy Mekisic

### ***Arts & Literature Team***

#### **Team Coordinator**

Nicole Piontek

#### **Librarians**

Marilyn Cacavas  
Antionette Carrier  
Julianne Clifford  
Anne Keehan  
Mary Lewin  
Mary Magaraggia  
Jeya Ponnuthurai (Leave)  
Carol Rikli

#### **Library Technician**

Jenni Williams

## staff members

### **Library Officers**

Linda Black  
Paul Buttsworth  
Derek Chantler  
Kay Commons  
Rachael Eathorne

### ***Bibliographical Services Team***

#### **Team Leader**

Pearl Tan

#### **Librarians**

Pam Marciano  
Kathy Rawlinson  
Robin Robinson  
Jeri Tatian

#### **Project Coordinator**

David Jones

#### **Acquisitions Coordinator**

Barbara Joy

#### **Serials Coordinator**

Karen Godfrey

### **Library Officers**

Betty Bilton  
Linda Laycock  
Karen Lydon  
Glenys Oakes  
Kerry Randall  
Renata Roberts

### ***Business & Management Team***

#### **Team Coordinator**

Virginia Burris

#### **Librarians**

Jude Cooper  
Frances Hammond  
Pam Phelan  
Jo Roberts  
Salwa Soliman  
John Toomey

#### **Senior Clerk**

Tanya Daddi

### **Library Officers**

Sue Gray  
Rosemary Jones  
Adele Sugars  
Rick Weiss

### ***Industry & Technology Team***

#### **Team Leader**

Gabrielle Reynolds

#### **Librarians**

Peter Bloomfield  
Kim Cannon  
Brenda Collins  
Kate Eckersley  
Justin Fairhead  
Carmel McRobert

#### **Senior Clerk**

Sharon Pratt

### **Library Officers**

Evelyn Bullin  
Samantha Fairbanks  
Laura Foote  
Jenny Leunig

### ***Music & Performing Arts Team***

#### **Team Coordinator**

Julie Sheren

#### **Librarians**

Allison Fyfe  
Janet Hocken  
Jane Jones  
Mary-Anne Reid  
Kylie Smith

#### **Library Technician**

Peter Edwards

### **Library Officers**

Julie Jenkins  
Diana Ridge  
Gayle Roberts

### ***Social Sciences Team***

#### **Team Leader**

Gaye Sweeney

#### **Librarians**

Laurie Allen  
Katherine Bradford  
Lesley DuBois  
Russell Hamilton  
Susan Henson

#### **Library Technician**

May Pye

**Senior Clerk**

Jolanta Andres

**Library Officers**

Eileen Branson

Moira Harding

Cecil Hare

Bill Hollis

Sue Ryan

Maria Vargas

**corporate and business services**

**Director: Corporate & Business Services**

Peter Lambert

**Personal Assistant**

Jean Duff (Seconded)

Lenore Hudson-Taylor

**Manager: Organisation Development**

Carole Baetge

**Consultant: Policy & Evaluation**

Julie Ham

**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

**Business Development**

**Manager: Business Development**

Greg Doehring

**Bookshop Manager**

Alyson De Souza

**Coordinator Discard Sales**

David Hodgson

**Client Service Officer: The Discard Book Shop**

Maureen D'Rozario

**Financial Services**

**Manager**

Janet Yap

**Financial Officer Budgeting**

Lilian Dinardo (Outplaced)

**Supply Officer**

Kim Armstrong (Outplaced)

**Finance Officers**

Gary Johnson (Outplaced)

Daniel Hutchinson

Brian Berry

**Information Systems**

**Chief Information Officer**

Graham Hilton (Seconded)

**Manager: Information Systems**

Dianne Calway

**Coordinator: Application Services**

Kaye Hill

**Coordinator: Corporate Information**

Jill Jones

**Consultant: Application Services**

Collette Richards (M/L)

**Web Administrator**

Illona Tobin

**Network Administrator**

Ivelina Staneva

**Innopac Administrator**

Dixie Moore

---

## staff members

### **Contractor (PC Support)**

Shaun Bennett

### **Senior Corporate Records Officer**

Tarmla Cook

### **Officers**

Geoff Carruthers

Win Wharam

### ***Public Programs***

#### **Manager**

Doug George

#### **Promotion & Publication Officers**

Andrew Macdonald

Dana Tonello

### ***Sponsorship and Investment***

#### **Project Leader: Western Stories**

Patrick Moore

#### **Project Officer**

Pauline Jamieson

## staff achievements

**Nola Allen**

- Secretary, Children's Book Council of Australia (WA Branch).
- Judge, Eve Pownall Award for Information Books.
- Judge, Tim Winton Young Writers Award.
- Judge, Christobel Mattingley Young Writers Award.
- Reviewer, *Magpies: Talking About Books For Children*.

**Stephanie Baily**

- "Preservation of Fragile Records", talk, Records and Information Management Liaison Group (RIMLG), July 2001.
- "Challenges, Issues and New Approaches being taken in Conservation", talk, Australian Society of Archivists (WA Branch), July 2001.
- "The Effects of Micro Organisms on Library and Archival Materials", talk, UWA microbiology students, September 2001.
- "Caring for your Family Archive", talk, Stirling Library, September 2001, and for Seniors Week, October 2001.
- "Preservation Issues", talk, Migrant Community Archive Project, Fremantle History Museum, February 2002.
- "Practical ways of Preserving Archival Materials", paper, Australian Society of Archivists (WA Branch), Introductory Workshop on Archives and Recordkeeping, May 2002.
- "Preservation of Archival Materials", paper, Parish Archivists Workshop, May 2002
- Committee Member, the Australian Institute for the Conservation of Cultural Material, WA Division.

**Jennie Carter**

- "Resources in the Battye Library", on-line presentation, Family History Fair, National Archives (WA), March 2002.
- "Researching your family's history in the Battye Library", talk, Geraldton Family History Society, April 2002.

- Chair, Seminar for Migrant Community Archive Project - Fremantle Arts Centre February 2002.
- Member technical panel, Community History Grants, Lotteries Commission.
- Several articles on various topics published in Country newspapers, and *Friends of the Battye Library Newsletter*.

**George Cowcher**

- Member, Peel Resource Sharing Group
- Member, Regional Roundtable and Regional Services Committee (Department of Culture and the Arts)

**Brian Dawson**

- Board Member, Callaway Centre (formerly Callaway International Resource Centre for Music Education).

**Rob Didcoe**

- Awarded 'Accredited Facility Manager Status', level 2, by the Facility Management Association of Australia.
- Member, Government Risk Management Group
- Member, Disability Services Planning Committee (Department of Culture and the Arts).

**Jenny Evans**

- Webmaster, Western Australian Young Readers Book Award

**Gerard Foley**

- "Archival Practice and how it relates to Church Archives", paper, Parish Archivists Workshop, 16 May 2002.
- "Acquisition, Appraisal and Accessioning", paper, Australian Society of Archivists (WA Branch), Introductory Workshop on Archives and Recordkeeping, May 2002.
- Convenor, Australian Society of Archivists (WA Branch).

## staff achievements

### Claire Forte

- Member, Council of Australian State Libraries (CASL).
- Member, State Literature Centre Board.

### Beth Frayne

- Co-convenor (with Jane Jones), WA Kinetica Users' Group.
- Co-author, *WA Map Bibliography, Perth and districts*, published by Friends of Battye Library Inc., 2002.

### Allison Fyfe

- "Lifting the Lid on Pandora's Box: Considering change in the Music and Performing Arts Library at the Library and Information Service of Western Australia", in: *Continuo*, vol 30, 2001, pp15-18.
- Western Australian Representative, International Association of Music Libraries (IAML) Australian Branch.

### Doug George

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

### Michelle Gherghinis

- Judge, Tim Winton Young Writer's Competition.

### Julie Ham

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

### Leigh Hays

- Migrant Community Archive project, talks, Fremantle History Museum, Northam Heritage Planning Day, Chung Wah Association, joint Australian Society of Archivists and Professional Historians and Researchers Association meeting, February - April 2002.
- Articles on the Migrant Community Archives project in *Playback*, *Western Ancestor*, *PHR newsletter*, *History West*, *WAATI Newsletter*, *Local-Link*, *South Western Times*, *Geraldton Guardian*, *Eastern Suburbs Reporter Community*, *Wanneroo*

*Times Community.*

### Kaye Hill

- Committee Member, Western Australian Innopac Users' Group (WAIUG)
- Council of Australian State Libraries (CASL) Representative on the National Library of Australia's Kinetica Advisory Committee.
- Kinetica Advisory Committee representative reporting to the WA Kinetica Users' Group.

### Janet Hocken

- "Usefulness of web sites as a business tool for contemporary music industry development", bibliography for ArtsWA.

### Ronda Jamieson

- *Sir Charles Court: the man behind the public face*, paper, Sir Charles Court in Western Australian History Conference, Curtin University, 21 September 2001.
- *The Country Storekeeper in Isolated Rural Communities*, talk, Friends of Battye Library meeting, 23 October, 2001.
- *Showcasing the last century at Battye Library*, Tuesday Morning Show, City of Perth, 16 April 2002.
- *Oral History for Teachers and Students*, Teachers' Professional Development, Murdoch University, 30 April 2002.
- *An Introduction to the Battye Library and Oral History and the Church Archive*, papers, Parish Archivists Workshop, 16 May, 2002.
- Member, WA Professional Advisory Panel, Winston Churchill Memorial Trust of Australia.
- Board member, Research Institute of Cultural Heritage, Curtin University.
- Committee Member, Friends of Battye Library (Inc.)
- Member, History Council of WA Working Party.
- Contributor to the *Friends of the Battye Library Newsletter*.



## staff achievements

**Jane Jones**

- Co-convenor (with Beth Frayne), WA Kinetica Users' Group.

**Julie Martin**

- Treasurer, Friends of Battye Library Inc.
- Contributor to the *Friends of the Battye Library Newsletter*.

**Yvonne Morant**

- Member, Disability Services Planning Committee (Department of Culture and the Arts).
- "Library users with disabilities in indigenous and remote communities", paper, National Library of Australia Forum on Library Services to People with Disabilities, March 2002.

**Sue North**

- Committee member, Children's Book Council of Australia, WA Branch.
- Committee member, Conference Committee for the Children's Book Council Conference.
- Judge, City of South Perth Christobel Mattingley Young Writers Competition.

**Gabrielle Reynolds**

- Member, CASL Consortia and Licensing Working Group
- Member, CASL Reference Services Working Group

**Sue Sondalini**

- Migrant Community Archive project, talks, Fremantle History Museum, Chung Wah Association, joint Australian Society of Archivists and Professional Historians and Researchers Association meeting, February - April 2002.
- "Fremantle's Migrant Communities: Keeping those precious family records", talk, Fremantle Heritage Week, June 2002.
- Migrant Community Archive project, radio interviews, 6PR, May and June 2002.

- Contributor of features on Migrant Community Archives project to *Play Back*, *Western Ancestor*, *PHR Newsletter*, *History West*, *WAATI Newsletter*, *Local-Link*, *South Western Times*, *Geraldton Guardian*, *Eastern Suburbs Reporter Community*, *Wanneroo Times Community*.

**Brian Stewart**

- Deputy Presiding Member, Bassendean Library Advisory Committee.
- "Getting the Picture: subject analysis for indexing and access to historic photographs", talk, Edith Cowan University, October 2001.

**David Whiteford**

- Co-author, *WA Map Bibliography, Perth and districts*, published by Friends of Battye Library Inc., 2002.
- "The collections and services of the Battye Library", talk, Eastern Goldfields Family History Centre, Kalgoorlie-Boulder, December 2001.
- Contributor to the *Friends of the Battye Library Newsletter*.
- Member, National Trust of Australia (WA) Railway Heritage Committee.

**Ross Withnell**

- CASL representative, National Resource Sharing Policy Committee and National Resource Sharing Working Group.
- Member, CASL Copyright Working Group.

## staff awards

### terry campbell award

The Terry Campbell Award for Service Excellence is awarded to a staff member who, on a particular occasion or, by general attitude to the public or to staff, deserves special recognition in any area of LISWA's services. 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 excellence in service delivery.

The award was given to the following staff in 2001-02:

Tricia Rolls  
David Rowe  
Jo O'Connor  
Betty Bilton

### megan sassi award

The Megan Sassi Award for Excellence in Reference Librarianship is an annual award to a reference librarian. It is awarded for ongoing achievements in service to clients and general contributions to the reference collections and reference librarianship.

This award is in honour of Megan Sassi (1933-1991), an outstanding reference librarian whose professional influence extended well beyond Western Australia, and who worked tirelessly for social justice and the advancement of women.

In 2001 the Megan Sassi Award was presented to Russell Hamilton from the Social Sciences Team. Russell's commitment to achieving high levels of service, coupled with his far-reaching knowledge of the collections has often brought his work to the attention of clients. He is acknowledged as an expert in two very complex subjects, Government and Law, and has made a major contribution to the Information Gateways for these subjects on LISWA's website. Russell shares his knowledge willingly and provides high quality training to staff in his areas of expertise.

### mollie lukis award

The Mollie Lukis Award for Excellence in Archival Practice is a new award and is presented to an individual or work team for their outstanding contribution to any aspect of appraising, collecting, arranging, preserving and making available materials which reflect the cultural heritage of Western Australia.

This award honours the contribution of Mollie Lukis, OBE and Fellow of the Library Board, who was the first State Archivist and, on her retirement, was in charge of the State Archives and the J S Battye Library of West Australian History. It was awarded for the first time in 2001 to mark Mollie Lukis' 90th birthday.

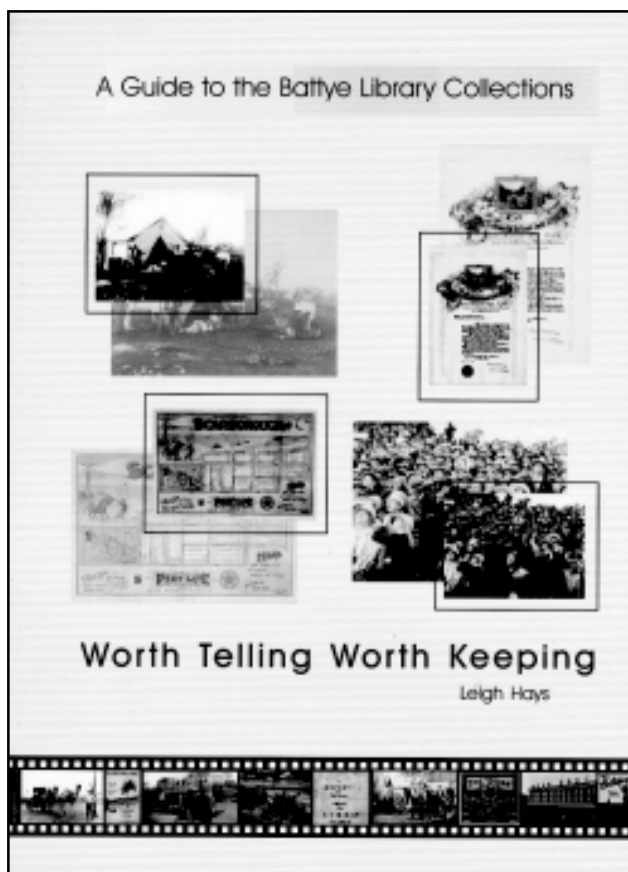
Ms Lukis presented the inaugural awards on 25 September 2001. Tom Reynolds of the State Records Office received an individual award for his many years of outstanding work in archives, fitting all aspects of the criteria set. A team award was presented to the team in the Battye Library looking at Collections of Manuscripts Awaiting Processing (COMAP). The team members were Leigh Hays, Michael Price, Gerard Foley, Beth Frayne, Robyn Edwards, Brian Stewart, Angela Don, Maryon Craig, Brenda Ellen, and Gail O'Hanlon, and they were commended for their exceptional work in completing a complex project to organise and list these collections.



*Battye Library's COMAP team, winners of the inaugural Mollie Lukis Award for Excellence in Archival Practices.*

## new liswa publications in 2001-2002

*Worth Telling Worth Keeping: A guide to the collections of the J.S. Battye Library of West Australian History / Leigh Hays. Library Board of Western Australia (2002, 163p.)*



*Annual report / The Library Board of Western Australia. (Annual)* A small number of copies of the Annual Report were produced. Available on the LISWA website.

*Knowit: the official newsletter of The Library and Information Service of Western Australia. (Bi-monthly)*

## other current publications available

### Bibliographies

*Material Girls: a select bibliography of women's issues and interests. (Bibliographical Series No.1) (1999, 30p.)*

*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.

### Collections

*Worth Telling Worth Keeping: A guide to the collections of the J.S. Battye Library of West Australian History / Leigh Hays. Library Board of Western Australia (2002, 163p.)*

### 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, 14p.)*

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

### 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, 11p.)*

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

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

### 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 (36p.)* 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, 126p.)*

*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.

## publications

*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 (22p.)

### 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, 50p.)

*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, 35p.)

*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, 78p.)

*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, 98p.)

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

*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, 206p.)

### Writing Competitions

*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.*

## workload indicators 2001 - 2002

Workload indicators for 2001-02 operations and stock levels are provided on the following pages, along with figures for the previous five years

<b>OPERATIONS</b>	<b>1996-97</b>	<b>1997-98</b>	<b>1998-99</b>	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>
<b>Visitors to the Alexander Library Building</b>	560,125	793,230	749,044	711,755	688,988	656,862
<b>PUBLIC LIBRARY SERVICES</b>						
Total public libraries & extension services	230	234	236	236	238	238
Additional volumes in public libraries - Development program	60,415	74,535	85,845	33,538	23,412	26,056
Volumes despatched on Exchange Program	444,523	393,459	384,134	403,185	399,693	411,033
Volumes repaired in-house	9,447	15,234	25,197	24,790	27,388	25,906
Information materials distributed	282,055	200,955	243,097	155,086	107,165	68,609
Information enquiries	3,261	3,267	4,291	4,164	4,271	3,759
Multi-language volumes lent	54,234	67,961	69,286	56,679	60,570	64,350
Number attending training courses	172	311	352	396	501	463
<b>WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES</b>						
<b>J S Battye Library</b>						
Information enquiries & consultancy	61,125	61,125	61,125	61,125	61,125	61,125
New Researcher registrations			209	649	667	582
Material retrieved /reshelved after public use	151,802	144,555	146,823	143,817	140,645	141,617
New index entries	3,418	3,158	8,449	9,637	13,686	10,889
Infolink database records updated	4,287	11,895	7,684	5,368	6,182	8,248
<b>STATE RECORDS AND ARCHIVAL MANAGEMENT SERVICES</b>						
<b>Information Services</b>						
Information enquiries	11,685	11,685	11,685	11,685	11,685	11,685
New Researcher registrations			552	375	307	342
Documents used by researchers	17,495	18,021	20,154	19,248	21,562	19,689
<b>Records Management and Archival services</b>						
Consultancies with State & local governments	97	53	45	38	34	9
Series registered	88	53	120	56	120	164
Government archive consignments processed	161	129	174	139	240	174
Archival loans to government agencies	3,498	4,186	5,297	5,664	6,739	5,576
Loans of intermediate records to agencies	2,416	1,692	911	638	805	785

## workload indicators 2001 - 2002

OPERATIONS	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02
<b>REFERENCE AND INFORMATION SERVICES</b>						
<b>State Reference Library</b>						
Information enquiries	151,815	139,988	141,024	115,324	103,740	92,346
Stock reshelved after public use	472,601	442,418	436,902	397,201	304,151	285,758
Scores, cassettes and scripts lent to members	35,631	35,998	36,131	35,723	36,276	34,327
Film & video loans to organisations	11,395	7,480	7,130	6,174	5,718	4,404
Films/ videos viewed in State Film & Video Library	4,424	3,110	3,421	3,550	3,117	3,722
Total membership Music & Performing Arts Library	8,346	8,217	7,939	7,540	7,234	6,835
Total membership State Film & Video Library	2,064	2,248	2,372	2,491	1,806	1,332
<b>ACCESS TO INFORMATION TECHNOLOGY</b>						
Searches on LISWA's database	1,896,523	1,891,225	2,049,600	2,448,276	2,732,892	2,783,230
Hits on the LISWA Website			3,054,101	4,470,156	5,926,272	9,975,293
Searches on Electronic Resources				106,640	147,653	54,091
Number of Internet sessions booked			41,079	43,062	41,113	42,663
Number of records on LISWA's database	718,098	755,410	810,895	864,741	927,619	965,956
Number of items linked to LISWA's database	2,941,305	2,941,305	2,941,305	2,941,305	2,941,305	2,941,305
Number of index entries in the database		11,787	32,394	61,094	92,840	111,938
Digital images available						8,564
<b>BIBLIOGRAPHICAL SERVICES</b>						
<b>Acquiring stock</b>						
Number of orders raised	31,911	31,106	29,669	30,587	32,962	26,898
Items processed for Public Library stock	326,353	262,475	264,650	274,390	233,105	232,175
Serial issues processed for permanent collections	97,176	96,116	91,448	89,434	74,741	69,276
<b>Cataloguing stock</b>						
Total number of titles catalogued	33,893	34,565	32,486	34,251	37,108	
Titles catalogued for Public Library Services	17,965	17,120	19,659	21,888	23,713	22,905
Titles catalogued for State Reference Library	10,872	11,958	7,938	6,494	7,511	7,789
Titles catalogued for J S Battye Library	4,905	5,487	5,405	5,869	5,884	6,414

## workload indicators 2001 - 2002

<b>OPERATIONS</b>	<b>1996-97</b>	<b>1997-98</b>	<b>1998-99</b>	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>
<b>PRESERVATION SERVICES</b>						
Reels of microfilm produced	1,912	1,358	727	1,333	1,234	916
Microfilm jackets produced		16,234	11,122	1,323	5,053	3,837
Negatives made for stock	882	3,569	1,332	3,859	833	2,467
Items produced for outside orders	3,529	2,437	1,661	1,975	1,656	1,653
Protective encasements	3,910	4,332	3,749	2,869	2,308	2,069
Public enquiries	85	92	113	116	86	151
<b>DOCUMENT DELIVERY SERVICES</b>						
Number author/title and subject requests received	69,683	64,674	53,902	48,572	41,667	36,093
Reference and location enquiries	17,633	12,550	9,451	6,728	5,200	2,925
Loans arranged via staff	34,970	33,139	28,140	27,023	22,884	19,233
Loans requested via Document Delivery Online						118,739
Photocopy requests received	2,468	2,468	2,468	2,468	2,468	2,468
<b>PUBLIC PROGRAMS</b>						
Exhibitions/ displays mounted	57	50	49	94	68	80
Total number of items published or printed	240	161	144	304	188	214
Media releases prepared	20	15	12	18	16	14



## workload indicators 2001 - 2002

STOCK	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02
<b>PUBLIC LIBRARY SERVICES</b>						
Adult non-fiction*	921,295	917,971	938,935	927,226	924,963	866,436
Adult fiction	652,512	643,912	656,463	653,687	663,780	664,736
Junior	674,864	677,472	691,875	696,626	700,150	697,673
Multi language resources collection	50,053	50,207	51,908	58,966	61,352	62,088
Microfilm (reels)	1,461	1,461	1,461	1,619	1,710	1,710
Total stock	2,298,816	2,289,654	2,339,273	2,336,755	2,350,586	2,291,274

**WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES****J S Battye Library**

Monograph titles	46,084	49,460	52,479	55,479	58,418	61,556
Monograph volumes	73,813	78,846	83,531	88,264	92,459	96,600
Serial titles	11,367	11,732	12,927	13,492	13,768	14,014
Newspaper titles	811	823	836	850	856	862
Microfilm (reels)	11,109	11,279	11,432	13,189	13,422	13,750
Microfiche (metres)	4	10	13.05	13.1	14.6	15.2
Cartographic items	22,580	25,087	25,601	25,909	26,361	26,990
Ephemera (items)	63,375	65,759	66,962	68,006	70,104	73,540
Pictorial (images)**	114,552	114,965	115,094	115,780	420,570	427,419
Pictorial collections					5,497	5,497
State Film Archives film & video titles	2,620	2,764	2,844	2,883	3,074	3,159
Oral history hours of tape	10,437	10,937	11,321	11,610	11,874	12,117
Oral history transcripts	2,287	2,394	2,470	2,636	2,778	2,871
Private archives (metres)***	1,289	1,327	1,342	1,367	1,417	2,721

**Government and Community Information**

Infolink database records	6,554	7,058	7,494	7,658	8,185	9,064
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**STATE RECORDS AND ARCHIVAL MANAGEMENT SERVICES**

Government archives	8,740	9,031	9,311	9,829	10,230	10,473
Cartographic items	46,784	46,784	46,984	46,984	47,176	47,176
Microfilm (reels)	5,397	5,626	5,815	6,090	6,129	6,196

**REFERENCE AND INFORMATION SERVICES****State Reference Library**

Monographs (volumes)	336,926	346,889	352,155	356,694	361,958	368,838
Current serial and newspaper titles	9,285	9,405	9,421	9,135	8,472	8,566
Microfilm (reels)	10,837	11,114	11,902	12,127	12,713	12,898
Microfiche (metres)	176.0	179.0	190.0	193.7	198.1	207.7
Scores	36,272	37,220	38,784	39,526	40,458	40,977
Musical sound recordings	14,005	14,452	15,000	15,152	15,202	15,202
Cartographic items	22,094	22,160	22,245	22,273	22,293	22,293
Film & video titles	14,007	13,641	13,633	13,638	13,753	13,865

\* The adult non-fiction items decreased due to the discard of unused items in the Core Stack collection.

\*\* The stock figures for the Pictorial Collection were revised following a major project to add records for the collection to the database.

\*\*\* The size of the Private Archives collection was recalculated.

Annual Report of  
The Library Board of Western Australia

FINANCIAL STATEMENTS  
2001-2002

## financial statements 2001 - 2002



## AUDITOR GENERAL

**To the Parliament of Western Australia**

**THE LIBRARY BOARD OF WESTERN AUSTRALIA  
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2002**

**Scope**

I have audited the accounts and financial statements of The Library Board of Western Australia for the year ended June 30, 2002 under the provisions of the provisions of the Financial Administration and Audit Act 1985.

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

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, the controls exercised by the Board to ensure financial regularity in accordance with legislative provisions, evidence to provide reasonable assurance that the amounts and other disclosures in the financial statements are free of material misstatements and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material aspects, the financial statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions so as to present a view which is consistent with my understanding of the Board's financial position, its financial performance and its cash flows.

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

**Audit Opinion**

In my opinion,

- (i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys and the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions: and
- (ii) the Statements of Financial Performance, Statement of Financial Position and Statement of Cash Flows and the Notes to and forming part of the financial statements are based on proper accounts and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Board at June 30, 2002 and its financial performance and its cash flows for the year then ended.

A handwritten signature in cursive script, appearing to read 'D D R Pearson'.

D D R PEARSON  
AUDITOR GENERAL  
November 1, 2002

# financial statements 2001 - 2002

## THE LIBRARY BOARD OF WESTERN AUSTRALIA STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2002

	Notes	2001/02 \$000	2000/01 \$000
<b>COST OF SERVICES</b>			
<b>Expenses from ordinary activities</b>			
Employee expenses	3, 24	11,637	10,436
Supplies and services	4, 24	2,502	2,790
Depreciation expense	5, 24	9,554	9,574
Borrowing costs expense	6, 24	2,006	2,333
Maintenance	24	1,279	784
Capital user charge	8, 24	8,671	0
Grants & subsidies	7	435	444
Other expenses from ordinary activities		4	13
<b>Total cost of service</b>		36,088	26,374
 <b>Revenues from ordinary activities</b>			
<b>Revenues from operating activities</b>			
User charges and fees		228	212
Sales		442	464
Repayments and recoveries		529	545
Trading profit	9, 24	70	3
Commonwealth grant	27	140	122
<b>Revenues from non-operating activities</b>			
Interest revenue		14	11
Other revenue from ordinary activities	10, 24	364	229
<b>Total revenues from ordinary activities</b>		1,787	1,586
 <b>NET COST OF SERVICES</b>	 21 (c)	 34,302	 24,788
 <b>REVENUES FROM GOVERNMENT</b>			
Output appropriation (I)	11, 24	22,922	14,850
Resources received free of charge	11, 24	11,695	10,271
<b>Total revenues from Government</b>		34,617	25,121
 <b>CHANGE IN NET ASSETS</b>		 316	 333
Net increase/(decrease) in asset revaluation reserve		(8,656)	28,109
 <b>TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS</b>		 (8,340)	 28,442

(I) Appropriation included capital in 2000/01.

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

## financial statements 2001 - 2002

**THE LIBRARY BOARD OF WESTERN AUSTRALIA**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2002**

	Notes	2001/02 \$000	2000/01 \$000
<b>CURRENT ASSETS</b>			
Cash assets	21	509	1,616
Restricted cash assets	21	405	240
Inventories	12	154	57
Receivables	13	299	228
Amount receivable for outputs	14	7,704	0
Prepayments	15	318	348
<b>Total Current Assets</b>		<u>9,389</u>	<u>2,489</u>
<b>NON-CURRENT ASSETS</b>			
Amount receivable for outputs	14	2,116	0
Property, plant, equipment	16	56,842	67,349
Library Collections	16	77,598	76,313
Works of Art	16	1,676	1,676
<b>Total Non-Current Assets</b>		<u>138,232</u>	<u>145,338</u>
<b>Total Assets</b>		<u>147,621</u>	<u>147,827</u>
<b>CURRENT LIABILITIES</b>			
Payables	17	907	528
Accrued expenses and other liabilities	18	94	561
Interest - bearing liabilities	19	1,269	1,230
<b>Total Current Liabilities</b>		<u>2,270</u>	<u>2,319</u>
<b>NON-CURRENT LIABILITIES</b>			
Interest - bearing liabilities	19	22,690	23,959
<b>Total Non-Current Liabilities</b>		<u>22,690</u>	<u>23,959</u>
<b>Total Liabilities</b>		24,960	26,278
<b>NET ASSETS</b>		<u>122,661</u>	<u>121,549</u>
<b>Equity</b>			
Contributed equity	20	9,452	0
Asset Revaluation Reserve	20	48,560	57,216
Accumulated surplus/(deficiency)	20	64,649	64,333
<b>TOTAL EQUITY</b>		<u>122,661</u>	<u>121,549</u>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

## financial statements 2001 - 2002

**THE LIBRARY BOARD OF WESTERN AUSTRALIA  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2002**

	Notes	2001/02 Inflows (Outflows) \$000	2000/01 Inflows (Outflows) \$000
<b>CASH FLOWS FROM GOVERNMENT</b>			
Output appropriations appropriation		13,102	14,850
Capital contributions		9,452	0
Net cash provided by government		<u>22,554</u>	<u>14,850</u>
<b>Utilised as follows:</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Employees costs		(363)	(442)
Supplies, services maintenance and other		(3,758)	(3,585)
Borrowing costs		(2,473)	(2,325)
Capital User Charge		(8,358)	0
Subsidies paid		(435)	(443)
GST payments on purchases		(1,067)	(1,106)
<b>Receipts</b>			
User charges, fees, sales and recoveries		1,378	1,201
Commonwealth grants		140	122
Interest received		14	11
GST receipts on sales		171	144
GST receipts from taxation authority		839	883
Other receipts		187	62
<b>Net cash used in operating activities</b>	21	<u>(13,725)</u>	<u>(5,478)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchases of non current physical assets		(8,739)	(9,013)
<b>Net cash used in investing activities</b>		<u>(8,739)</u>	<u>(9,013)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings		0	500
Repayment of borrowings		(1,230)	(1,173)
<b>Net cash provided by financing activities</b>		<u>(1,230)</u>	<u>(673)</u>
<b>Net Increase/(Decrease) in cash held</b>		(1,140)	(314)
Cash assets at the beginning of the financial year		1,616	1,844
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year		33	86
<b>CASH ASSETS AT THE END OF FINANCIAL YEAR</b>	21	<u>509</u>	<u>1,616</u>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

NOTES TO THE  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
30 JUNE 2002

# notes to the financial statements for the year ended 30 june 2002

## 1 significant accounting policies

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

### GENERAL STATEMENT

The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and Treasurer's Instructions are legislative provisions governing the preparation of financial statements, and take precedence over Australian Accounting Standards, Statements of Accounting of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure, and also to satisfy accountability requirements.

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

The statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at valuation.

### (a) Output Appropriations

Output Appropriations are recognised as revenues in the period in which the Board gains control of the appropriated funds. The Board gains control of the appropriated funds at the time those funds are deposited into the Board's bank account or credited to the holding account held at the Department of Treasury and Finance. Refer to Note 11 for further commentary on the application of UIG38.

### (b) Contributed Equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. All other transfers have been recognised in the Statement of Financial Performance. Prior to the current reporting period, capital appropriations were recognised as revenue in the Statement of Financial Performance. Refer to Note 11 for further commentary on the application UIG 38.

### (c) Grants

Grants are recognised as revenue when the Board obtains control over the assets comprising the contributions. Control is normally obtained upon their receipt.

### (d) Revenue Recognition

Revenue is produced from a range of activities and includes the sale of merchandise, photocopies, publications, discarded books, photographic materials, charges for lost and damaged books and income from facilities hire. Revenue from the sale of goods, the rendering of services and disposal of other assets, is recognised when the Board has passed control of the goods or other assets, or delivery of the service to the customer.

### (e) Acquisitions of assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.



# notes to the financial statements for the year ended 30 june 2002

## (f) Library collections

As part of an ongoing commitment to recognise all library collections, the Board took up as assets part of its collections for the first time in 1997/98. The collections, valued at \$32.902M then, and relating to the Public Library Services program, represented five years purchases (cost value), as this was deemed to be an appropriate "useful life" of the stock. Each year, the latest year's purchases are added and the earliest year's purchases (from five years previous) deleted.

Another section of the Board's collections was brought to account for the first time in 1998/99. This related to the State Reference Library collections, and ten years purchases was deemed to represent an appropriate useful life. An amount of \$12.265M was included in the assets that year. As with the Public Library Services collection, each year the latest year's purchases are added and the earliest year's purchases (from ten years previous) deleted.

The heritage collections, with the exception of 3 categories, were taken up as assets for the first time in 1999/00. The valuation of these collections were based on the cost of replacing those assets, the services they provide, average values of similar size collections at other libraries and itemised values for particular items. The valuation practice for 2001/02 has not changed from that used in the previous year. An increase in the size of the collection resulted in an increment of \$641,369 to the heritage collection this financial year.

The three heritage collections that were not valued are the private archives, the ephemera collection and the state archives collection. Unlike the Public Library Services and State Reference Library collections, these heritage collections will not be depreciated, as their service potential has not, in any material sense, been consumed during the reporting period.

## (g) Depreciation of non-current assets

All non current assets, excluding works of art and heritage library collections, are depreciated over their estimated useful lives using the straight line method, which reflects the consumption of their service potential. Depreciation has not been included for works of art and heritage library collections because they are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period. As such, no amount for depreciation has been recognised with respect to those assets.

The valuation and depreciation method for non-heritage library collections has been explained above at Note 1(f). An amount is included in depreciation (for Public Library Services and State Reference Library collections) in relation to the purchases made in previous years that do not form part of the current valuation.

The useful lives for each of the other classes of depreciable assets are :

Buildings	50 years
Furniture and Equipment	3 to 10 years
Computer Hardware and Software	4 years

## (h) Revaluation of land, buildings and Infrastructure

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

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

The Board has a policy of valuing land and buildings at their fair value. The annual revaluations of the Board's land and buildings undertaken by the Valuer General's Office are recognised in the financial statements. Valuation based on Integrity 3.3 (kerbside valuation) was used. Written down values for both the Alexander Library and Dianella Repository buildings were adjusted in line with these valuations (see Note 16).

## notes to the financial statements for the year ended 30 june 2002

### **(i) Leases**

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

### **(j) Cash**

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets. These include short-term deposits that are readily convertible to cash on hand and are subject to insignificant risk of changes in value.

### **(k) Inventories**

The Board's inventories relate to stock held at the State Library Shop, which commenced operation in May 2001. The inventories are valued at the lower of cost and net realisable value.

### **(l) Receivables**

Receivables are recognised at the amounts receivable and as they are due for settlement no more than 30 days from the date of recognition. Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off.

### **(m) Investments**

The Board accrues interest on its interest bearing and overseas accounts. Interest revenues are recognised as they are accrued.

### **(n) Intangible Assets**

#### **Software**

Significant costs associated with the acquisition or development of computer software are capitalised and amortised on a straight line basis over the periods of the expected benefit.

### **(o) Payables**

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

### **(p) Interest – bearing liabilities**

The Board considers the carrying amounts of borrowings approximate the net fair value. A portion of the annual appropriation is applied to the repayment of loan principal, interest and guarantee fees. Interest and guarantee fees are recognised on an accrual basis.

### **(q) Employee entitlements**

All staff of the Culture and Arts portfolio agencies, including the Library Board of Western Australia, are employees of the Department of Culture and the Arts. Therefore, the Board has no liabilities in relation to employee entitlements, as it no longer employs staff (refer to Note 2).

### **(r) Accrued salaries**

The Department of Culture and the Arts received an appropriation to cover the cost of the staff previously employed by the Board, and which still provide services to the Board. These resources, including accrued salaries, provided to the Board but paid for by the Department, have been treated as "resources received free of charge".

# notes to the financial statements for the year ended 30 june 2002

## (s) Resources received free of charge or for nominal value

Resources received free of charge or for nominal value, which can be reliably measured, are recognised as revenues and as assets or expenses as appropriate at fair value.

## (t) Foreign currency translation and hedges

To enable payments to be made to overseas suppliers, bank accounts are held in London and New York. Transactions denominated in a foreign currency are translated at the rates in existence at the dates of the transactions. Foreign currency receivables and payables at balance date are translated at exchange rates current at balance date. Exchange gains and losses are calculated at balance date. Such gains and losses are brought to account in determining the result for the year.

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

## (u) Rounding of figures

Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain cases, to the nearest dollars.

## (v) Comparative figures

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year.

## 2 department of culture and the arts

The Department encompasses the Library Board and other agencies in the Culture and Arts portfolio. The introduction of the then Ministry for Culture & the Arts from 1 July 1997 altered the appropriation arrangements of the Board, mainly in relation to salaries. The Board received an appropriation direct from government in relation to operating and capital expenditure, including the acquisitions of library materials.

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

<b>3 employee expenses</b>	<b>2002</b>	<b>2001</b>
	<b>\$000</b>	<b>\$000</b>
Salaries and wages	10,351	10,110
Superannuation	919	0
Other staff cost	367	326
	<b>11,637</b>	<b>10,436</b>

The Board's funding was increased from 2001/02 to allow for employer contributions to superannuation for their employees. Previously, this cost was met by Treasury.

## 4 supplies and services

Services and contracts	1,955	2,216
Communications	256	258
Consumables and sundry materials	271	316
Loss on exchange rate	20	0
	<b>2,502</b>	<b>2,790</b>

## notes to the financial statements for the year ended 30 june 2002

	<b>2002</b>	<b>2001</b>
	<b>\$000</b>	<b>\$000</b>
<b>5 depreciation expense</b>		
Buildings	1,396	971
Plant and equipment	454	468
Library acquisitions	7,704	8,135
	9,554	9,574

The inclusion of depreciation for Library Materials reflects the valuation policy explained at 1(f)&(g).

### 6 borrowing cost expense

Interest paid	1,959	2,283
Guarantee fees	47	50
	2,006	2,333

### 7 grants and subsidies

<u>Recurrent</u>	201	200
Regionalisation	148	162
Association for the Blind	86	82
Other grants and prizes paid	435	444
	435	444

### 8 capital user charge

Capital user charge	8,671	0
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A capital user charge rate of 8% has been set by the Government for 2001/02 and represents the opportunity cost of capital invested in the net assets of the Board used in the provision of outputs. Payments are made to the Department of Treasury and Finance on a quarterly basis.

The difference between the \$8.358M funding received for the charge and the actual liability for 2001/02, was provided for via supplementary funding to the Department of Culture and the Arts.

### 9 trading profit

Sales	145	17
Cost of sales:		
Opening inventory	57	
Purchases	172	(71)
Closing inventory	(154)	57
Cost of goods sold	75	(14)
Trading profit	70	3

The Library Shop commenced operation in May 2001.

### 10 other revenue from ordinary activities

	53	86
Gain on exchange rate	2	1
Donations and contributions	309	142
Recoups and sundry	364	229
	364	229

# notes to the financial statements for the year ended 30 june 2002

	2002 \$000	2001 \$000
<b>11 revenues (to)/from Government</b>		
<b>Appropriation revenue received during the year:</b>	22,922	14,450
Output appropriations (I)	0	400
Capital appropriations (II)	22,922	14,850
Resources received free of charge (III)		
Determined on the basis of the following estimates provided by agencies:	11,684	10,253
Services provided by the Department of Culture and the Arts	11	18
Office of the Auditor General		
	34,617	25,121
<b>Total Revenues from Government</b>		

(I) Output appropriations are accrual amounts as from 1 July 2001, reflecting the full price paid for outputs purchased by the Government. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year (see Note 14).

The \$22,922 comprised amounts appropriated for the following:

- capital user charge	\$8.358M
- depreciation	\$9.820M
- operations	\$4.744M

(II) Capital appropriations were revenue in the year ended 30 June 2001. From 1 July 2001, capital appropriations, termed Capital Contributions, have been designated as contributions by owners and are credited straight to equity in the Statement of Financial Performance.

(III) Where services have been received free of charge or for nominal consideration, the Board recognises revenues equivalent to the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values had been recognised as expenses as applicable.

## 12 inventories

Current

Merchandise held for resale at the State Library Shop:

At lower of cost or net realisable value	154	57
	154	57

## 13 receivables

Current

Trade debtors	177	162
GST receivable	122	66
	299	228

notes to the financial statements  
for the year ended 30 june 2002

<b>14 amount receivable for outputs</b>	<b>2002</b>	<b>2001</b>
	<b>\$000</b>	<b>\$000</b>
Current		
Non Current		
Relates to amounts appropriated into the holding account (see Note 11(1))		
<b>15 other assets</b>		
Current		
Prepayments for library collections	318	348
	<u>318</u>	<u>348</u>
<b>16 property, plant &amp; equipment</b>		
Freehold land		
Land at fair value	320	335
Buildings and improvements		
- at fair value	53,630	64,143
- at cost	1,186	962
Accumulated depreciation	(116)	(3)
	<u>54,700</u>	<u>65,102</u>
Plant and equipment at cost	3,813	3,448
Accumulated depreciation	(1,991)	(1,536)
	<u>1,822</u>	<u>1,912</u>
<b>Library collections</b>	107,752	98,763
Accumulated depreciation	(30,154)	(22,450)
	<u>77,598</u>	<u>76,313</u>
<b>Works of art - at cost</b>	261	261
- at valuation (2000/01)	1,415	1,415
	<u>1,676</u>	<u>1,676</u>
	<u>136,116</u>	<u>145,338</u>

The revaluation of land and buildings was performed in June 2002 by the Valuer General's Office. Fair value has been determined on the basis of current market buying values. The valuation was made in accordance with a policy of annual revaluation (see Note 1(h)).

#### Reconciliations

Reconciliations of the carrying amounts of property, plant, equipment and collections at the beginning and end of the current and previous financial year are set out on the following page.

## notes to the financial statements for the year ended 30 june 2002

	Land \$000	Buildings \$000	Plant & Equipment \$000	Library collections \$000	Works of Art \$000	TOTAL \$000
<b>2002</b>						
Carrying amount at start of year	335	65,102	1,912	76,313	1,676	145,338
Additions		224	368	8,400		8,992
Disposals			(4)			(4)
Revaluation increments/(decrements)	(15)	(9,230)		589		(8,656)
Depreciation		(1,396)	(454)	(7,704)		(9,554)
Carrying amount at end of year	320	54,700	1,822	77,598	1,676	136,116

<b>17 payables</b>	<b>2002 \$000</b>	<b>2001 \$000</b>
Current		
Trade payables for goods and services	907	528
	<u>907</u>	<u>528</u>

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

### 18 other liabilities

Current	83	550
Accrued interest and guarantee fees	11	11
	<u>94</u>	<u>561</u>

### 19 interest-bearing liabilities

Private loans with the WA Treasury Corporation amounting to \$40,105 have been raised to complete the construction and equipping of the Alexander Library Building, the upgrading of storage at the Intermediate Repository in Dianella, purchase of Furniture, Equipment and a new Computerised Library and Information Management System.

Repayments of \$16,146 to date (\$1.23M in 01/02) have reduced the Board's interest - bearing liabilities as at 30 June 2002 to \$ 23,959.

Current WATC loans	1,269	1,230
Non current WATC loans	22,690	23,959
	<u>23,959</u>	<u>25,189</u>

### 20 equity

#### Contributed equity

Opening balance	0	0
Capital contributions(I)	9,452	0
Closing balance	<u>9,452</u>	<u>0</u>

(I) From 1 July 2001, capital appropriations, termed Capital Contributions, have been designated as contributions by owners and are credited straight to equity in the Statement of Financial Position.

## notes to the financial statements for the year ended 30 june 2002

	<b>2002</b>	<b>2001</b>
	<b>\$000</b>	<b>\$000</b>
<b>Reserves</b>		
Asset revaluation reserve (l)		
Opening balance	57,216	29,107
Net revaluation increments/(decrements)		
Heritage library collections	589	9,971
Land & buildings	(9,245)	16,775
Works of art	0	1,363
Closing balance	48,560	57,216

(l) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in the accounting policy note 1 (f) and (h).

Accumulated surplus/(deficiency)		
Opening balance	64,333	64,000
Change in net assets	316	333
<b>Closing balance</b>	<b>64,649</b>	<b>64,333</b>

### 21 notes to the statement of cash flows

#### (a) Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	509	1,616
Cash assets	405	240
Restricted cash assets	914	1,856

#### (b) Non-cash financing and investing activities

During the financial year, there were no assets/liabilities transferred/assumed from other government agencies not reflected in the Statement of Cash Flows.

(c) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities.

<b>Net Cost of Services</b>	<b>(34,301)</b>	<b>(24,788)</b>
<b>Non-cash items:</b>		
Depreciation expense	9,554	9,574
Resources received free of charge	11,334	10,248
Gain on exchange rate	(33)	(86)
Bad debts / write offs	0	3
(Profit)/loss on sale of property, plant & equipment	4	3



## notes to the financial statements for the year ended 30 june 2002

	2002 \$000	2001 \$000
(Increase)/Decrease in assets:		
Accounts receivable (III)	(15)	(113)
Prepayments	30	(78)
Inventory	(97)	(57)
Increase/(Decrease) in liabilities:		
Accounts payable (III)	379	(307)
Accrued expenses	(467)	14
Net GST receipts/(payments) (I)	(57)	(79)
Change in GST in receivables/payables (II)	(56)	66
<b>Net Cash Provided by/(used in) Operating Activities</b>	<b>(13,725)</b>	<b>(5,600)</b>

(I) This is the net GST paid/received, ie cash transactions

(II) This reverses out the GST in accounts receivable and payable

(III) ATO receivable/payable in respect of GST and sale/purchase of non-current assets are not included in these items, as they are not reconciling items.

## 22 commitments for expenditure

### (a) Capital expenditure commitments

Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:

Within 1 year	105	253
The capital commitments include amounts for Buildings	0	11

### (b) Commitments for Library acquisitions

The Board had A\$2.374M commitments outstanding at 30 June 2002 for Library acquisitions.

### (c) Non-cancellable operating lease commitments

The Board has lease commitments in relation to the photocopiers and motor vehicles, categorised as follows:

Not later than 1 year	74	122
Later than 1 year and not later than 5 years	46	118
	120	240

## 23 events occurring after reporting date

The Machinery of Government Taskforce was established in March 2001 to brief the Government on a program to enhance the service delivery of the public sector. The reorganisation of agencies as recommended by the taskforce, will result in the review of the relationship between the Department for Culture and the Arts and the statutory Boards within the culture and arts portfolio.

The Taskforce also recommended the establishment of the State Records Office as a division of the Department of Culture and the Arts. During 2001/02, the Office's budget was included in that of the Library Board of Western Australia.

# notes to the financial statements for the year ended 30 june 2002

Following proclamation of the State Records Act during 2001/02, administrative arrangements were put in place to effect the Office's new status.

## 24 explanatory statement

- (i) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year. Details and reasons for significant variations between actual results with the corresponding items of the preceding year are detailed below. Significant variations are considered to be those greater than 10% and \$100,000.

	2002	2001	Variance Over/(Under)
	\$000	\$000	\$000
Employees expenses	11,637	10,436	1,201
Supplies and services	2,505	2,790	(285)
Borrowing Costs	2,006	2,333	(327)
Maintenance	1,279	784	495
Trading Profit	70	3	67
Other revenue from ordinary activities	364	229	135
Output appropriation	22,922	14,850	8,072
Resources received free of charge	11,695	10,271	1,424

### Employee expenses

The increase was mainly the result of pay rises resulting from the 2002 Public Services General Agreement effected in May 2002.

### Supplies and services

The decrease was mainly due to reduction in advertising and consultancy costs, in line with the Government's directive to cut spending in these areas.

### Borrowing costs

The decrease was due to reduced interests and guarantee fees in line with reduced debts outstanding, and reduction in the rates charge.

### Maintenance

The increase was mainly due to additional strategic building maintenance appropriated to the Board in 2001/02. In addition, the lower buying power of the Australian dollar compared to 2000/01 resulted in increased maintenance costs paid to overseas suppliers.

### Trading Profit

The State Library Shop commenced operation in May 2001. Consequently, only 2 months results were reported in the 2000/01 financial statements.

### Other revenue from ordinary activities

The increase was mainly due to increased workers compensation recoups, and direct cost recoups from the Western Australian State Library Custodians Inc for the WA Migrant Communities, Images of Women and Wool Projects.

### Output appropriation

Output appropriations are accrual amounts as from 1 July 2001, reflecting the full price paid for outputs purchased by the Government. The appropriation revenue included a receivable component for the 2001/02 depreciation expense asset. This is offset by capital appropriation credited straight to equity in the Statement of Financial Performance from 1 July 2001.

### Resources received free of charge

The increase reflects the result of pay rises resulting from the 2002 Public Services General Agreement effected in May 2002.

### (ii) Significant variations between estimates and actual results for the financial year.

Details and reasons for significant variations between estimates and actual results are detailed below. Significant variations are considered to be those greater than 10% and \$ 100,000.

## notes to the financial statements for the year ended 30 june 2002

	2002 Actual \$000	2002 Estimates \$000	Variance Over/(Under) \$000
Supplies and services	11,637	10,436	1,201
Depreciation	2,505	2,790	(285)
Capital user charge	2,006	2,333	(327)
Other revenue from ordinary activities	1,279	784	495
Resources received free of charge	70	3	67

### Supplies and services

Funding reprioritisation during the year resulted in a substantial amount being allocated for the acquisition of a new software for the library system (Innopac Millennium product), which will be taken up as an asset rather than expensed in the Statement of Financial Performance.

### Depreciation

The variance was due to lower level of assets capitalised, and delayed completion of some capital projects during the year.

### Capital user charge

The increase was due to higher level of net assets compared to the estimates used at the commencement of the year in determining the funding level for this charge. The difference between the \$8.358M funding received for the charge and the actual liability for 2001/02, was provided for via supplementary funding to the Department of Culture and the Arts.

### Other revenue from ordinary activities

The increase was mainly due to higher level of direct cost recoups from the Western Australian State Library Custodians Inc for the WA Migrant Communities, Images of Women and Wool Projects.

### Resources received free of charge

The variance was mainly due to additional capital user charge funding received by the Department of Culture and the Arts and paid for on behalf of the Board.

## 25 financial instruments

### (a) Interest rate risk exposure

The following table details the Board's exposure to interest rate risk as at the reporting date:

	Weighted average effective interest rate	Variable interest rate	Fixed interest rate maturities			Non interest bearing	TOTAL
			1 year or less \$000	1 to 5 years \$000	Over 5 years \$000		
2002	%	%					
<b>Financial assets</b>							
Cash resources						914	914
Receivables						299	299
						1,213	1,213
<b>Financial liabilities</b>							
Payables						918	918
Interest-bearing liabilities	7.86%		1,926	7,571	14,462		23,959
Accrued expenses						83	83
			1,926	7,571	14,462	1,001	24,960
<b>2001</b>							
Financial assets						2,084	2,084
Financial liabilities	8.37%		9,483	9,498	6,209	1,088	26,278

## notes to the financial statements for the year ended 30 june 2002

### (b) Credit risk exposure

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. All financial assets detailed in (a) above are unsecured.

### (c) Net Fair Values

The carrying amount of financial assets and financial liabilities recorded in the financial statements are not materially different from their net fair values, determined in accordance with the accounting policies disclosed in Note 1 to the financial statements.

## 26 remuneration of and retirement benefits of members of the library board of western australia and senior officers

### Remuneration of Members of the Board

The number of members of the Board, whose benefits received, or due and receivable, for the financial year, fall within the following bands are:

	2002 \$000	2001 \$000
Under \$10,000	3	2
\$10,000 - \$20,000	0	1
The total remuneration of the members of the Board is:	10	0

No fees or retirement benefits were paid to Members of the Board.

No members of the Board are members of the Superannuation and Family Benefits Act Scheme.

### Remuneration of Senior Officers

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

	2002	2001
\$10,001 - \$20,000	1	0
\$20,001 - \$30,000	1	0
\$30,001 - \$40,000	1	0
\$40,001 - \$50,000	0	0
\$50,001 - \$60,000	0	1
\$60,001 - \$70,000	1	4
\$70,001 - \$80,000	3	3
\$80,001 - \$90,000	2	4
\$90,001 - \$100,000	2	0
\$100,001 - \$110,000	0	0
\$110,001 - \$120,000	0	0
\$120,001 - \$130,000	1	0
	2002 \$000	2001 \$000
The total remuneration of senior officers is:	830	817

## notes to the financial statements for the year ended 30 june 2002

The superannuation included here represents the superannuation expense paid through resources received free of charge by the Board (see note 2) in respect of Senior Officers other than senior officers reported as members of the Board.

No Senior Officers are members of the Pension Scheme.

	2002	2001
	\$000	\$000

### 27 service delivery arrangement - commonwealth grant

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

Opening balance of funds	(4)	(0)
Recoups received from the Commonwealth Government	140	122
Cost of providing services	(144)	(118)
Balance on hand	0	(4)

### 28 supplementary information

#### Write-Offs

- Bad debts	3	3
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#### Losses Through Theft, Defaults and other causes

Losses of public property through theft	0	0
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#### Gifts of Public Property

There were no gifts of public property provided by the Board.

### 29 output information

For the financial years ended 30 June 2001 and 2002, the Library Board of Western Australia operated under one output called Library, Archival and Information Services. The output information is therefore reflected in the Statement of Financial Performance.

# certification of financial statements

## THE LIBRARY BOARD OF WESTERN AUSTRALIA

### CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2002

The accompanying financial statements of The Library Board of Western Australia have been prepared in compliance with the provisions of the *Financial Administration and Audit Act 1985* from proper accounts and records to present fairly the financial transactions for the year ending 30 June 2002 and the financial position as at 30 June 2002.

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



Mr Michael Sonter  
Member of the Library Board



Ms Claire Forte  
Acting Chief Executive Officer  
and State Librarian



Cr Janet Davidson  
Member of the Library Board



Ms Janet Yap  
Principal Accounting Officer