Department of **Culture and the Arts**
Government of **Western Australia**
State Library of Western Australia

Annual Report
2002 - 2003

The State Library of Western Australia

ANNUAL REPORT
2002-2003

of The Library Board of Western Australia

51st Annual Report of the Board
Perth, Western Australia, 2003

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

Hours of Opening

Monday to Thursday	: 9:00 a.m. to 8:00 p.m.
Friday	: 9:00 a.m. to 5:30 p.m.
Saturday and Sunday	: 10:00 a.m. to 5:30 p.m.
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Hon Sheila McHale 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*, 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 2003.

The Library Board is pleased that the Government has decided to continue to operate the State Library of Western Australia as a Statutory Authority. The Minister and the Parliament can be assured that the Board will ensure that its corporate governance responsibilities are fulfilled and that the State Library is fulfilling its obligations as defined in *The Library Board of Western Australia Act, 1951*.

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

Yours sincerely

Mrs Kay Poustie
Chairman
Library Board of Western Australia

Cr Janet Davidson
Vice Chairman
Library Board of Western Australia

28 August 2003

contents

Profile of the
State Library of Western Australia

Our Role

The State Library of Western Australia is the operational name of the organisation established under the terms of *The Library Board of Western Australia Act 1951*. Until 30 June 2002, the organisation was known as the Library and Information Service of Western Australia (LISWA). 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, the State Library has also been a service delivery agency within the Department of Culture and the Arts.

The State Library 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:

The State Library : 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?
Major activities of the State Library of Western Australia 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. This partnership works through consultation, joint decision-making and agreed standards. Another important service is the coordination of inter-library loans and other document delivery services among public and other libraries in Western Australia with copies obtained from local, interstate and overseas sources.

• Reference and Information Services
The State Reference Library provides a general reference and 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 of strength have been developed including music and performing arts, film, Australian children's literature, genealogy and business information services.

• Western Australian Documentary Heritage Collections and Information 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 these collections and information sources are provided to a wide range of clients regardless of location. The provision of information about government and community organisations and services is another important activity.

• Preservation Services
The State Library'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. Increasingly the State Library is looking at the digitisation of material to improve access to these sources.

• Services to make library materials accessible

Our information systems allow people to access our website and catalogues twenty-four hours a day. Our website is providing a platform to provide access to digital material, online services and guides to the best information sources so that people have access to our staff's expertise no matter where they are.
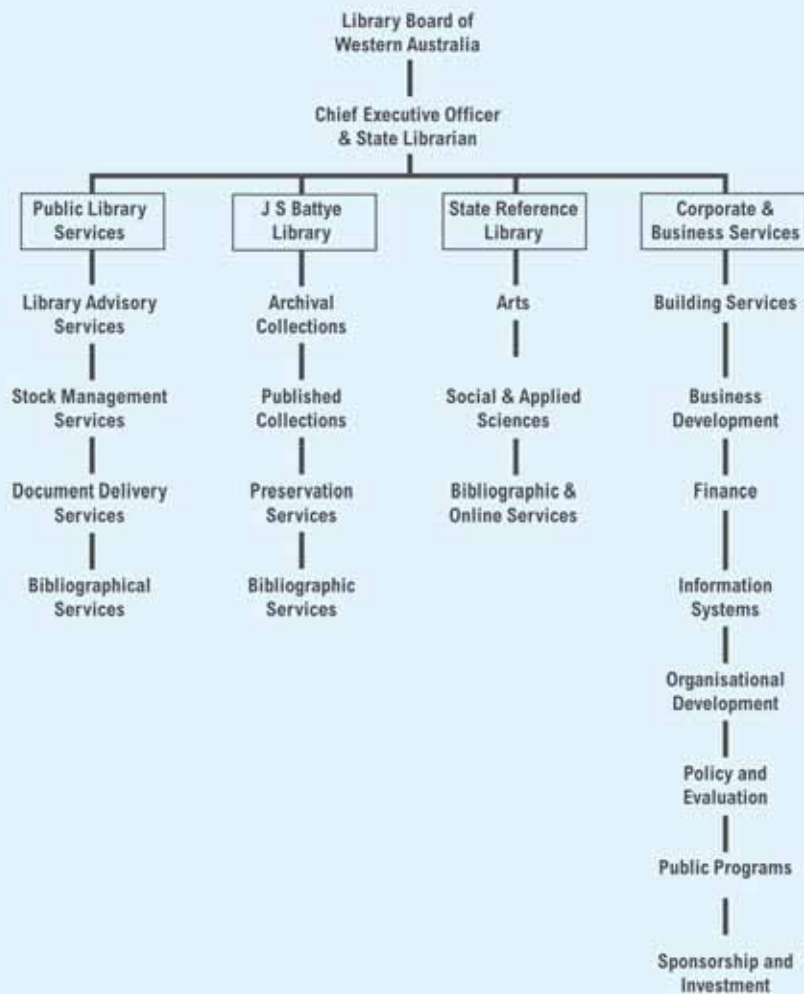
Our Values

The State Library prides itself on being a value driven organisation.

Our values:

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.

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 2002-2003

Library Board of Western Australia

Chief Executive Officer & State Librarian

Public Library Services	J S Battye Library	State Reference Library	Corporate & Business Services
Library Advisory Services	Archival Collections	Arts	Building Services
Stock Management Services	Published Collections	Social & Applied Sciences	Business Development
Document Delivery Services	Preservation Services	Bibliographic & Online Services	Finance
Bibliographical Services	Bibliographic Services		Information Systems
			Organisational Development
			Policy and Evaluation
			Public Programs
			Sponsorship and Investment

NOTE: Financial and Human Resource services are provided jointly with the Department of Culture and the Arts

Operating Environment

Strategic Issues and Trends

In a world where knowledge and information are recognised as valuable commodities, there are opportunities for libraries to establish a key role in areas which have always been their core business: organising information, helping people to find the best information sources to meet their needs, and training for information literacy.

The State Library of Western Australia faces a rapidly changing environment, and must adapt to providing new services and learning new ways of working, while still carrying out many traditional library roles. In carrying out its functions the Library faces many strategic issues and trends.

Partnerships and cross-sector cooperation

The State Library recognises the strategic importance of partnerships and cross-sector cooperation with the private sector, not-for-profit organisations, government agencies and educational institutions in delivering library services. In many countries, non-core funding and the creation of strategic partnerships have supported the expansion of library services. Australian libraries must grasp opportunities to harness this funding.

Another important form of partnership is the establishment of library consortia in order to negotiate the most cost effective acquisition of electronic resources. This collaboration is extending to the development of services that increase access to information in electronic and in-print sources for all members of our society, regardless of location.

Changing client demand for services

The developing information society and improved access to information through the Internet challenge the normally accepted information role of libraries. As clients become technologically literate, their demands for access to new electronic formats and networks present challenges for the collection, presentation and delivery of information services.

Clients are becoming less reliant on traditional methods of contacting the State Library for information and are increasingly using our services, at least for preliminary research, through the Internet. This has highlighted the importance of outreach to potential clients rather than focusing services and opening hours on the needs of existing users.

There is demand for the provision of online reference services so that people can get personalised services both from within the library as well as remotely. Given the geographical isolation of many Western Australian communities, a positive response to this demand is essential. Having determined what they want, the challenge for libraries is to deliver those inter-library loans and copies, in both traditional and electronic formats, to clients no matter where they are located, including remote workplaces or communities. The disparity in the electronic infrastructure that exists in public libraries across the State continues to contribute to the issue of the digital divide.

Libraries can play an important role in providing equity of access to information (including digital information). As governments and other organisations provide their services via the Internet it is important that all citizens obtain the skills they require to find and use information.

While electronic information services continue to be significant in achieving our goals, and new services abound, the book itself is still a fundamental source of information and learning for many people. Libraries continue to balance exploration of the new electronic media while satisfying demands for in-print sources.

Preservation of heritage collections

The deterioration of archival collections is of concern to libraries and archives throughout the world, but that rate of deterioration is accelerating. At greatest risk in Western Australia are hundreds of thousands of negatives in the pictorial collection, and most of the films in the State Film Archives. The pictorial images are on vulnerable glass, unstable nitrate, and

rapidly deteriorating acetate negatives. There are also newspapers that are crumbling before being microfilmed, electronic publications being lost, rolled plans and computer disks at risk, and an oral history collection which will need transferring to a digital format before too long. These are very real problems that can only be solved with considerably more resources than are currently provided.

As mentioned above, the Internet is now a major publishing tool, and many electronic publications and websites that provide vital information about the work of government and the community will be lost to future generations unless effective preservation strategies are in place.

Range of resources required

The increase in electronic publishing has brought no diminution in the number of printed works published, and clients in the State Library and in public libraries are demanding access to a growing range of resources - books in regular and large print, serials in electronic and hard-copy, audio tapes, video, CD-ROM, DVD and access to electronic databases. The impact of this on both staff and financial resources is of major concern for future collection and preservation strategies.

Building literate and learning communities

Recognition of the potential for public libraries to play a vital role in building literate and learning communities has led to a re-emphasis on lifelong and self-directed learning. This provides the community with the opportunity to update their education and gain new knowledge to keep abreast of social and technological changes. Public libraries are progressively implementing and tailoring services that play a fundamental role in strengthening communities and enhancing the individual's quality of life.

Establishing programs that encourage and integrate reading and literacy skills is one of the most effective ways to overcome social exclusion and develop citizenship. By designing and delivering emergent literacy programs for young children, as well as in educating parents in their role as their child's first teacher, libraries have the opportunity to be central

players in supporting adult and pre-school learning. Strategies that promote reader development are becoming more widespread and considerable resources are being directed towards developing these services.

For Indigenous communities, the development of Indigenous Knowledge Centres, utilising the online environment to support the management of Indigenous knowledge, community management and self-determination, is an effective way of preserving past traditions while providing access to skills and information resources.

Skills development

Librarians have been at the forefront of grasping and utilising new technology to deliver improved services to clients. However, in terms of the staff employed by the State Library, they fit an increasingly aging profile. To meet community needs and expectations, and to provide new services in a rapidly changing society, there is a need for library staff to upgrade their skills. Library staff need to act as teachers and facilitators to assist individuals to access technology. Other areas of importance are competencies in areas such as customer service and marketing in order to promote services to the community and Government.

Government publications

The difficulty in acquiring government publications is an increasing concern. Despite a Premier's Circular stating that four printed copies of all Western Australian agency publications must be deposited with the State Library, this often does not happen, especially when the publication is produced in electronic format only. A revision of the Premier's Circular relating to government publications to account for electronic publications and the need to archive State Government websites may make agencies more aware of their responsibilities. However, the problem of government publications never deposited is more difficult to solve and has been recently highlighted by large transfers of government publications from agency libraries closing or rationalising their services.

Digitisation

The digitisation of materials offers new ways of presenting cultural material to the population, including those who cannot physically access the collections. The State Library has started a program to provide access to digitised materials such as photographs and key documents, and will investigate the digitisation of Western Australian microfilmed newspapers. Modern techniques allow for microfilm to be digitised which provides the benefit of keyword searching of these valuable resources. However, with an anticipated lifespan for film of 500 years, microfilming is still the best preservation strategy.

Exhibitions and displays

Increasing interest in our past and a growing sense of a contemporary Western Australian identity places an obligation on Western Australian collecting institutions to encourage and support the telling of stories and experiences, thereby improving access to and use of collections in their care. Many clients visiting the library wish to have the experience enhanced through interpretive displays on a particular theme, bringing together materials from different collections, many of which would not otherwise have been readily accessible. The Internet also provides the opportunity to present digital exhibitions so that those unable to visit the library can still have the benefit of viewing the exhibition.

Revenue generation

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 they deliver free to the people of Western Australia.
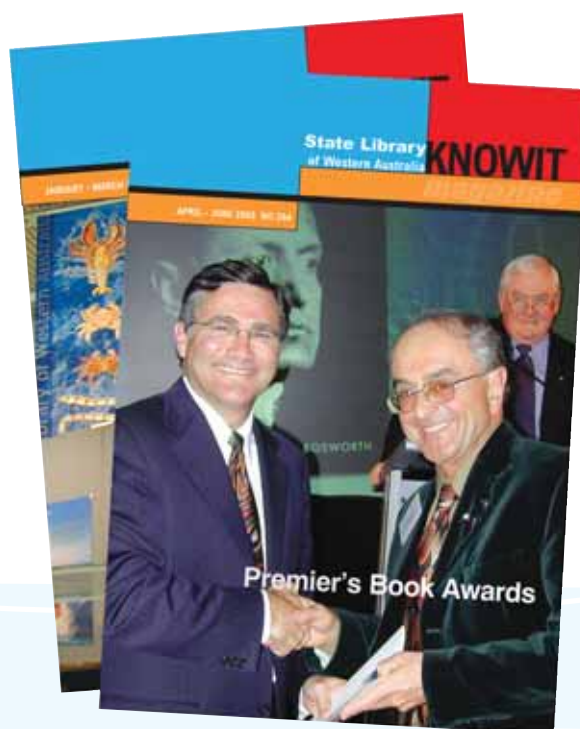
Freycinet exhibition

In association with the WA State Library Custodians, over $1 million was raised from the corporate sector, State Government and private sponsors for the purchase at auction of eighteen pieces of great interest to the study of French exploration of the Western Australian coastline in the early 19th century. Following the arrival of the collection and some initial conservation work, the State Library mounted a successful public exhibition entitled *Freycinet: Our French Collection*. It was the most important exhibition the Library has mounted for several years and in only five weeks it attracted over 8000 visitors. To coincide with the exhibition, a range of merchandise derived from the original images was produced and made available for purchase and a website developed with images from the collection. The exhibition has now been redesigned with facsimiles of the works so that it can tour regional areas of Western Australia in 2003-04.

Change of name

On 1 July 2002, the Library and Information Service of Western Australia (LISWA) changed 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. This change was made with minimal cost and coincided with the implementation of the Government's policy of common badging for Government departments.

AskNow! - live reference

Asknow!, a chat reference service initiated by the Council of Australian State Libraries (CASL), started on 26 August 2002. Fifty hours a week of professional 'live' reference service is provided using the combined resources of Australia's National and State Libraries from 9.00am to 5.00pm Australia wide. This service enables individuals, regardless of location, to connect directly to a librarian, who identifies web resources relevant to their needs, and through the co-browsing feature, simultaneously 'shows' clients these resources. Over 20,000 enquiries have been received through the service, and since the official launch and related publicity in January 2003, enquiries have averaged 3600 per month. A review of the service indicates that 41 per cent of clients using the service live in regional areas. Western Australia's geographic location and time zone, enables the State Library to play a vital role in this project by maximising services and extending the hours that clients are able to make enquiries.

Pandora archive

Western Australian websites and electronic publications not available in print format are being selected for preservation as part of the PANDORA Archive, a cooperative project between the National Library of Australia and State Libraries, to collect and preserve these valuable resources so that clients can access them for research long after they have disappeared from the Internet. Sites are selected if they are substantially Western Australian, are by a Western Australian author, or reflect subjects of social, political, cultural, religious, scientific or economic significance to Western Australia. To date fifty-nine electronic publications and websites have been permanently archived.

Regional newspapers

Seventeen pre-Federation regional newspaper titles on 272 reels of microfilm were made available in the Battye Library and deposited with relevant regional public libraries as the result of a Friends of Battye Library/Lotterywest project. The regional newspapers were from Albany, Bunbury, Geraldton, Kalgoorlie, Karratha, the Pilbara and Northam. In addition, a grant from the National Library of Australia to microfilm newspapers enabled the *Merredin Mercury* 1912-58, the *South Star* (a newspaper of the Catholic Diocese of Bunbury) 1956-1967, *The Sower* 1908-1919 and the *Cathedral Chronicle* 1931-1984 (both newspapers of the Catholic Diocese of Geraldton) to be filmed. The filming standards applied during this project have resulted in excellent reproductions that have been commented on by librarians and researchers.

WA archival collections

The Western Australian Migrant Communities Archive, established in 2001 through a grant from Lotterywest to the WA State Library Custodians, has continued to grow. A part-time archivist has been appointed to build the archive, receive collections and seek donations of relevant material. Significant donations include the papers of Nick Agocs, a Hungarian migrant who arrived in 1950 and who has been involved in many ethnic organisations; the Fazekas family papers and photographs from 1941 to 1983; and records of the Slovenian Club of Perth, 1979 to 2002. Other major projects completed include the Wool Industry project, with significant collections of records, photographs and oral histories relating to this important industry being added to the Battye Library's collections.

Preservation

An important preservation initiative has been the *Save Our Film* project which has enabled 56 titles on severely deteriorated acetate film, to be preserved by copying them onto a more stable format (polyester) and producing DVD-R copies for access. Titles preserved include *Fairbridge in its Heyday, Fremantle the Western Gateway, Floral Harmony, 1945 Victory Celebrations, West Australian Welcome* and *Sir Frederick Samson*. This project was made possible by special grants from Lotterywest to the WA State Library Custodians, and the Constitutional Centre, which will use the films for exhibition and educational purposes. In addition, a number of Western Australian companies have provided funds to restore particular films of relevance to their industry or location.

Improved access to electronic resources

Access to over twenty key electronic databases is now available to clients in the Alexander Library Building, the two latest additions being *World Consumer Lifestyles*, providing vital business statistics relating to consumer lifestyles, and the *Times Digital Archive*, with access to every page of *The Times* newspaper published for the last 200 years. Most of these resources were purchased through the Council of Australian State Libraries Consortia Group, and during the year over 45,000 searches were conducted by clients on these databases. In addition, some fifty public libraries in the State have gained access to the Australian and New Zealand Reference Centre online database as part of a consortium arrangement brokered by the Council of Australian State Libraries. The State Library of Western Australia is acting as the central billing agent for the consortium allowing greater savings for the twenty participating local governments.

Improved public library service delivery

Through the Improved Service Delivery Project (ISDP) a number of processes have been re-engineered to improve the timeliness of delivery of resources to public libraries throughout the State. Services were extensively evaluated, including the selection, acquisition, processing and distribution of resources, and changes to processing standards agreed upon by public librarians. An indication of the success of the project was evidenced late in the year when copies of the latest Harry Potter title, *Harry Potter and the Order of the Phoenix*, arrived in some libraries four working days after the title's release - a vast improvement on the delivery times of pre-ISDP days. While improvements have been primarily achieved through process re-engineering in 2002-03, the proposed use of enhanced electronic infrastructure over the next 12 months will provide even greater efficiencies.

Western Australian Premier's Book Awards

In June 2003, the Premier, the Hon Geoff Gallop, presented the 2002 Western Australian Premier's Book Awards at a dinner held in the Alexander Library Building. There were a record 126 books and scripts entered for the 2002 Awards following the announcement of an increase in prize money for each category winner. The winner of the Premier's Prize was Richard Bosworth for his book *Mussolini*.

Perth International Arts Festival

Considerable support was provided to the 2003 Perth International Arts Festival (PIAF) and the 2003 Perth International Writers' Festival by way of venues and facilities, as well as providing a dedicated Writers' Festival Book Shop throughout the Festival. Displays of library materials relating to productions featured during the Festival were mounted, information about the artists and their works made available through a special PIAF website, and the State Library of Western Australia hosted the *When We Were Young* series of readings and talks with well known Perth personalities each Saturday of the Festival.

Chairman's Report

The 2002-03 year has been one in which there have been a number of major governance issues addressed by the Board. As a result of a recommendation made in the Report of the Taskforce Established to Review the Machinery of Western Australia's Government, the functions of the Library Board were reviewed to assess the appropriateness and feasibility of incorporating those functions into the Department of Culture and the Arts.

In December 2002, Cabinet endorsed the recommendation of the Minister for Culture and the Arts, the Hon Sheila McHale, to retain the Library Board as a statutory authority and this decision confirms that the Board will continue to operate with a degree of independence from Government direction and control in relation to its specific functions.

The Board has continued to work closely with the Department of Culture and the Arts to resolve the governance issues that arise when a statutory authority has a close working relationship with a government department. My thanks go to Board members, the Acting CEO and the Director General of the Department of Culture and the Arts who are working together to resolve these issues.

As part of the outcome of the review of statutory authorities, the *Library Board of Western Australia Act 195*1 will be amended to incorporate accountability recommendations and the Board has taken the opportunity to consider other minor amendments required to update the Act.

The Audit Committee has met twice in 2002-03 and has been ably assisted by senior officers of the State Library, the Manager Audit and Risk Management, Department of Culture and the Arts and a representative from the Office of the Auditor General.

A decision was taken early in 2003 to implement a Finance Committee as a sub committee of the Board and this Committee will work with the relevant staff and Acting CEO to receive information and assess the financial management of the organisation.

The Board believed that as part of its corporate governance, it was timely for Board and

Management to undertake a strategic planning process to discuss the long-term strategic goals of the State Library's services. One facilitated workshop was undertaken in late 2002 and three facilitated strategic discussions were held prior to Board meetings in the latter half of the financial year. The outcome of these 'think tanks' will be a clear definition of strategic objectives for the organisation and their link to Government outcomes.

A highlight of the year was the acquisition at Christie's auction of 18 original maps and drawings dating from early 19th century French exploration of the West Australian coast. The successful bidding by the WA State Library Custodians was enabled through the generosity of individual donors and corporate sponsors and assistance from the State Government. The Freycinet Collection now forms an important part of the State's documentary heritage collections and the public exhibition of the Freycinet Collection drew in excess of 8000 visitors to the State Library. Staff who prepared the works for exhibition worked tirelessly in a very short time frame to ensure that the collection was displayed not only in climate-controlled conditions, but in a manner that showed the relevance of the collection to the people of Western Australia in an exciting and meaningful way. The cooperation of staff from within the Culture and Arts portfolio including the Maritime Museum, Art Gallery and WA Museum was most appreciated.

A further step towards the conservation and accessibility of Western Australian newspapers was made through the cooperation of the Friends of Battye Library and the Lotteries Commission. Funding was made available to microfilm regional newspapers housed in the Battye Library and these have been made available to each of the Regional Libraries associated with the area covered by the

newspaper. Funding such as this is vital to the preservation and accessibility of the State's documentary heritage for researchers, students and family historians.

The 2002 WA Premier's Book Awards were presented in June and again the entries reflected the strong literary culture that exists in Western Australia. The Board appreciated the Government's strong support for the Awards with the presence at the presentation dinner of both the Premier and the Minister for Culture and the Arts. Thanks must also go the authors and publishers who supported the Award, and to the tireless judges, once again led indefatigably by Professor Vijay Mishra.

A major project to improve the delivery of resources to public libraries has continued throughout 2002-03. The Improved Service Delivery Project aims to accelerate the delivery of resources to public libraries, increase the range of titles available for selection and ordering by public libraries, enhance electronic infrastructure and produce overall efficiencies in the provision of public library services across the State. Already the project has achieved considerable improvement in the delivery of resources and further key project objectives will be implemented next year. The Board is confident that a new Framework Agreement being negotiated with local governments to incorporate up-to-date principles for delivering public library services, will be signed by the end of 2003.

Board membership has changed substantially in the past year. In December 2002 the Board farewelled former Chairman, Graham McEachran and long-term member and Vice Chairman, Councillor Joan Cameron who had served on the Board for twelve years. Other retiring members during the year were Bryn Jones, Dr Lenore Layman, Councillor John Walker and Michael Sonter. Their contributions to the work of the Board are greatly appreciated.

I would like to thank all Board members who have served during the past year for their support and tolerance during a time of great change and many challenges. I look forward to working with the Board to assist the organisation fulfil its role of enabling Western Australians to enrich their lives through access to library resources that increase knowledge, encourage creativity and innovation, and provide them with a sense of identity.

My thanks go to staff who have worked hard and long to achieve excellent results with reduced funding. The Acting Chief Executive Officer Claire Forte must be commended for her performance during the past year and for her unfailing commitment during this time of change and uncertainty. With the knowledge that the Library Board has been retained as a statutory authority, the Board is able to move forward and to make a permanent appointment to the position of Chief Executive Officer/State Librarian.

The coming year brings a number of challenges to the Board, the most important of these being the need to ensure adequate funding support for provision of core services to the community. Continued population growth, increasing costs of resources and the fragility of the documentary heritage of the State, contribute to the enormity of the task before us. There is a need to identify priorities and ensure that use of all resources can be maximised.

On behalf of the Library Board of Western Australia, I am pleased to submit the Annual Report for the year ending 30 June 2003.

Kay Poustie
Chairman
Library Board of Western Australia

Chief Executive
Officer's Report

Introduction

As the acting CEO/State Librarian and Executive Officer to the Library Board, it has been a privilege to lead the organisation through another exciting year.

The Government's decision in late 2002 to retain the Library Board as a statutory authority has given greater surety to the Board's governance role and has enabled the Board and management to focus strategically on the future of the State's library services. There has been a significant turnover of Board members during the year as vacancies have arisen and been filled, and it is pleasing to now have some stability for the foreseeable future.

The organisation adopted a new name on 1 July 2002 - the State Library of Western Australia. We have continued to receive positive feedback from many of our customers about the change and the clear identity this brings to our business.

Collaborative partnerships

The State Library has continued to partner with the National, State and Territory libraries through the Council of Australian State Libraries (CASL) on a number of exciting new initiatives. The pilot project of *AskNow!* an interactive online reference service, has delighted customers around Australia, particularly people in regional and remote locations. The feedback from this service has been overwhelmingly positive and many customers have commented on the joys of being able to have their information needs satisfied in such a timely way, by helpful and knowledgeable staff.

The State Library has both a State and national role in acquiring and preserving WA documentary heritage materials and increasingly this role is extending to the electronic environment. The National Library's Pandora project is an important collaborative project to preserve significant Australian websites and electronic publications. The State Library has given some focus this year to work on Pandora. This work requires new skills in selecting and negotiating as well as archiving, and like most aspects of the preservation of documentary heritage materials, can be resource intensive. It is pleasing that to date the State Library has achieved permanent archiving of fifty-nine websites and electronic publications.

Close collaboration has continued with our partners in local government on fine-tuning the key elements to be included in a new Framework Agreement for the provision of services to public libraries. The discussions have taken a strategic focus and have tested a number of assumptions about the service in order to ensure we capitalise on the strength of the partnership and target community needs. The partnership has been further strengthened by collaborative work on a project to streamline the processes to acquire and deliver resources to public libraries.

The Online environment

During the year a Senate Environment, Communications, Information Technology and the Arts inquiry was established to consider the important issue of the role of libraries in the online environment. The Terms of Reference for the Senate Committee included the demand for public information services; how libraries respond to changing information needs; strategies employed to enhance access to and use of information resources; and the roles of the various levels of government, the corporate sector and libraries in ensuring the effective use of libraries as a primary public information resource in the online environment.

The significance of these issues is evidenced by the 154 submissions received from this inquiry. The A/CEO was commended on the comprehensiveness
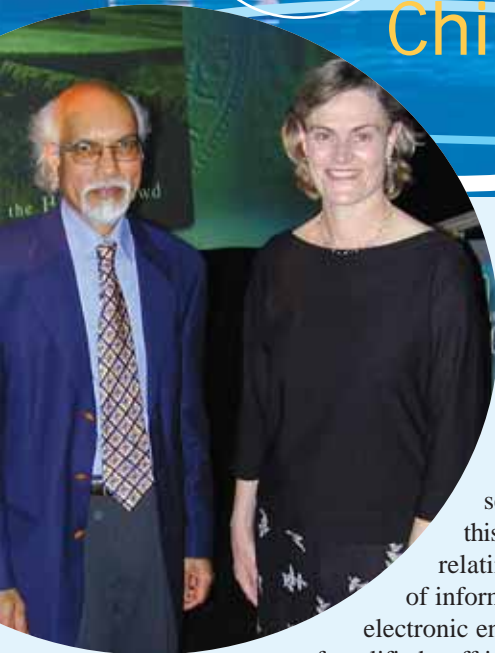
of the State Library's submission during a hearing convened by members of the Senate Committee in Bunbury. The Committee explored several key issues during this hearing including those relating to the costs of provision of information, particularly in an electronic environment; the availability of qualified staff in libraries across the State; training and succession planning in libraries; and the uniqueness of Western Australia's public library services delivered in partnership with local government. It is anticipated that the committee will deliver a report on its findings in September 2003.

Freycinet - a successful journey

The WA State Library Custodians had a very busy and successful year with the highlight being the acquisition at a Christie's auction of a number of significant items relating to the early 19th century French exploration of the WA coastline. An exhibition *Freycinet: Our French Collection* attracted many visitors to the Alexander Library Building to view original maps and illustrations relating to the voyages of Louis de Freycinet and Nicolas Baudin.

This was the most ambitious exhibition we have staged to date and a great deal of assistance and cooperation was received from our colleagues within the Department of Culture and the Arts. A number of individual and corporate donors enabled the Custodians to be successful bidders at the auction and the Government's support was also critical to its success. Most importantly, a significant part of the State's history has been acquired for the community and has ensured the story of French exploration will be preserved for future generations.

Western Australian writing and publishing

The annual presentation of the WA Premier's Book Awards hosted by the State Library has proved to be a most popular event and we were delighted to welcome again this year, the Hon Dr Geoff Gallop, Premier of Western Australia, and the Hon Sheila McHale, Minister for Culture and the Arts. The judges of this year's awards had a record number of entries to assess, an indication that Western Australian writing and

publishing is going from strength to strength. Our congratulations go to Richard Bosworth, the winner of the overall Premier's Prize and to the winners in each of the categories.

The Alexander Library Building came alive with local and international visitors during the 2003 Perth International Writers' Festival. The State Library was pleased to support the festival in a number of ways, including through a dedicated festival bookshop, and provision of venues and spaces for the community to enjoy readings and cultural events.

A vote of thanks

I am very proud of what our staff achieve for the community and am pleased at the number of new initiatives and significant outcomes delivered this year. The Executive Team in particular has provided great support and leadership throughout the year. I extend my gratitude to Graham McEachran, Janet Davidson and Kay Poustie in their respective roles as Chairman of the Library Board and to all members of the Board during the 2002-2003 year for their support to the organisation.

Claire Forte
Acting Chief Executive Officer
and State Librarian

Customer Service

Who are our Customers

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 from the Alexander Library Building, access to our catalogues over the Internet, and in collecting WA's documentary heritage for current and future generations. 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 the State Library of Western Australia. 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 are as follows:

- there are 238 public libraries in WA with all local governments being party to an Agreement with the Library Board for the provision of public library services;
- public libraries in WA employ 899 full time equivalent staff, including 214 librarians;
- they have 899,730 resident members and issued 16,434,000 items in 2001-2002;
- public libraries and the State Library supplied 206,127 inter-library loans in 2002-03 using Document Delivery Online;
- the State Library dispatched 385,000 items to public libraries in 2002-03; and
- 66,700 volumes in over 44 different languages were sent to public libraries to service WA's multicultural community.

People visiting the Alexander Library Building

There were approximately 635,000 visits to the building this year. 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.

The following is a profile of the clients who visit the Alexander Library Building:

- 44% female and 56% male, although in the J S Battye Library, the number of men and women was almost equal;
- youth make up 28% of our clients, with 6% aged between twelve and seventeen, and 22% between eighteen and twenty-four. This reflects the high student usage of our facilities with 51% of our clients indicating that they are full-time or part-time students;
- 45% of our clients visit us at least once a week, 25% at least once a month and 9% are first time visitors.
- with our high student usage, most people visit us to study (38%) or do postgraduate or scholarly research (15%);
- people researching family history make up 12% of our visitors, while 14% use us for business related matters;
- libraries are a community space and 5% of our visitors use the library to access the Internet, and for many others the library provides a place to pursue personal interests; and
- 28% of our visitors had looked at the State Library's website from computers at home, in a public library, university or work place prior to visiting us.

People accessing State Library resources remotely

Increasingly, the State Library 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. For example:

- clients have access to 986,638 bibliographical records on the State Library database, including index entries for more in-depth research, pictures from the heritage collections and links to electronic resources on the Internet;
- over 2.8 million searches were conducted on the database during 2002-03; and
- there were nearly 12 million hits on pages in the State Library website during the year.

Customer Service
Councils

The State Library of Western Australia established consultative forums and customer service councils to provide valuable feedback from clients on our services.

Consultation with public librarians

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

In 2002-03, the Future Directions Planning Committee discussed and reported on issues including a State-wide marketing strategy, a staff exchange program and the feasibility of a Public Libraries Foundation.

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. This year particularly important issues were the electronic inter-library loan system (Document Delivery Online), consortia purchasing of online resources, security tagging of stock, reference collections in public libraries, and the possible introduction of DVDs to the collection.

As part of the Improved Service Delivery Project, a number of focus groups were held to gather information on the selection, acquisition, processing and distribution of new resources for public libraries. A detailed analysis of the existing system was conducted together with the identification of requirements for a new model. A communication protocol was established and extensive consultation with the State Library's key partners and stakeholders was undertaken throughout the project.

State Reference Library customers

State Reference Library continues to take a focused approach when determining and meeting clients' needs. All client feedback provided through suggestions on the online catalogue or customer feedback forms is used as a basis for improving services and monitoring the effects of changes to client services. This has been particularly important with regard to the changes made to the staffing of client service points on weekends.

Liaison with specific community groups for the provision, review or development of existing services in which they have a keen interest is of vital importance, and partnerships are maintained with 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.

In developing new services, the staff utilise surveys to target specific samples of clients. In reviewing electronic product usage and printing needs this year, the State Library developed and circulated a survey to 150 clients. The results will be used to implement printing solutions from electronic resources within the Alexander Library Building during 2003-04.

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. This year the membership of the Council was enlarged to include a representative from Museums Australia, the History Teachers Association, and academe. Other members represent the Friends of Battye Library, the Western Australian Genealogical Society, the Professional Historians Association and independent clients. Two meetings were held during the year.

Some of the issues addressed by the Council were the scope and nature of projects undertaken by the Battye Library covering the wool industry, Schenk collection of photographs, and film and newspaper preservation. Other items included the acquisition and exhibition of the Freycinet collection, Krantz and Sheldon architectural records, and Esperance Rural Properties records. Improvements in client services were outlined and action was taken on suggestions from Council members.

Disability Services Plan
Achievements 2002 - 2003

State Library
of
Western Australia

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

The State Library continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2003 library stock in alternative formats were:

- Large print books   195,574   (8.6% of all resources)
- Videos   137,715   (6%)
- Audio books   98,853   (4.4%)
- CD-ROMs   24,428   (1%)

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.

Disabled access to the Alexander Library Building improved by:
- converting the two sliding doors at the James Street entrance to self-opening and changing the revolving door to a display area rather than an entry point;
- installing voice messages in the public lift car to alert people to floor levels, as well as tactile lift buttons and lowered control panels; and
- the appointment of a consultant to review the design access issues for the ground and fourth floor toilets and submit proposals for compliant upgrades. The renovated toilets will include adequate levels of security, correct signage, free space, and appropriate access doors.

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

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 State Library staff.

The following training programs/seminars were conducted:
- a demonstration of the Web4All technology and library service for blind and vision impaired people was presented by a representative from the Vision Australia Foundation in March 2003. State Library staff, together with representatives from State Government and local governments, attended the session;
- the program Clients with Special Needs was included in the five-day training program for country library officers;
- an introduction to library services for people with developmental disabilities was provided to volunteer mentors participating in the Narkaling Reading Network; and
- a training program on disability awareness was presented to State Library staff and public library staff in August 2002.

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

The State Library is represented on the Department of Culture and the Arts' Disability Services Planning Committee, which meets quarterly, and includes representation from arts and cultural agencies and people with disabilities.

Services for
Indigenous People

In March 2003, an official function was held to thank the Schenk and Morgan families for their donation of over 1000 images documenting the daily life of the Mt Margaret Aboriginal Mission.

The images, dating from 1930 to the late 1980s, are mostly of the Wongi people from the mission and surrounding Goldfields area. These images have been digitised with the aid of grants from the Friends of the Battye Library Inc. and the Schenk and Morgan families. Copies of the photographs on CD have been given to the families as well as to the Goldfields Land and Sea Council.

For some time staff have identified the need for a guide to the collections in the Battye Library which are useful for Indigenous research. The manuscript for this Guide has been completed and is currently being reviewed by an experienced Aboriginal university lecturer. It will be made available to clients in 2003-04.

The State Library continues to provide resources and services to Indigenous community libraries at Ngaanyatjarra (Warburton), Kupungarri (Mt Barnett) and to the Adult Education Centre at Balgo Hills and useful partnerships have been established with these three communities. However, to respond adequately to the unique circumstances of Indigenous people and to achieve equitable outcomes, it is essential that the delivery of library services is flexible and that resourcing is appropriate. The State Library has undertaken wide consultation on these matters across the Western Australian State Government, and with other State and Territory libraries, as well as close consultation with remote Indigenous communities. Staff will continue to explore innovative methods of service delivery to remote and regional Indigenous communities.

To promote literacy and the importance of Indigenous stories to children, the State Library has developed storytime kits which have been successfully used by libraries in Halls Creek, Ngaanyatjarra, Roebourne and Kununurra.

Staff from the Battye Library provided information sessions and tours to representatives of Indigenous communities from many parts of the State including people from the Noongar Land and Sea Council, the Kimberley Stolen Generations Group, the Goldfields Land and Sea Council, and Aboriginal researchers and students from Albany, Roebourne, Halls Creek, Broome, Port Hedland, Curtin University and Perth metropolitan area.

Consultations were also held with Kimberley people who helped to identify images in a large collection of photographs taken by Mario Malos in Broome from 1950 to 1980.

The Library hosted displays of material relevant to NAIDOC week in July 2002 and Sorry Day in May 2003. At the Aboriginal Link-up conference in Fremantle, staff worked on an information stall and provided an online presentation featuring images from the Battye Library's Pictorial Collection.

Support was provided to the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) with the State Library hosting the Western Australian component of the "Link-up Family History" training program.

To improve library services and raise cultural awareness, a program of training highlighting public library services to Aboriginal and Torres Strait Islanders was included in the 5-day training programs for country library officers.

The State Library continues to support the Aboriginal and Torres Strait Islander Libraries and Information Network (ATSILIRN) with the State Library's Consultant: Aboriginal and Torres Strait Islanders Services being one of the three elected State members.

State Government Plan
for Young People 2000-2003

Through the provision of services and resources to public libraries, the State Library 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, 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; and
- to develop and maintain high quality collections of resources for young people in Western Australian public libraries.

Through its partnership with public libraries, the State Library is committed to providing services and resources for young people of all ages that assist them to develop their literacy, intellect, imagination, and values as well as a commitment to life-long learning and reading.

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

Outcome 1: Provision and management of appropriate public library resources.

High quality collections of resources for young people of all ages are held in public libraries throughout Western Australia. Like adults, young people have a need for current, accurate information and a range of relevant recreational resources. However, resources for young people have many unique features. Resources need to cater for a diversity of ages, developmental levels and reading abilities, and be supplied in a variety of formats. Public library collections range from the simplest board books for babies listening to words, rhymes and stories for the first time, through to informational and recreational reading for young adults.

Staff continue to provide advice and information to aid public librarians in selecting resources for young people. Booklists are devised and delivered online to public libraries. In addition, two information brochures have been created for parents to assist them in selecting resources to read to their young children.

Outcome 2: Public Library and State Library staff training.

Training and development opportunities for State Library and public library staff have continued to be extended through the provision of expanded online services and joint monthly meetings, hosted by public libraries, which have addressed trends and issues in developing relevant collections and services for young people.

An online handbook has been produced containing an extensive range of information to assist public library staff working with young people to provide innovative resources and services for young people and their families. Coverage includes planning and evaluating library services for young people, establishing partnerships in the community, library design and layout, as well as practical advice on program development and delivery.

A collaborative effort with public library staff has seen the instigation of on-site training sessions in public libraries to allow for the participation of a wider group of staff. This has enabled library staff that do not normally work with young people to better understand their requirements.

Outcome 3: Effective communication strategies with the client group.

State Library and public library staff have continued to work together to plan and develop appropriate and innovative in-house and outreach services for young people of all ages as well as their families.

An acknowledgement of the importance of positive early experiences for children aged 0 - 8 has focused attention on services for this group as well as for their families and carers. An additional ten storytime kits have been produced to assist library staff offering storytime sessions in public libraries. This service plays a pivotal role in fostering a positive attitude towards books, libraries and reading and establishing early literacy skills. For the first time, these have been made available to metropolitan libraries and those already available to country libraries have been more extensively used for outreach to play-groups, day care centres and schools.

A new holiday reading program to encourage primary school age children to continue and extend their reading through the summer holiday break has been successfully delivered throughout the State.

Report on Operations

Services to Public Libraries

Western Australian Documentary Heritage Collections
and Information Services

Reference and Information Services

Public Programs and Business Development

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 inter-library 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 government and other organisations. The partnership between State and local governments, and other participating bodies, is maintained and developed through consultation, joint decision-making and agreed standards. A variety of training programs is 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 the State Library's expertise in inter-library lending and document supply services, with particular emphasis on meeting the requirements of the people of Western Australia through their public libraries.

Strategic objectives

- To improve Western Australians' access to public libraries.
- To extend the range of State Library provided and other information services available through public libraries.
- To assist local governments gain access to telecommunications and networked services for their public libraries.
- To improve the effectiveness and 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 improve Western Australians' access to public libraries.

Training local government country library officers has always been a key aspect in the delivery of public library services to rural Western Australia. These officers make it possible to deliver a library service from very small collections scattered throughout the State, and training includes basic library procedures, using the inter- library loans system, and making them aware of the full range of services they can access for their clients. The State Library conducted four, five-day training programs during 2002-03.

In many regional areas local governments are co-locating their library services with telecentres to improve the hours clients can access services and the technological infrastructure available. The State Library provided support to a number of local governments investigating or implementing the co-location of their library with a telecentre. Discussions with relevant State Government agencies took place with a view to resolving access issues in co-located libraries.

Public librarians were offered a training module on planning and evaluating innovative library services for young people to raise awareness of new issues and trends. In addition, the range of online information available to public library staff through the Public Librarians Online (PLO) website and the Young People's Gateway was improved.

To extend the range of State Library provided and other information services available through public libraries.

Each year State Library staff and public librarians select new stock for purchase from the vast array of material published in Australia and overseas. This year the number of new items processed and made available to public libraries numbered some 238,000 volumes, an increase over the previous year. These resources included regular print books, large print books, audio cassettes, video cassettes, spoken word CDs and CD-ROMs.

Public library programs for public librarians to use with young people were offered online and include storytime programs, book club programs, book talks and readers theatre presentations. Additionally, the Young Peoples Gateway on the State Library website was updated to include additional links to good websites for parents, care givers and young people.

Twenty local governments gained access to the Australian and New Zealand Reference Centre online database as part of a consortium arrangement brokered by the Council of Australian State Libraries. Access to these resources allows public libraries to offer their clients a level of reference service previously only possible from state and university libraries. The State Library is acting as the central billing agent for the consortium, and this has helped realise greater savings for participating local governments. Some fifty public libraries in the State have access to the database through this arrangement.

Research continues to show the imperative of positive early learning experiences in developing children's literacy. The Western Australian public library network is continuing to build on existing potential to develop leading edge programs in family centred library services and community coalitions that support and educate families and children in their pre-school years.

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

Local governments are encouraged to automate their public libraries and provide their clients with free public access to the Internet. This can increase efficiency and improve enormously the level of information delivery to clients from their public library. Staff provide advice on the efficiencies available from automation as the State Library provides more services online such as the Public Librarians Online website, access to online catalogue, 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 State Library staff and public librarians, was enhanced during the year, including further work on improving the collection of statistical information online.

The State Library continues to support and promote the BHP Billiton NetFx State-wide online training programs. This program provides free Internet seminars and workshops to rural, regional and remote communities in northern Western Australia. Telstra Countrywide are also partners providing speedy connection to the Internet. In 2002-03 the roadshow visited Wyndham, Fitzroy Crossing, Derby, Yandeyarra, Newman, Tom Price and Paraburdoo. In addition to benefiting members of the public, the program also promotes the benefits of online access to public library staff and local governments.

To improve the effectiveness and efficiency of the public library partnership framework.

The Framework Agreement Negotiating Committee, comprising representatives from the Library Board, the State Library of Western Australia, the WA Local Government Association and the WA Local Government Librarians' Association, continued to meet during the year.

The annual visit program to libraries in regional areas of the State continued, with the Director Public Library Services, Susan Feeney, leading the program.

The Director visited libraries in the Carnarvon region as well as in the Indian Ocean Territories. Additionally, staff visited a number of metropolitan local governments during the year. The visits assist staff to understand and appreciate issues at the local level, and to respond appropriately to specific needs.

A staff exchange program between the staff at the State Library and in public libraries was developed. The purpose of the exchange was to provide both local government and State Library employees with developmental opportunities to:

- acquire new skills and/or develop their competencies;
- increase their knowledge of the role and functions of State Library or local government partners; and
- gain an alternative perspective so that on return to their home organisations they can contribute their insights and ideas based on a sound knowledge of the differing roles.

Through its consultancy portfolios, the State Library assists public libraries to provide targeted services to meet the needs of groups within the community with special needs.

Highlights in 2002-03 include:

- a new holiday reading program, *Mission: Seek & Survive*, to encourage primary school age children to continue and extend their reading through the summer holiday break, has been successfully delivered throughout the State;

- two new brochures, *Better Beginnings: enjoy reading with your baby*, and a companion product, *First Books for Babies and Toddlers*, have been produced. These are designed to encourage parents and carers of young children to share books and stories with them. They have been widely distributed through public libraries as well as in collaboration with schools and parenting services;

- organising and participating in events celebrating NAIDOC Week, Seniors Week and Children's' Book Week. For Children's Book Week, an author tour to metropolitan liraries by Justin D'Ath was arranged; and

- coordinating the Western Australian component of the Nestlé Write Around Australia short story competition. There were a record number of entries from the six public libraries hosting the competition in 2002, and authors visited public libraries in Joondalup, Mandurah, Belmont, Port Hedland, Katanning, and Geraldton as part of the program. For the first time, one of the two national winners of the competition came from Western Australia.

There is a renewed awareness amongst public librarians of the need for a greater range and comprehensiveness, as well as timely delivery, in public library book stock to support reader expectations. Through its Improved Service Delivery Project, these issues have been extensively evaluated, including the selection, acquisition, processing and distribution of resources, and a number of changes and enhancements have been implemented to address areas of concern. This has principally been enabled through process re-engineering, while the proposed use of enhanced electronic infrastructure over the next twelve months will provide even more efficiencies. Extensive consultation and joint decision making with public librarians has underpinned the success of the project.

As part of an ongoing commitment to improving service delivery, two other reviews commenced during the year.

- A review of public library cataloguing standards was undertaken in order to determine client satisfaction with the catalogue records provided by Public Library Services. Whilst satisfaction levels in general were found to be good, four areas of concern were identified. An action plan was produced and work has already commenced on addressing these concerns.

- A review of the exchange system (the method of circulating stock through the State's 238 public libraries) was commenced late in the year. The exchange system has now been in place for nearly fifty years, and the intention is to review and define the objectives of the exchange program in the 21st century environment, and assess the effectiveness and efficiency of the current process. Recommendations for process and/or technology changes can then be made.

To supplement the stock supplied by the State Library (for instance to purchase more copies of best sellers or books in demand), a large number of local governments purchase and catalogue additional stock for their libraries. A preliminary investigation into the possibility of providing local governments with a fee-for-service cataloguing facility for this material was undertaken. Whilst there is some interest, the level is insufficient to progress the proposal at this time.

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

Launched in November 2001, Document Delivery Online is an online document requesting system, to send, receive and track electronic inter-library loan requests between public libraries and the State Library. There are now 210 libraries, or 88% of Western Australia's public libraries, using the service and in 2002-03, 206,127 inter-library loans were supplied by public libraries and the State Library. This heavy use necessitated an upgrade of the server to improve response times.

Representatives from the State Library of Western Australia and the University of WA co-presented two Interlending and Document Delivery Best Practice Workshops on behalf of the National Resource Sharing Working Group. The audience of fifty-five library managers and inter-library loan practitioners represented the State, public, university, TAFE and special library sectors in Western Australia.

The content of the workshops included:
- the findings of the national Interlibrary Loan and Document Delivery Benchmarking Study coordinated by the National Resource Sharing Working Group and the National Library of Australia;
- ways to describe and analyse inter-library loan and document delivery workflows and processes; and
- methods to improve inter-library loan and document delivery processes.

Library users are requiring access to digital resources both on-site and via inter-library resource sharing. State Library staff are proactive in acquiring knowledge of, and providing input to, legislative amendments in the areas of copyright and licensing arrangements to allow technology-neutral fair dealing.

Western Australian Documentary Heritage Collections and Information Services

The J S Battye Library of West Australian History identifies, selects and acquires Western Australia's documentary heritage materials. It preserves and makes these available 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 Battye Library's *Collection Development Policy*. Cataloguing, indexing and digitising collections provides access to books, newspapers, serials, electronic resources, 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 on the management of collections of Western Australian materials held elsewhere.

The Preservation Services team provides a range of services to facilitate effective preventive and conservation management programs to preserve the heritage materials in the State Library collections. These include microfilming, photographic services, the conservation and restoration of heritage materials, and disaster planning.

Strategic objectives

- To identify, select and acquire documentary heritage materials that reflect the Western Australian community.
- To make Western Australian information accessible through the Internet.
- To provide reference and client services based on Western Australian documentary heritage collections.
- To preserve documentary heritage materials for present and future generations.

Major Achievements for 2002-2003

To identify, select and acquire documentary heritage materials that reflect the Western Australian community.

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

- the Freycinet collection which contains eighteen charts and artworks relating to early French exploration in Western Australia;
- the records of Esperance Rural Properties from the 1960s to 2003;
- records of the Australian Women's Army Service Association 1942-1998;
- an album of photographs and children's sketches from the Gogo Aboriginal Cave School;
- a collection of Reg Lambert panoramas of early Western Australia;
- photographs from the Linley Wilson Ballet School in Perth for the years 1930-1979;
- photographs relating to the history of nursing in WA from the collection donated by Vicki Hobbs;
- a collection of photographs and other artworks collected by Malcolm Uren to illustrate his many publications;
- papers, production material and correspondence from the Black Swan Theatre Company for the years 1991-2003;
- a large collection of interviews with forty people on the life of Sister Eileen Heath, donated by Annette Roberts who wrote her biography;
- an extensive collection of records from the Western Australian Turf Club;
- material from the Royal Agricultural Society; and
- Australian Manufacturing Workers Union records.

It is important for prospective donors to receive advice and assistance from staff before major collections of materials are donated. Prior to the records of the Esperance Rural Properties group being donated, an archivist visited Esperance to assist them in organising these records which date back to the 1960s. This collection is of significance in documenting the pastoral industry and the role of overseas investment in the development of the Esperance region.

The Western Australian Migrant Communities Archive was established in 2001 through a grant from Lotterywest to the State Library Custodians. A part-time archivist has been appointed to build upon the foundation work for the archive, receive collections and seek donations of relevant material. Significant donations received in 2002-03 include the papers of Nick Agocs, a Hungarian migrant who arrived in 1950 and who has been involved in many ethnic organisations; the Fazekas family papers and photographs from 1941 to 1983; and records of the Slovenian Club of Perth, 1979 to 2002.

Another major project completed was the Wool Industry project, which was funded through a donation from Bill Hughes and the State Library Custodians. This project aimed to appraise and improve access to existing collections about wool in the State's collections, as well as the addition of new material through donation. Many records, photographs and oral histories relating to this important industry have been acquired and processed.

Continuing assistance was provided to oral history projects undertaken for the National Library of Australia and the Western Australian Parliament. Oral history donations of significance included collections from the City of Swan, the Midland Railways Workshops project, Geraldton Public Library, and the Bunbury Oral History Group.

Trisha Kotai-Ewers continued as a Visiting Scholar of the Library Board working on the John K Ewers papers and manuscripts. She has completed organising and boxing the collection and is finalising an extensive list of contents.

This year 35 volunteers donated a total of 5,023 hours of their time and expertise. This translates to approximately 418 hours per month and is a 27 per cent increase on the number of hours contributed last year. The team of volunteers who work behind the scenes provide vital assistance to staff and help to ensure that important collections are made accessible. Tasks undertaken included sorting and listing private archives, ephemera and pictorial collections, and assisting staff in Preservation Services.

One of the highlights of the year was a ceremony to honour long-term volunteers who had served for five or more years. Twenty-three people received certificates and a copy of *Worth Telling Worth Keeping: a guide to the collections of the J S Battye Library of West Australian History* from the Minister for Culture and the Arts, the Hon Sheila McHale. The longest period of service was 17 years shared by two volunteers.

To make Western Australian information accessible through the Internet.

The program of digitising heritage material continues, and a further 1493 images were added as thumbnails and screen-size images to the online catalogue. The increasing number of digitised images complements the information available through the specialist Western Australian websites, and remote users can now access nearly 9000 images.

The Battye Library was involved in a partnership with the National Trust of Australia (WA) to digitise 1000 images relevant to the Trust's Golden Pipeline project, some of which will be added to the online catalogue. A grant from the Friends of the Battye Library enabled the digitisation of 1000 images from the family of Rodolphe Schenk who were missionaries at the Mount Margaret Mission in the Goldfields from the 1930s to the 1970s. The family also donated money for this project and the digitised images were provided as a set of CDs for distribution to the Schenk and Morgan families, Goldfields Aboriginal communities and local libraries.

The PANDORA Archive is a cooperative project with the National Library of Australia to collect and preserve electronic publications and websites.   Under this initiative some of these valuable resources will be permanently retained and able to be accessed for research long after publications and websites have disappeared from the Internet, but much more needs to be done.

Websites and electronic publications not available in print format are selected for preserving if they are substantially Western Australian or by a Western Australian author, or are on a subject of social, political, cultural, religious, scientific or economic significance to Western Australia. Selection principles are provided in Guidelines for the selection of electronic publications for the PANDORA Archive which was prepared this year. To date fifty-nine electronic publications and websites have been permanently archived. (See the Appendices to this report for a list of websites preserved).

The online Infolink Government and Community Information Database provides referral information about approximately 7700 government agencies and community organisations, with almost 600 new entries added this year. The database contains links to the websites of 3619 of these bodies. The online calendar is widely used and contains details of 424 dates of special interest. A survey of State Library staff confirmed the importance of the Infolink Database as a valuable resource supporting reference and enquiry services.

Almost 24,000 records describing information relating to Western Australia were added to the online catalogue, as were nearly 9000 entries for newly acquired materials and records transferred from old card catalogues. Increased access to online indexed information was made possible with the addition of over 15,000 index entries. Retrospective work on the Poetry and Short Story indexes has been completed, providing access to important Western Australia literary resources. Current indexing provides access to a wide range of contemporary themes and personalities.

A successful pilot project was undertaken to add detailed listings (in pdf format) of selected Private Archives collections to the relevant catalogue record. Previously, all listings, or Manuscript Notes, were only available to clients who visited the Battye Library's reading room. Now, via the Internet, clients can peruse the 372 Manuscript Notes added this year, with approximately 25 collections being added each month.

The State Library will pursue a number of cooperative projects with the National Library of Australia to enhance public access to digital images, to progress newspaper preservation and oral history programs. The Department of Culture and the Arts is to become a consortium member of PictureAustralia enabling images from the State Library, the WA Museum and the Art Gallery of WA to be accessible through the search interface hosted by the National Library of Australia. PictureAustralia provides a single point of access to digital image collections of cultural agencies around Australia.

Valuable cataloguing and location information for resources in the collections are added to the National Bibliographic Database (maintained by the National Library of Australia). Holdings information was provided for 5277 Western Australian works, 79 per cent of which were original catalogue records created by staff. To streamline the cataloguing of lower priority publications, a project to develop a minimal level record standard was undertaken, and this process enabled nearly 15 per cent of the backlog to be processed, stored appropriately and made more readily accessible to clients.

To provide reference and client services based on Western Australian documentary heritage collections.

Worth Telling Worth Keeping: a guide to the collections of the J S Battye Library of West Australian History was published by the Library Board of Western Australia and launched in October. The illustrated publication was written by Leigh Hays and highlights the Battye Library's role in protecting and preserving our past. It has been well received by the public.

The Photographic Public Orders service processed 420 orders this year, resulting in 1,500 images supplied to clients. Clients are increasingly requesting digitised images as being preferable for publication and where a digital copy exists, these are provided as an electronic file.

A guide to Indigenous records held in the Battye Library was prepared with assistance from the Friends of Battye Library. The project revealed that the Battye Library holds significant amounts of material in most of its collections which will assist Aboriginal and other clients to trace Aboriginal history.

For clients residing outside the Perth metropolitan area, staff answered nearly 1900 letters, faxes and e-mails, many from interstate and overseas. The most common request was for genealogical information, but people were also seeking information about long lost friends or relatives, and on such diverse topics as C Y O'Connor, the Swan Brewery, Lasseter's Reef, plane crashes, the Perth Mint, railways, pearling, Rottnest Island, *HMAS Sydney*, Italian prisoners of war, shipwrecks, convicts and Daisy Bates.

A promotional flyer was prepared and distributed to all State Government agencies and community organisations represented in the Infolink Database. The flyer promoted the Battye Library collections, the *AskNow!* online reference service, the Calendar of Special Dates, State Library websites and online information sources.

Staff undertook 41 tours for almost 600 people. Special purpose tours were carried out for the Yamatji Land and Sea Council, members of the public during Seniors Week, as well as for groups of teachers and for primary, secondary and tertiary students. Apart from sessions conducted by staff for students, many school groups under the guidance of their teachers and reference staff used the Library for research.

The inclusion of the Battye Library as an industry partner has been instrumental in the success of applications for Australian Research Council (ARC) Linkage grants. The first of these was the Midland Workshops History project, now in its 4th year, a partnership between Curtin and Murdoch Universities, the Battye Library, the State Records Office, several unions with historic ties to the Midland Railway Workshops, the Labour History Society, the Midland Redevelopment Authority and the City of Swan. Another initiative funded by ARC through the University of Western Australia is the production of an Historical Encyclopedia of Western Australia. The Director of the Battye Library is a member of the Editorial Advisory Group for this project. More recently staff assisted in the preparation of a grant application for the *Italians in Western Australia: a cultural history and archive of migrants*

and migration project, which is a cooperative effort between the University of Western Australia, the Battye Library, the Italo-Australian Welfare Association, the Italian Consulate, the Western Australian Museum, and the Office of Multicultural Interests.

To preserve documentary heritage materials for present and future generations.

Surveys were conducted to assess the condition of the documentary heritage collections, which are worth tens of millions of dollars, and mostly containing the only copies of materials in existence. These show that the extent of known problems is larger than previously thought, and there are previously unidentified ones. Some immediate concerns have been addressed, but others need urgent attention.

During the project, the condition of film and photographic negatives was assessed and recorded. Databases were created to record stock and its location, identify camera originals, list missing negatives, and show preservation work done and required. At risk microfilm was copied, some formats in danger were relocated and rehoused, and special enclosures were made to improve the chances of survival of some materials, including panorama photographs, which were also flattened and encapsulated.

The reality is, however, that the battle to preserve the Western Australian collections is being lost and many photographic negatives, photographs, films, newspapers, electronic publications, computer disks, rolled maps and plans, and oral histories will be lost before they can be properly preserved. By way of example, with resources currently available, it will take 1145 years to preserve the photographic negatives at greatest risk, and the State Film Archives collection nearly twice that number of years. Similarly, under the current program for microfilming newspapers published to 2000, it will take 52 years to complete.

The Friends of Battye Library's major project (sponsored by Lotterywest) to microfilm and re-film pre-Federation to 1905 regional newspapers to Australian and international standards was completed. Many of the newspapers filmed were very fragile and required special skills and dedication on the part of

staff involved. The seventeen newspaper titles produced 272 original reels covering the *Albany Advertiser* (1897-1901), *Albany Mail* (1883-1889), *Geraldton Observer* (1880-1881), *Kanowna Democrat* (1896-1897), *Pilbarra Goldfield News* (1897) and *Southern Cross Herald* (1894-1896). Copies of the microfilm were deposited with relevant regional public libraries for local clients to access, and the film standards attained during this project have resulted in excellent reproductions that have been commented on by librarians and researchers.

In addition, the National Library of Australia supplied a grant to microfilm newspapers and this was used to film the *Merredin Mercury* 1912-58, the *South Star* (a newspaper of the Catholic Diocese of Bunbury) 1956-1967, *The Sower* 1908-1919 and the *Cathedral Chronicle* 1931-1984 (both newspapers of the Catholic Diocese of Geraldton). Copies of these newspapers were borrowed from the Bunbury and Geraldton dioceses to augment those held by the Battye Library.

Funds to preserve films from the State Film Archives were made possible by a special grant from Lotterywest through the WA State Library Custodians, and the Constitutional Centre which has a need for films for exhibition and educational purposes. Fifty-six titles on severely deteriorated acetate film, including *Fairbridge in its Heyday, Fremantle The Western Gateway, Floral Harmony, 1945 Victory Celebrations, West Australian Welcome and Sir Frederick Samson*, have been preserved by copying onto a more stable format (polyester) and producing DVD-R copies for access. These titles are now available for clients to view through the State Film and Video Library.

The Conservation Unit in Preservation Services provides conservation treatments and preventive conservation for materials that are at high risk or of priority to preserve, and for selected valuable and rare collection materials. It oversees all work involving single items but mainly collection level conservation, including treatment of bound and unbound items, maps, prints, manuscripts, drawings, books and photographic materials.

More than 300 hours were spent preparing the items purchased for the *Freycinet: Our French Collection* exhibition. The eighteen items purchased at auction

required minor conservation treatments including surface cleaning, humidification and flattening of creases and folds. Adhesive tape had to be removed before it caused unsightly staining. Following conservation treatment the works were mounted and framed ready for exhibition. A number of books from the State Library's collections were also included in the exhibition, and these required repairs and the preparation of custom-made supports for each book.

A major part of the conservation team's work is the repair and/or stabilisation of items from the Battye Library, State Reference Library and the State Records Office collections. In 2002-03, 178 conservation treatments were undertaken to ensure the preservation of these items for future client access. There is often conservation work required on material prior to microfilming so that the highest quality reproduction can be obtained. In many cases this involved flattening folded or rolled items, and removing surface dirt and staining.

A particularly interesting collection which required treatment was a number of letter books from the private archives collection. The pages are a thin tissue paper, which was dampened and placed in a press to transfer the ink to create the original letter. In many cases the ink used in these books is extremely acidic and eats into the paper, causing it to disintegrate. As these books are often too fragile to be viewed, they are stabilised and repaired before copies are made on microfilm.

Preservation advice is provided to regional libraries and communities. Following visits to the Anglican Church Archive, Water Corporation, Department of Conservation and Land Management, Town of Cottesloe and Subiaco Council, staff provided advice on housing, storage and disaster recovery of their archival collections.

Training, workshops and seminars on the preservation of family and community history collections, and preventive and preservation issues, were conducted for State Library staff, government agencies, professional institutions and the public. These seminars included:

- *Technology, Materials and Identification of Digital Prints* for librarians, archivists, conservators, curators and staff from museums and historical societies;
- *Conservation of Colour Photographs and Digital Prints* for government departments, universities and conservators;
- *Preventive Photographic Conservation* for State Library staff;
- *The Effects of Micro-organisms on Library and Archival Materials, Preventive Control and Conservation Treatments* for University of Western Australia microbiology students;
- *Caring for your Family Archive* during Seniors Week; and
- *Introductory Workshop on Archives and Recordkeeping* for the WA Branch of the Australian Society of Archivists.

The microfilm unit provides in-house archival microfilming of material for the Battye Library and the State Records Office, including material from State Government agencies and local governments. Services provided include filming, scanning up to A0 size, processing, silver halide and vesicular duplicating, archival film testing, quality control and producing microfiche (jackets), and aperture cards.

As well as the Friends of Battye Library and the National Library newspaper preservation projects mentioned earlier, other major achievements were:
- completing sixty-eight microfilm projects for the Battye Library and the State Records Office which produced 633 original microfilm reels (576,404 frames), 2455 duplicates, 7538 microfiche and 577 scanned maps;
- filming the Western Australian Government Railways (WAGR) 'Record of service cards (1900-1990)' which gives service information on workers at the Midland Workshop;
- filming the Supreme Court 'Indictment files (1830-1861)'. This collection of 15,000 frames is a valuable resource for research into early legal history; and
- copying 428 Department of Land Administration Townsite plans, 1829-1900 Albany to York. A pilot project of Western Australian rare maps from the Battye Library collection was produced on CD-ROM from these plans.

The photographic unit provides prints for public orders from the Battye Library Pictorial Collection and maintains the film and negative heritage collections. Some key achievements for the year were:

- producing 1198 public print orders;
- producing 907 preservation copy negatives, of which approximately 40 per cent the material copied was lent to the Battye Library from members of the public;
- completing 102,792 condition reports as part of an ongoing program to identify the state of the negative collection which includes glass, opaltypes, tintype and small and large format plastic negatives; and
- developing sink mats made of archival board and polyethylene foam to house 280 broken glass negatives for preservation storage.

A high-end flatbed scanner was acquired to capture deteriorating nitrate and cellulose acetate negatives from the Pictorial Collection at greatest risk. Although not all of this material has had condition reports, large numbers have been identified for the project. Training of staff and testing of the equipment has been completed.

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 provide reference services through personal contact, telephone, electronic mail, interactive reference services and traditional mail services. In addition, a wide range of self-help resources are available to clients such as the State Library website, catalogues and indexes, so that clients are able to find information for themselves. Reference and information services to suit particular client needs are catered for through five subject libraries - Arts and Literature, Business and Management, Science and Technology, Music and Performing Arts, and Social Sciences. Specialist services and collections offered include music and performing arts, film, Australian children's literature, family history and business information.

Strategic objectives

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

To improve Western Australians' access to information, regardless of location

AskNow! is an online reference service which utilises the experience of librarians in Australia's State and National libraries to offer 50 hours a week of professional reference assistance to clients regardless of location. The pilot project was initiated by the Council of Australian State Libraries (CASL) and uses proprietary chat software provided by the Metropolitan Cooperative Library system (MCLS) in the United States via the Internet. The service is available from 9.00 a.m. to 5.00 p.m. throughout Australia (i.e. 7.00 a.m. to 5.00 p.m. in WA). Fourteen librarians in the State Reference Library resource the service for 18 hours a week, using Western Australia's time differential to extend the hours available.

This service, which started on 26 August 2002, enables an individual to connect directly to a librarian, who then identifies web resources relevant to the client's need, and through the co-browsing feature, simultaneously 'shows' the client these resources. This service utilises information readily accessible online, including library catalogues, journal indexes, databases and encyclopaedias in addition to other websites.

The first four months of the service were used to refine the service and familiarise participating librarians with this totally new way of delivering reference information. After the official launch and related publicity on 20 January 2003, the average number of inquires received per month was 3600 and up to the end of May 2003, a total of 20,000 enquires had been received. A review after 4 months indicated that 41% of users were living in regional areas, and more recent statistics indicate that a further 4% are from metropolitan Western Australia. The number of 'seats' licensed was increased from two to three to cater for the increased demand after the official launch.

Surveys conducted at the end of each session, indicate that 94.5% of respondents would use the service again, with 85.4% rating the quality of the information provided as good to excellent. Feedback is particularly favourable from people located in regional and rural areas. A review of the service is due late in 2003.

AskNow! has enabled Western Australians to have access to a service beyond the scope of what the resources of the State Library of Western Australia could offer alone.

Music Australia is a website which aims to deliver Australian musical content (mainly historical) using digital technologies via the web. The National Library of Australia launched this website in October 2002, and they have offered the State Library of Western Australia a small grant to digitise selected Western Australian music for the site. Initial work has commenced on this exciting way of providing music to clients regardless of location.

The range of electronic database and information tools available to clients in the Alexander Library Building continues to grow. Currently at least 23 key information resources are available, the two latest additions being *World Consumer Lifestyles*, providing vital business statistics relating to consumer lifestyles, and the *Times Digital Archive*, providing access to every page of *The Times* newspaper published for the last 200 years. Both of these resources were purchased through the combined efforts of the Council of Australian State Libraries Consortia Group. These resources enable clients to conduct efficient searches on the latest material, reducing the time it would have taken to receive hard copy versions or CD-ROMs of the same data. In 2002-03 clients conducted over 45,000 searches using online databases.

With access to the national bibliographic database available from every service desk, staff in the State Reference Library are now able to provide clients with information about library holdings for stock held at the State Library, public libraries, or other libraries around Australia. This service was previously delivered by the Document Delivery Services team as a telephone service.

To provide comprehensive, effective and easy-to-use searching tools, which enable clients to meet their own information needs.

To assist clients find more specific information within the resources available in the State Reference Library, over 8000 indexing records were added to the website. These records provide links to relevant information that is usually 'hidden' within the State Library collections, such as songs, Australian poetry, book reviews, short stories and other facts that could not be tracked down via commercially available services.

Another self-help resource provided to clients was an information kiosk to assist the community in accessing information relating to Great Britain. This resource was provided in partnership with the British Consulate.

Since 1995, the State Library 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 major upgrade to this system, entitled Millennium, has been purchased which will see behind-the-scenes processes move from text-based software to a more graphically based environment incorporating web functionality and a suite of new features. The first module to be implemented was Millennium Acquisitions which provides most of the existing functionality for staff, so clients remain unaware of the change. However it provides a much more efficient way of working and forms the basis for the addition of exciting new features of benefit to clients in the future.

In 2003, work commenced on a project to upgrade the State Library website. This project will focus on the structure, design and contents of the site and its current relevance as a major tool for communication and information for clients. Key project objectives are to achieve compliance with the *Guidelines for State Government Web Sites*, to improve the current structure and navigation, to update content and add new content, and to add new functionality such as a search engine, site map, online forms and metatdata.

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

In February 2003, the State Reference Library implemented changes to the way weekend services were provided. Rather than personal assistance being provided from service points over 3 floors, this assistance is now focused mainly on the first floor, with some staff 'roving' in order to provide assistance at the point of need. A review of these new working arrangements will occur in July 2003, taking into account statistics on client usage and both client and staff feedback. This change has been prompted by the need to realise efficiencies in staff resources whilst at the same time continuing to provide appropriate personal assistance to clients.

The music collections in the State Reference Library were used to support the development of musicians from Perth's community orchestras and chamber ensembles by lending over 80 orchestral and chamber sets for their annual camp. These resources enabled the musicians to trial and enjoy a wide range of compositions, both new and well known.

There has been considerable client demand for printing facilities from the State Library's databases, electronic resources and the Internet. A project to attach pay-for-use printers from these resources has commenced, but some delay with the project has been experienced due to the need to upgrade the current pay-for-use swipe card system which is attached to the photocopiers, hire service and microfilm reader/printers. A combined Request for Tender (RFT) was developed for that system and the five-year contract will be awarded in early July 2003. Following the implementation of the new pay-for- use system the printers will be installed.

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

In support of the Perth International Arts Festival, and in particular the Writers' Festival, the State Library developed a website which provided additional information about the artists, writers and events featured at the Festival. Within the library relevant displays were mounted, and a special Writers' Festival reading lounge was created bringing together the works of featured writers at the festival.

The Genealogy Centre is the first point of call in the library for clients undertaking family history. Specialist reference services are provided by volunteers from the Western Australian Genealogical Society Inc. to supplement those provided by State Library staff. In 2002-03, 9207 genealogical enquires were answered, 3819 of these by volunteers. The Genealogy Centre also provides a specialised e-mail service, and clients using this service have come from throughout Australia, New Zealand, England, Christmas Island and Sweden.

In order to raise awareness of the service and provide training for clients, the Genealogy Library has run introductory courses for seniors on tracing their family history, as well as talks to the Rockingham Family History Society and at the Albany Public Library.

Some significant new resources include:
- *English Parish Records* - 26 CDs which provide details of births, deaths and marriages over the period 1538-1837;
- *The Times Digital Archive* - electronic access to every page published in *The Times* Newspaper over a 200 year including all articles, editorials, birth and death notices, advertisements, illustrations and photographs. As it is possible to search the database using names it has proved to be very popular with family history researchers;
- the *St Catherine's Index* coverage was increased and the collection now covers 1837-1962; and
- an unusual resource - the *List of inscriptions on tombs or monuments in Bengal*, which provides detailed information on people who were based in Bengal from as early as 1662. The inscriptions from the headstones are supplied in full as well as some potted histories on the people who passed away. An article was supplied to the *Western Ancestor* (the magazine of the Western Australian Genealogical Society) regarding this interesting resource.

Planning is underway for a Family History Fair in September 2003, a joint initiative of the State Reference Library, the Western Australian Genealogical Society Inc., the State Records Office, the Battye Library of West Australian History, and the National Archives of Australia (WA). It is anticipated that many visitors will be attracted to the Fair, which will be held over a weekend, and it has generated a lot of interest from smaller family history organisations and societies, as well as the Royal Western Australian Historical Society and the Registrar General's Office and the Police Historical Society.

As the major public library in Western Australia and a prominent building within the Perth Cultural Centre, there is significant demand for tours of the Alexander Library Building. In addition, both formal and informal training is provided throughout the year on topics such as the use of the Internet and online catalogues, family history research and the resources available in particular subject areas. This year, 37 tours were conducted for client groups, and during Seniors Week, there were extra tours of the State Reference Library, including behind the scenes areas and viewing of rare material, as well as providing courses on tracing your family tree using of the resources of the Genealogy Centre.

Through an investigation of the provision of information on CD-ROM, it was found that 45 titles on CD-ROM could be cancelled as the information they contained was now available via the Internet or has been incorporated into other products.

To ensure that all Western Australians, regardless of location, had access to good reference services, the State Reference Library has provided an advanced reference service, in particular for small country libraries. However, this paper and mail based service was no longer meeting clients' needs and expectations and, in keeping with the trend toward online reference services, this year the "Subject Request" service from clients via their public library has been replaced with e-mail, phone or the new 'chat' service, Asknow! Staff respond with information, guidance on where to search, or by supplying an inter-library loan to the client's public library. This is a much faster and more efficient way to answer client requests and enables staff resources to be focused toward these new methods of service delivery.

Public Programs and Business Development

The State Library of Western Australia promotes its services to the community by organising events and experiences which inform, educate, challenge and entertain through the utilisation of our 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 Pages Cafe coffee lounge, photocopying services, venue hire, the State Library Shop and the Discard Book Shop.
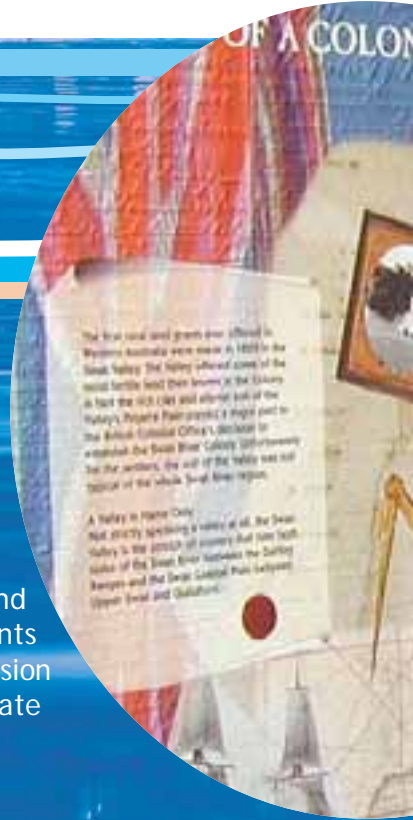
Strategic objectives

- To make Western Australians aware of the range of information services provided by the State Library.
- 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)

The Freycinet Production Team

Public Programs

Exhibitions

Two major exhibitions were presented in the Centre for the Book. The first, *A Taste of the Valley*, highlighted the historic and current attractions in the Swan Valley region, its people, tourism and industry. During Adult Learners' Week the exhibition was a focal point with Swan Valley producers of wine, cheese, chocolate and vegetables exhibiting their produce and holding public forums as part of the many events during the week.

The second exhibition was *Freycinet: Our French Collection*, which was held over five weeks in February/March 2003. Without doubt, the exhibition has been the most important exhibition mounted in several years at the library. It was pleasing to have cooperation from so many sources in mounting the exhibition, especially the Department of Culture and the Arts, Western Australian Museum, both the Maritime and Perth facilities, and the Art Gallery of WA. Without the financial help from the State Library Custodians and its sponsors, the educational material from RIC Publishers and the enthusiasm of library staff, the exhibition would not have been the success it was. The information panels from the exhibition are being redesigned so that it can tour regional areas of Western Australia with facsimiles of the originals.

A very popular display, *Cover to Cover*, which examines the changes in design and the inspiration for the covers of many Western Australian books, replaced the Freycinet exhibition in the Centre for the Book in May. This popular exhibition has toured the State.

Several displays were held in the Readers' Centre this year, the most notable being the British Commonwealth Overseas Forces (BOCF) display on the devastation and rebuilding of Hiroshima. The BOCF Committee organised many schools to visit the display, with committee members available to provide answers to the children's questions. Other displays from external organisations which the Library supported include the Agriculture Department's banned goods Christmas display, Languages Other Than English and Mental Health Week.

The outreach programme continued with several touring exhibitions booked by regional libraries: *West Coast Kids* toured to the Tom Price Public Library and Spearwood Public Library; *My Place, My Region* toured to the Albany Public Library and *Strike A Chord* went to the Girrawheen Public Library.

Western Australian Premier's Book Awards

The Western Australian Premier's Book Awards were presented in June 2003 with the Premier, the Hon Geoff Gallop, presenting the awards at a dinner held in the library. *Coming of Age* was this year's theme celebrating 21 years since the State Government inaugurated annual book awards in Western Australia. The winner of the Premier's Prize was Richard Bosworth, who also won one of the two Non-Fiction Awards for his book *Mussolini*. The other Non-Fiction Award winner was *Out of the Desert* which told stories from the Walmajarri people and was edited by Joyce Hudson, Pat Lowe and Eirlys Richards. Gail Jones won the Fiction category with her first novel, *Black Mirror*; the Poetry category was won by Barbara Temperton for *Going Feral*; Pat Lowe won the Writing for Young Adults category with *Feeling the Heat*; Mark Greenwood and Frané Lessac won the Children's Book category with *The Legend of Moondyne Joe* and the Script Award went to Hellie Turner for *Bench*.

Perth International Arts Festival and Writers' Festival

Extensive sponsorship support from the State Library was provided to the 2003 Perth International Arts Festival (PIAF) and the 2003 Perth International Writers' Festival (PIWF) by way of venues and facilities. During the Festival's Celestial City programme, and the Writers' Festival, the Alexander Library Building hosted *When We Were Young*, a series of readings and talks with well known Perth personalities. They proved very successful with notable Aboriginal actress Ningali Lawford, along with David Milroy, proving great drawcards.

The State Library secured the role as the official Perth International Writers' Festival bookseller and provided a dedicated Writers' Festival Book Shop throughout the festival, located on the ground floor of the Alexander Library Building. In partnership with the Western Australian Museum, a mobile bookshop was also provided for author events external to the Perth Cultural Centre. Feedback received from international visitors and regular writers' festival followers was very positive regarding the layout and professional service provided.

@ your library marketing campaign

Western Australian libraries from all sectors are working together to prepare the '@ your library' state-wide marketing campaign. The goals and objectives of the campaign are to promote the value and benefits of libraries and the library profession through a variety of media including print, radio, newspapers and television, as well as through mini campaigns in individual libraries across the state. It will be the first time that libraries across all sectors have worked collaboratively towards the goal of marketing themselves to clients, the community and ultimately to policy and decision makers. There is also the strong likelihood that the campaign will soon become national with commitment being expressed by other states around Australia. Should this occur, it will inevitably add to the impact of the campaign in Western Australia. A steering committee with representatives from all sectors has been established and funds are being raised for the purchase of materials and contracting an experienced marketing manager to assist with the campaign. The State Library has been the instigator of this marketing opportunity and has provided logistical support.

Public lectures

The Landscape Series of lunchtime lectures featuring John Kinsella was a popular public lecture series sponsored by the Edith Cowan University International Centre for Landscape and Language and supported by the library. The lectures were well attended and were filmed for broadcast on Access 31 television.

Knowit: the State Library newsletter

Knowit, the State Library's newsletter, has been used to inform stakeholders about what is happening at the Library and to celebrate our many achievements. To determine the value of the newsletter an internal review was conducted, resulting in major changes to Knowit. It was decided to change the newsletter into a quarterly magazine and increase the size from 8 pages to 14 pages, with a major overhaul of the design. A new editorial committee has been established to coordinate contributions and to widen the content of the magazine.

Business Development

The Business Development area focuses on the development and delivery of sustainable free and fee based customised information services and library products to targeted client groups. The main service delivery areas are State Library Sales and the State Library Shop.

The Discard Book Shop

The Discard Book Shop, which provides a seven day a week sales outlet for discarded public library stock direct to the public, continued to adjust its product mix to meet market demand and the needs of clients. Sales of discarded library materials continued to achieve desired stock turnover targets and the total revenue generated made a valuable contribution to cost recovery for the processing and storage of the State Library's discarded library materials.

Discard sales

In addition to the Discard Book Shop, a number of community discard book sales were conducted during the year to provide an opportunity for both metropolitan and regional Western Australians to purchase this material. Sales were conducted within the Perth metropolitan area, and at Carnarvon, Kalgoorlie, Bindoon and in the Geraldton region at the Greenough River Hamlet. Sales in the country are conducted in partnership with the local public library and local government authority in each region and are well attended by the public.

The discard sale held at the Greenough River Hamlet in May 2003 was a unique partnership involving the Geraldton Regional Library, the Shire of Greenough, the City of Geraldton and the Greenough River Hamlet Heritage Council. This community event, the first of its kind and scale to be held at the hamlet, involved tireless support from local volunteers such as the local Sea Scout Group who provided overnight security, and the Geraldton Library. In conjunction with the event, a literary dinner and writers' workshop with visiting author Gabrielle Lord was conducted. The partnership formed between the organisations

was a positive example of the benefits to the community of cooperation and partnering between the various level of government and community focused organisations.

Similarly the Great Bindoon Discard Book Fair and Model Spectacular in November 2002 was another successful event. The partnership between the Shire of Chittering, the Gingin/Chittering Lions Club, the Central Coastal Districts Business Enterprise Centre and the State Library provided a unique opportunity to purchase discarded library material, local produce and arts and crafts, and enjoy demonstrations of radio controlled and static model airplanes, boats, trains and cars in a village fair atmosphere.

The State Library Shop

The State Library Shop, located on the ground floor of the Alexander Library Building, completed its second year of trading. It supports the Western Australian publishing industry 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 other books and merchandise. A premium title search and ordering service provided through the Shop proved popular and enabled clients to procure titles hard to locate through other retail bookstores.

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.

In recognition of its good standing and professionalism within the retail book trade, the Shop was selected as a case study and retail shop design model for the School of Design at Central Metropolitan TAFE. In addition the shop manager was invited to join a workshop with Professor Geoff Shellam and other members of the University of Western Australia Press Advisory Board to provide professional retail input to their future publishing program.

Providing a retail outlet at book launches, festivals and literary events has proved an ideal way of expanding the client base. During 2002-03 the State Library Shop initiated, hosted and attended as primary bookseller, a number of events including:

- the Edith Cowan International Centre for Landscape & Language - Kinsella Landscape Lectures in partnership with the Fremantle Arts Centre;
- book launches of *Under a Tin Grey Sari* by Wayne Ashton (Fremantle Arts Centre Press), *Facing Drugs* (Choice Books) and *Worth Telling Worth Keeping - A Guide to the Battye Library Collections* (State Library of Western Australia);
- official Bookshop for the 2003 Perth International Writers' Festival; and
- the 2002 Western Australian Premier's Book Awards where the State Library Shop was the dedicated bookseller.

Freycinet collection merchandising

A range of merchandise derived from original images from the Freycinet Collection was produced. Three types of merchandise were made available for purchase: limited edition authenticated prints, poster prints and a set of six card and envelope sets.

These products were made available for purchase during the Freycinet Exhibition and afterwards in the State Library Shop. The images produced were:

- The Observatory of *Uranie* at Shark Bay, watercolour by J. Antoine Pellion, 1818;
- Chart of the Swan River, by François-Antoine-Boniface Heirisson, 1801;
- The volute Ethiopienne, drawing by A. Prévost from a specimen brought back from Shark Bay, 1820;
- Giant birds' nest on Dirk Hartog Island, by Jacques Arago, 1818;
- Chart of the N and NE coast of Garden Island, autograph manuscript by Henri de Freycinet after a survey by his brother Louis, 1801; and
- Chart of lle Depuch showing also Sable Island and coastline, by François-Michel Ronsard, 1801

The products proved popular with the public and visitors to the Freycinet Exhibition and sales of the merchandise met expectations and are ongoing.

The Observatory of *Uranie* at Shark Bay, watercolour by J. Antoine Pellion, 1818

Chart of the Swan River, by François-Antoine-Boniface Heirisson, 1801

The volute Ethiopienne, drawing by A. Prévost, 1820

Giant birds' nest on Dirk Hartog Island, by Jacques Arago, 1818

Chart of the N and NE coast of Garden Island, autograph manuscript by Henri de Freycinet, 1801

Chart of lle Depuch showing also Sable Island and coastline, by François-Michel Ronsard, 1801

Maximising returns from venues

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. The State Library Theatre with its 35mm cinema facilities continued to attract new business for film evenings and matinees, as well as conferences, seminars, product launches and presentations.

A public tender for the lease and license of Pages Cafe and the staff canteen kitchen, located on the 4th floor of the Alexander Library Building, was put to the market and closed on 12 August 2002. The lease agreement promoted the partnership between the Library and the successful business and this principle was reflected in the schedule of payments for the lease. The successful tenderer took possession in November 2002 and completed a major refit of the Cafe in December. The new look cafe and improved menus has enhanced the experience of clients visiting the State Library.

The Western Australian Library Society

The Western Australian Library Society was launched in 1996 as a 'Friends' organisation to assist, encourage and promote interest in the State Library. However, due to declining membership numbers and fewer benefits being available to members, a review of the Society was undertaken. It was decided that the Society would not be continued in its present form and all members were notified of the changes. In recognition of their interest and past support of the State Library, members would continue to receive the new quarterly newsletter *Knowit* so that they would be informed about the Library's activities.

WA State Library Custodians

The Western Australian State Library Custodians Inc. assist the State Library in promoting public awareness and facilitating financial support, sponsorship, partnering and other relationships with the corporate sector or individual philanthropists. The Custodians are influential members of the community committed to "further development of library collections for, and services to, the people of Western Australia". The year 2002-03 has been the Custodians' most successful period since their foundation in 1998.

Current WA State Library Custodians, representing 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

In September 2002 the Custodians ran a major campaign to raise funds to purchase highly important historical documents for the people of WA. Over a period of less than three weeks, individual and corporate donors and the State Government promised almost $1.2 million. On 26 September the Custodians were active bidders at a Christie's auction in London to purchase historic maps and drawings dating from Baudin's visit to Western Australia in 1801 and that of Louis de Freycinet in 1818. Bidding was brisk

and tense but the Custodians were successful in securing six of the lots they bid for. Immediately after the auction they were contacted by Mr Kerry Stokes who had been the successful bidder for the first detailed map of the Swan River drawn by Heirisson in 1801. Mr Stokes offered to sell the map to the Custodians for the price of their last bid - an offer that was gratefully accepted.

From the voyage of Nicolas Baudin three very important maps were obtained. These are the first detailed map of the Swan River, a map of part of the NE coast of Garden Island and a map of Depuch Island. Francois-Antoine-Boniface Heirisson of the *Naturaliste* drew the chart of the Swan River from direct observation after his journey by long boat along the course of the Swan River from 17-22 June 1801. Heirisson included on the chart soundings along the entire length of his journey up the river, and comments on the singular topography of the mouth of the river (the bar), making reference to several features seen along its course.

Several pieces of artwork from Freycinet's circumnavigation on the *Uranie* from 1817 to 1820 were also acquired. The most important of these images shows the landing of Freycinet's party on the Peron Peninsular in 1818.

On 23 February the Hon Sheila McHale, Minister for Culture and the Arts, opened the public exhibition *Freycinet: Our French Collection*. The exhibition was open for five weeks and was very well received by the public with over 8000 visitors attending. A travelling version of the exhibition has been created and this will visit all major regional centres over the next twelve months.

The Custodians have continued to promote the Save Our Film campaign to assist in the urgently needed restoration of historic Western Australian films. To June 2003 almost $200,000 has been raised for this cause.

Friends of Battye Library

The Friends of Battye Library (Inc.) continues to thrive, supporting and promoting the Battye Library and the 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 is conferred on people undertaking voluntary work on the collections. Mrs Ruth Reid AM, is its patron and the president is Emeritus Professor Geoffrey Bolton. The *Friends of Battye Library Newsletter* is produced quarterly and is sent to 150 members, with the full text of the newsletter available on the State Library's website at www.liswa.wa.gov.au/frbattnews.html.

The year was an exceptional one for the 35 Battye Library volunteers, with a total of 5023 hours being devoted to sorting, listing and indexing materials, an increase of 27 per cent on the previous year. This work has helped make more materials available for research. One of the highlights of the year was a ceremony to honour long-term volunteers who had served for five or more years. Twenty-three people received certificates and a copy of *Worth Telling Worth Keeping: a guide to the collections of the Battye Library* from the Minister for Culture and the Arts, the Hon Sheila McHale. The longest period of service was 17 years shared by two volunteers.

The first honorary life memberships of the Friends were awarded to Emeritus Professor Geoffrey Bolton and Dr Pamela Statham-Drew. Both have given exceptional service to the Friends over several years with Professor Bolton being the inaugural president.

The microfilming of early regional newspapers, made possible through a grant of $170,000 from the Lotteries Commission, was completed in December 2002. The project enabled microfilming of newspapers from 1877 to 1905. A report on the project is available at www.liswa.wa.gov.au/nprrep.html.

Friends sponsored the completion of the project to digitise and make available photographs of the Mt Margaret Mission donated by the Schenk family, and the preparation of a guide to Aboriginal records held in the Battye Library.

There were four quarterly general meetings held in the State Library:

- Leigh Hays and Sue Sondalini spoke about the Migrant Communities Archive at the annual general meeting and there were demonstrations of the Battye Library and State Records Office websites;

- The Friends of Battye Library celebrated its 21st birthday at a special function honouring Dr Rica Erickson. Besides her reminiscences about her connections with the Battye Library, some of her beautiful botanical art works, publications and items from the Erickson Private Archives collection were on display. A demonstration was given of the Rica Erickson website which was made possible through funding from the Friends of Battye Library. The Friends decided to acknowledge their own 'treasures' by inaugurating Gems of Time. The first 'gem' was Dr Erickson who was presented with her certificate. A well-attended celebratory dinner followed;

- the history and development of the Golden Pipeline project was the topic of guest speaker, Anne Brake. As Interpretation Manager for the project at the National Trust of Australia (WA), her presentation included a general overview of the pipeline. The project focuses on the history of C Y O'Connor's water supply scheme to the Goldfields; and

- *State Library Happenings: Freycinet & Early Newspapers* was the topic for the final meeting of the year with Jennie Carter giving a presentation on the popular exhibition she curated, *Freycinet: Our French Collection*. She told a fascinating human story of early French exploration to Western Australia. Brian Stewart followed with a presentation on the results of the regional newspapers microfilm project. Included was a display showing examples of the newspapers and the high quality of the microfilm produced as part of the project.

Resource Management

Managing Our People

Information Systems

Financial Management

Building Services

Managing our People

Human resource transactional services continued to be provided by the Human Resources Unit within the Department of Culture and the Arts, and covered 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 2002-03 was 233.29 FTE compared to an average FTE of 250.56 for the last financial year. The reduction in FTE is a reflection of the impact of budget allocations. One of the significant challenges for the State Library has been to change, maintain and improve client services during the financial year.

Staffing profile

The staffing profile is based on the number of individual employees as at 30 June 2003 (as distinct from the number of FTEs).

Table 1 shows staff by classification level (excluding casual staff).

Table 1

Classification level	As at 30 June 2002		As at 30 June 2003	
	Number	%	Number	%
Wages	15	5.59	13	5.2
Level 1	94	35.08	87	34.8
Level 2	45	16.79	38	15.2
Level 2/4	60	22.38	56	22.4
Level 3	14	5.23	16	6.4
Level 4	4	1.49	5	2.0
Level 5	17	6.35	18	7.2
Level 6	10	3.73	10	4.0
Level 7	3	1.12	2	0.8
Level 8	5	1.87	4	1.6
Executive	1	0.37	1	0.4
Total	268	100%	250	100%

Table 2 shows staff by gender and employment type and includes casual staff..

Table 2

Employment type	As at 30 June 2003			
	Women	Men	Total	% of total staff
Permanent full-time	108	57	165	63.0%
Permanent part-time	63	4	67	25.6%
Fixed term full-time	5	4	9	3.4%
Fixed term part-time	7	2	9	3.4%
Casual	8	4	12	4.6%
Total	191	71	262	100%

Modes of Employment policy

During the past year the State Library has continued the implementation of the Government's Modes of Employment policy, with a resulting reduction in the number of casual staff. Casual and fixed term employment will continue to be monitored to ensure that the State Library meets its obligations under the Modes of Employment policy.

The State Reference Library and Battye Library successfully introduced significant changes in their work practices for staff who provide client services during the evenings and at weekends. Changes in employment conditions for some staff included being eligible to work weekends and evenings. The implementation of an exemption process and the phased introduction of weekend work for relevant staff, combined with new rostering arrangements and service delivery points resulted in minimal disruption to client services.

TeamNet

TeamNet, a forum for team leaders, consultants and managers to meet and develop a range of skills to assist them in their roles, continued its training and development program until December 2002. A review of the effectiveness and benefits of this forum was conducted during February 2003 and the results of the evaluation showed that there were many benefits from the TeamNet forum and it should continue. A program for 2003-04 to address future training needs will be developed in consultation with the group.

Cultural diversity

The State Library employs 29 staff from culturally diverse backgrounds, which comprises 11% of total State Library employees. The State Library is well positioned to provide services to its culturally diverse clients through the availability of an online database showing staff with Language Skills. This enables the provision of interpretation services for clients of the State Library. There are more than 50 staff who speak languages other than English, and the number of languages spoken is approximately 40, with varying degrees of fluency in verbal and written skills.

Age profile of employees

The State Library workforce profile shows that there are 152 mature workers in the 45 plus age group. This means that 58% of staff are mature workers, comprising 75% women and 25% men. By comparison, the representation of youth is very low, with 2.3% of the workforce in the category of less than 25 years of age.

The implications for the State Library are that we are well placed to develop strategies to support the Government's recommendations to support older workers to postpone retirement and continue workforce participation, thereby harnessing older workers' knowledge and skills. We are also well placed to develop strategies to actively encourage the employment of young people. The identification of positions to which young people can be recruited and developed will be undertaken in the next year.

Occupational Safety and Health

The OSH Committee met during the year and addressed issues of concern to staff. A number of improvements were implemented as a result of these meetings.

Manual handling was identified as a significant risk for the State Library - an aging population, reduction in staffing and the requirement to undertake shelving and manual handling. Training was undertaken by staff in key service areas to improve manual handling techniques. Work practices were evaluated to ensure that training was targeted to meet the State Library's work requirements.

The State Reference Library established a manual handling focus group comprising Level 1 staff and the SRL OSH representative. This group achieved significant outcomes by reviewing work practices, raising awareness, and implementing changes to improve manual handling practices.

An Occupational Safety and Health manual was made available to staff through the intranet. This manual provides policies on OSH, injury management and emergency management, the responsibilities and accountabilities of management and staff, and a range of procedures covering issues such as hazard management, inspections, workers compensation, rehabilitation management, accident investigation, and hazardous substances.

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.

	2001-2002	2002-2003
Frequency Rate	8.02	16.27
Number of LTI/D x 1,000,000		
Total Hours Worked		
Injury Index	194.51	336.64
Number of days lost x 1,000,000		
Total hours worked		
Average Time Lost Rate	24.25	20.5
Number of working days lost		
Number of LTI/D		
Estimated Cost of Claims	$0.87	$1.95
per $100 payroll		
Cost of Claims Incurred x 100		
Total Payroll		
Premium Rate	1.17%	1.29%
Premium as a % of payroll		
Rehabilitation Success Rate		
Number of Rehabilitated Employees x 100	N/A	N/A
Number of Eligible Employees		

Information Systems

The State Library of Western Australia uses extensive computer and communications facilities to support its service delivery and management functions. There is global access to its online services 24 hours a day, seven days a week through the State Library website which receives more than 31,000 hits on pages each day.

From July 2002, the Information Services Team was reorganised into two separate teams - the Information Systems Team and the Internet and Online Services Team.

The Information Services team has responsibility for:
* information systems and network infrastructure services to allow clients to access the State Library's information systems;
* desktop support for staff and public computers; and
* mail and corporate information.

The Internet and Online Services Team has responsibility for:
* the development and management of information systems;
* State Library websites and electronic services;
* the Library Management System (Innopac).

These systems are integral to the delivery of the State Library's operations and information services, and management responsibility for the team was transferred to the Director of the State Reference Library.

Public Internet access
The State Library 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 Library's extensive collection. During the year the Internet workstations were upgraded so that clients could take advantage of more advanced features now available.

Changes in structure
A project to investigate common strategies for information technology and services across the Department of Culture and the Arts has been undertaken and it is planned that there will be a new integrated structure to manage hardware and generic IT applications across the portfolio.

Financial Management

Financial management services were provided to the Library Board of Western Australia jointly by the Department of Culture and the Arts and staff within the Library. The Ministry provided outplaced officers to assist the Library under the direction of State Library's Manager, Financial Services. However, in 2003-04, this management position will be transferred to the Department of Culture and the Arts.

The State Library once again received an unqualified audit report from the Office of the Auditor General for the 2001-2002 financial statements.

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.

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 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.

Significant progress was made in replacing defective pneumatic (compressed air) variable air volume boxes in the air conditioning system. This has improved indoor air quality within those areas of the building, reduced the compressors run time and reduced energy usage.

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

A complex project to re-key the building was undertaken to improve security to many areas. The former keying system had been in operation for 17 years and many functional areas had changed and new levels of security access were required. Although providing increased security, the new key system decreased the number of different keys required.

The Government's new Facilities Management framework was implemented in July 2002. The framework is managed through the Department of Housing and Works and introduced new systems and responsibilities for the management of maintenance and project functions. While the introduction of the new systems have raised a number of operational and management issues and, in some instances, led to delays, the majority of projects have been delivered to the agreed parameters of time, cost and quality.

Further work was undertaken in addressing access to the facility for people with disabilities. Major projects were:

* converting the two sliding doors at the James Street entrance to self-opening and changing the revolving door to a display area rather than an entry point. The conversion of the revolving door at the James Street entrance to the building into a display area, at minimal cost, has addressed a lack of compliance with the Australian Standards and removed safety issues;
* installing voice messages in the public lift car to alert people to floor levels, tactile lift buttons and lowered control panels; and
* the appointment of a consultant to review the design access issues for the ground and fourth floor toilets and submit proposals for compliant upgrades. The renovated toilets will include adequate levels of security, correct signage, free space, and appropriate access doors.

Standards Australia is developing new standards for disability access to buildings for people with vision, hearing and physical impairments. These initiatives will interface with the work of the Australian Building Codes Board and will require additional funding to be provided over a sustained period.

Waste paper recycling

All State Library Staff are encouraged to recycle paper products via the 32 clearly identified recycling waste disposal containers located throughout the Alexander Library Building. In addition, waste paper containers are located in public areas adjacent to photocopiers so that clients can participate in the Library's recycling efforts.

Other recycling activities include the collection of unpacked boxes for recycling, waste toner from photocopiers, printers and fax machines, and the recycling of aluminium cans.

Energy Smart Government policy

Effective energy management is critical to reduce costs on operating budgets and to lower energy demands and thereby reduce the amount of greenhouse gases. In 2002, the Government announced the Energy Smart Government initiative, which aims for a 12% reduction in non-transport related energy use from Government agencies by 2006-07.

Energy consumption in the Alexander Library Building (which houses both the State Library of Western Australia and the State Records Office) has surpassed the 12% reduction against the Energy Smart Government Policy established baseline. This achievement reflects the implementation of programs and strategies, since 1998, designed to promote and reduce energy usage. Stage Two of the Pneumatic Valve Replacement Programme is due to be implemented in the 2003-04 financial year which should deliver additional energy savings and improvements in environmental comfort control. Other projects such as the retrofitting of light fittings, modifications to light bank switching and load shedding programs are seen as a priority when funding is available.

Energy SmartGovernment Program	Baseline	2002-03	Variation	
Energy Consumption (MJ)	22,265,986	17,920,650	20%	
Energy Cost ($)	$630,949	$493,490		
Greenhouse Gas Emissions (tonnes of CO2)	5557	4336.8		
Performance Indicators: MJ/sqm	693.56	558.21		
MJ/FTE		69,730		

Notes: (1) Baseline data established from June 1998 return to reflect significant previous energy initiatives (SEDO CI/2003/864)
(2) MJ/sqm KPI amended for June 2003 period to reflect gross floor areas. ALB - 30,784m2, Dianella - 1,320m2.
(3) MJ/FTE figure based on 257FTE (State Library and State Records Office staff). It should be noted that in addition to staff energy usage, the Alexander Library Building is a large public building open seven days a week and until 8.00pm on four nights each week

Corporate Governance

Members of the Library Board of WA

The State Library Executive Team

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.

Members are eligible for renomination at the expiry of their term of appointment. The following table indicates the date Board members were appointed, the nominating body and attendance at meetings in 2002-03.

	Eligible Meetings	Attendance at Eligible Meetings
Mr Graham McEachran (Chairman to August 2002) (Ministerial Nominee) First appointed 1994	2	2
Cr Janet Davidson (Chairman September - November 2002) (City of Perth) First appointed January 2001	11	9
Mrs Kay Poustie (Chairman December 2002 - June 2003) (Australian Library & Information Association) First Appointed 1991-93 and again in 1998	8	8
Cr Joan Cameron (Vice Chairman to August 2002) (Country Shire Council's Association) First appointed 1990	2	2
Mr Michael Sonter (Vice Chairman September 2002 to March 2003) (Ministerial Nominee) First appointed November 2000	8	6
Mr Alastair Bryant (Department of Culture and the Arts) First appointed 2000 (Ex Officio)	11	7*
Cr Pat Gallaher (Country Urban Councils' Association) First appointed December 2002	6	6
Mr Bryn Jones (Fremantle City Council) First appointed 1998	2	2
Dr Lenore Layman (Ministerial Nominee) First appointed November 2000	2	2
Ms Kathleen Melsom (Department of Education) First appointed April 2000 (Ex Officio)	11	9
Dr Margaret Nowak (Ministerial Nominee) First appointed December 2002	6	4
Mr Glyn Parry (Ministerial Nominee) First appointed November 2000	11	10

	Eligible Meetings	Attendance at Eligible Meetings
Dr Ray Steedman (Ministerial Nominee) First appointed January 2001	11	9
Cr John Walker (Country Urban Councils' Association) First appointed December 1999	7	6
Mrs Nola Waters (Local Government Association of WA) First appointed 1994	8	7
Ms Terri-ann White (Ministerial Nominee) First appointed December 2002	6	5
* For those meetings 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 2002-03.

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

Department of Culture and the Arts

The State Library of Western Australia is a service agency within the Department of Culture and the Arts.

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. In addition, the Board receives Financial and Human Resource Services from the Department.

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, to which the Board made a submission in early 2002. In December 2002, Cabinet endorsed the recommendations of the Minister for Culture and the Arts, the Hon Sheila McHale, on this review, and that decision was that the Library Board of Western Australia would remain a statutory authority and would operate with a degree of independence from Government direction and control in relation to its specific functions, and the cultural assets will remain vested in the Library Board. However, The Library Board of Western Australia Act, 1951 will be amended to incorporate accountability recommendations arising from the Burt Commission on Accountability. These amendments include the relevant Minister being provided with the legislative authority to direct the board of a statutory authority in relation to the general policies of Government and to have access to information relative to the decisions made by a board. This authority will not, however, extend to custodial matters, including the presentation of artistic and cultural assets, acquisition, disposal, preservation and research.

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.

Internal audit

The Library Board finalised the review of the Internal Audit Charter and the membership of the Internal Audit Committee. As a statutory authority, the Board has a responsibility to manage risk and examine the effectiveness and efficiency of the State Library's operations. However, as a service agency within the Department of Culture and the Arts, the Department has the main responsibility for financial and human resource systems and salaries. In 2003 the Department resourced an internal audit and risk management function, and the Library Board will act in conjunction with this unit to ensure an integrated program of audits throughout the year. The new Internal Audit Committee met twice in 2002-03 and a proposed strategic audit plan for 2003-04 to 2005-06 was presented. The Committee also considered matters of Occupational Safety and Health and Risk Management.

Risk management

The State Library Risk Management Committee met regularly throughout the year to continue the process of reviewing systems, structures and documentation to ensure a systematic and coordinated approach to identifying and managing risks. Achievements included the development of draft plans for Emergency Management, a Risk Management Manual and a Security Management Plan. These drafts will be finalised and made available to staff.   Work has commenced on specific risk management plans for buildings and facilities, information systems, communication, people and collections plans and will continue in the coming year. A Risk Management Program for 2003-04 was developed to raise awareness and address relevant risk management areas. Risk management is viewed as a long term project requiring continuous improvement.

Complaints handling

Following the publication of the report *Righting the Wrongs: Complaints Management in the Western Australian Public Sector* by the Office of the Auditor General, the State Library has produced a Complaint Handling Policy and introduced a Complaint Management System so that complaints can be tracked and information made available to management in a more structured manner. In 2002-03, the State Library received 119 complaints, a 14% decrease on the previous year. A training program focusing on the specific complaint handling needs of the State Library and its clients is being developed and will be provided to all State Library staff who work with clients later in 2003.

Members of The Library
Board of Western Australia

Chairman

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.

Members

Mr Alastair Bryant

Alastair Bryant is the Director General of the Department of Culture and the Arts, made up of the Art Gallery of WA, the WA Museum, State Library of Western Australia, 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 Practicing 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.

Councillor 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 Coordinator 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 Art Gallery of Western Australia.

Councillor Patricia Gallaher

Councillor Gallaher held the position of Regional Librarian for Geraldton for over 20 years. She has served on numerous boards and committees and has been a Councillor with the City of Geraldton since May 2001. She has a strong sense of the special needs of regional communities, and is well respected for her many contributions to the provision of public library services in Western Australia.

Ms Kathleen Melsom

Ms Melsom is Manager, Office of the Executive Director, Student Services & Community Support at the Education Department. 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.

Dr Margaret Nowak

Dr Nowak is the Director of the Graduate School of Business at Curtin University of Technology. She has served on several Government and community boards and committees. She was the Commissioner, Lotteries Commission, from 1989-94 and Chair of the Gordon Reid Foundation for Youth from 1990-94. From 1991-1997 she was Chair of the Management Committee at the Fremantle Arts Centre.

Mr Glyn Parry

Glyn Parry is one of Australia's best-loved authors for young people. Born in the north-east of England, he moved to Australia when he was 12 and was encouraged to write. He was a teacher and teacher librarian prior to becoming a full time writer. In 1992, L.A. Postcards was published to critical acclaim. Since then he has written nine other books for teenagers and children. His latest writing project is the memoir of his youth.

Glyn brings passion and the common touch to the Library Board. "Libraries for life, that's my line," he says. "You don't chuck off your past to step unblinking into the future. You preserve memory at any cost. But you DO move forward. Consequently, libraries need to be well-staffed, well-funded and well-resourced. They must not be neglected even for one term. That's because the past is too fragile, and the future so ferocious. Draw me a map of any great city, and there'll be the library bright as a shiny penny. No building is more alive to the populace."

Glyn also serves on the National Advisory Council of the ABC and the Literature Board of the Australia Council.

Mrs Nola Waters

Mrs 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.

Dr Ray Steedman

Dr Steedman has over thirty years experience in national and international business and government, primarily concerning the oceans, environment and offshore engineering. He has been at times chairman, director and CEO of public and private companies providing advanced science and technology services and products for the mining, oil and gas, defence and government agency sectors. He was chairman of the Australian Institute of Marine Science and the Environmental Protection Authority of Western Australia. Currently he is a consultant to industry and government, executive chairman of (UNESCO/IOC) Western Australian Global Ocean Observing System, governor of the Leeuwin Sail Training Foundation and a company director. In recognition of his contribution to society, he was recently awarded the Centenary Medal by the Australian Government.

Ms Terri-ann White

Ms White is the Director and Senior Lecturer at the Institute of Advanced Studies at the University of Western Australia. She is the author of a number of fiction works and has edited several books. Ms White lectured in creative writing for a number of years, and has been involved in developing cultural and arts community programs in the State.

The State Library
Executive Team

Chief Executive Officer and State Librarian
Ms Claire Forte
Appointed to Acting position April 2001

Director: Public Library Services
Ms Susan Feeney
Appointed: February 2001

Director: J S Battye Library
Ronda Jamieson
Appointed: March 1999

Director: State Reference Library
Barbara Patison (Acting in July 2002)
Lee Williams (Acting from August 2002 - June 2003)

Director: Corporate & Business Services
Peter Lambert
Appointed: May 1999

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.

Compliance
Reports

Compliance with Relevant Written Laws

Enabling Legislation
The Library Board operates under *The Library Board of Western Australia Act, 1951.*

Responsible Minister
Minister for Culture and the Arts
The Hon Sheila McHale MLA

Other Significant Legislation
In addition to its primary legislation, the Library 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 Records Act 2000*
- *State Supply Commission Act 1991*
- *Workers Compensation and Rehabilitation Act 1981*

Commonwealth Acts
- *Competition Policy Reform Act 1995*
- *Copyright Act 1968*
- *Trade Practices Act 1974*

Freedom of Information Act 1992

The Freedom of Information Act 1992 created a general right of access to documents held by State and local government agencies. During 2002-2003 the State Library of Western Australia received no (0) Freedom of Information applications for access to information under the *Freedom of Information Act, 1992.*

The State Library (the Board) provides support for and commitment to the Freedom of Information (FOI) legislation and the Information Statement is available for public inspection on the State Library website or from the FOI Coordinator in the Alexander Library Building.

> FOI Coordinator
> State Library of Western Australia
> Alexander Library Building
> Perth Cultural Centre
> PERTH   6000
> Telephone: (08) 9427 3320
> Facsimile: (08) 9427 3336

Compliance with Section 175ZE of the Electoral Act 1907

During 2002-03 the Library Board of Western Australia did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

Media advertising organisations:
Advertising for events, sales, exhibitions and public announcements
- Media Decisions $35,725
- WA Education Magazine $1,195

Advertising for staff recuitment
- Marketforce Productions $19,078

Total advertising expenditure $55,998

Compliance with the State Records Act 2000

The State Library of Western Australia has prepared a draft Record Keeping Plan which was submitted to the State Records Office in March 2003 for evaluation (well ahead of the March 2004 deadline). In future annual reports the State Library will report against the performance measures and record keeping training activities identified in the Plan.

Statement of Compliance
with Public Sector Standards
(as required by the Public Sector Management Act 1994)

Standards in Human Resource Management

Employees of the State Library of Western Australia are employees of the Director General of the Department of Culture and the Arts, however, the State Library's Chief Executive Officer has delegated authority with respect to employment.

Human Resource services are provided by the Human Resource Unit of the Department of Culture and the Arts. They provide specific advice on compliance with the Standards in regard to recruitment, transfer, secondment, redeployment, termination, discipline, temporary deployment and grievance resolution.

For each recruitment action undertaken, a review of the process is carried out by the Unit, and a statement on compliance with Public Sector Standards provided to the Chief Executive Officer to confirm this compliance.

In order to improve compliance with the Standards, human resource policies and procedures have been developed and revised in 2002-03, and training on the management of grievances, the recruitment and selection process, and dealing with conflict has been provided to managers and supervisors.

Compliance with Code of Ethics and Code of Conduct

The State Library of Western Australia operates under the Code of Conduct for the Department of Culture and the Arts. Both Codes are used as the basis for related policies and procedures and their relevance and compliance are assessed each time employee conduct issues are raised. The Code of Conduct was reviewed during 2002-03 to assess if all current issues were covered, and the revitalised document will be reprinted and distributed to staff in late 2003.

1. In the administration of the Agency, I have complied with the Public Sector Standards in Human Resource Management, the Public Sector Code of Ethics and the Department of Culture and the Arts 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. In relation to the 25 advertised vacancies, there were no breach applications lodged with regard to recruitment and selection at the State Library during 2002-2003, nor in regard to non - compliance with the Code of Ethics and Code of Conduct.

Claire Forte
Acting Chief Executive Officer and State Librarian

The State Library of Western Australia

ANNUAL REPORT of The Library Board of Western Australia

Financial Statements 2003 - 2003

AUDITOR **GENERAL**

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion
In my opinion,

(i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and

(ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Board at June 30, 2003 and its financial performance and cash flows for the year ended on that date.

Scope
The Board's Role
The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, and the Notes to the Financial Statements.

Summary of my Role
As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
November 14, 2003

The Library Board of Western Australia
Certification of Financial Statements
For the Year Ended 30 June 2003

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 financial year ending 30 June 2003 and the financial position as at 30 June 2003.

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.

D. Timmerman
Principal Accounting Officer
28 August 2003

K. Poustie
Chairman
The Library Board of Western Australia
28 August 2003

J. Davidson JP
Vice Chairman
The Library Board of Western Australia
28 August 2003

The Library Board of Western Australia
Statement of Financial Performance
for year ended 30 June 2003

	Note	2003 $000	2002 $000
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	2	10,855	11,444
Supplies and services	3	1,325	1,530
Depreciation and amortisation expense	4	9,450	9,554
Borrowing costs expense	5	1,822	2,006
Administration expenses	6	677	749
Accomodation expenses	7	1,541	1,672
Grants & subsidies	8	529	435
Capital user charge	9	9,970	8,671
Other expenses from ordinary activities	10	1,249	27
Total cost of services		37,418	36,088
Revenue from ordinary activities			
Revenue from operating activities			
User charges and fees	12	1,463	1,368
Trading profit	13	71	70
Commonwealth grants and contributions	14	170	140
Revenue from non-operating activities			
Interest revenue		13	19
Proceeds from disposal of non-current assets		4	-
Other revenues from ordinary activities	15	1,021	189
Total revenues from ordinary activities		2,742	1,786
NET COST OF SERVICES		34,676	34,302
REVENUES FROM STATE GOVERNMENT			
Output Appropriation	16	14,989	22,922
Assets assumed / (transferred)	16	(441)	-
Resources received free of charge	16	20,549	11,695
Total revenues from State Government		35,097	34,617
CHANGE IN NET ASSETS		421	315
Net increase / (decrease) in asset revaluation reserve		(3,707)	(8,656)
Total revenues, expenses and valuation adjustments recognised directly in equity		(3,707)	(8,656)
Total changes in equity other than those resulting from transactions with WA State Government as owners		(3,286)	(8,341)

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

The Library Board of Western Australia
Statement of Financial Position
as at 30 June 2003

	Note	2003 $000	2002 $000
Current Assets			
Cash assets	27a	912	509
Restricted cash assets	17	125	405
Inventories	18	167	154
Receivables	19	451	300
Amounts receivable for outputs	20	7,932	7,704
Other assets	21	475	317
Total Current Assets		10,062	9,389
Non-Current Assets			
Amounts receivable for outputs	20	4,264	2,116
Property, plant and equipment	22	50,671	56,842
Works of art	22	1,676	1,676
Library Collections	22	79,526	77,598
Total Non-Current Assets		136,137	138,232
Total Assets		146,199	147,621
Current Liabilities			
Payables	23	504	907
Interest-bearing liabilities	24	1,308	1,269
Other liabilities	25	77	87
Total Current Liabilities		1,889	2,263
Non-Current Liabilities			
Interest-bearing liabilities	24	21,382	22,690
Other liabilities	25	5	7
Total Non-Current Liabilities		21,387	22,697
Total Liabilities		23,276	24,960
NET ASSETS		122,923	122,661
Equity			
Contributed equity	26	13,000	9,452
Reserves	26	44,853	48,560
Accumulated surplus / (deficiency)	26	65,070	64,649
TOTAL EQUITY		122,923	122,661

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

The Library Board of Western Australia
Statement of Cash Flows
for year ended 30 June 2003

	Note	2003 $000	2002 $000
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		4,909	13,102
Capital contributions		3,548	9,452
Holding account drawdowns		7,704	-
Net Cash provided by State Government		16,161	22,554
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(279)	(313)
Supplies and services		(3,747)	(3,800)
Borrowing costs		(1,905)	(2,473)
Capital user charge		-	(8,358)
GST payments on purchases		(1,091)	(1,067)
GST payments to taxation authority		-	-
Other payments		(472)	(439)
Receipts			
Sale of goods and services		688	588
User charges and fees		910	913
Commonwealth grants and contributions		160	140
Interest received		13	19
GST receipts on sales		169	171
GST receipts from taxation authority		873	839
Other receipts		145	56
Net cash provided by / (used in) operating activities	27	(4,536)	(13,725)
CASH FLOWS FROM INVESTING ACTIVTIES			
Proceeds from sale of non-current physical assets		2	-
Purchase of non-current physical assets		(9,757)	(8,739)
Net cash provided by / (used in) investing activities		(9,755)	(8,739)
CASH FLOWS FROM FINANCING ACTIVTIES			
Repayment of borrowings		(1,269)	(1,230)
Net cash provided by / (used in) financing activities		(1,269)	(1,230)
Net increase / (decrease) in cash held		601	(1,140)
Cash assets at the beginning of the financial year		509	1,616
Restricted Cash For 27th Pay		120	
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year		(193)	33
CASH ASSETS AT THE END OF THE FINANCIAL YEAR	27	1,037	509

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

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

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 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 application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements 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.

Basis of Accounting

The financial 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 fair value.

(a) Output Appropriations

Output Appropriations are recognised as revenues in the period in which the Library Board of Western Australia (herein after referred to as "the Board") gains control of the appropriated funds. The Board gains control of 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 16 for further commentary on the application of UIG 38.

(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. Capital appropriations which are repayable to the Treasurer are recognised as liabilities. Refer to Note 16 for further commentary on the application of UIG 38 and TI 955.

(c) Grants and Other Contributions Revenue

Grants, donations, gifts and other non-reciprocal contributions are recognised as revenue when the Board obtains control over the assets comprising the contributions. Control is normally obtained upon their receipt.

Contributions are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

(d) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, 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. Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(f) Library Collections

Three classes of Library Collections held by the Board have been identified for financial accounting purposes - Public Library Service Collections, State Reference Library Collections and Heritage Collections. Heritage Collections include monographs, serials, newspapers, microfilm, cartographic items, pictorial and film collections and oral history. Assets in these classes may be acquired by purchase or donation. Valuations of these collections are based on consideration of cost of replacement, the services provided, the average values of similar size collections at other libraries, and itemised values for some specific items. Private archives and ephemera collections have not been recognised as assets of the Board.

(f) Depreciation of non-current assets

Works of art and heritage collections 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 in respect of these assets. These assets are recorded at valuation.

The Public Library Services Collection is considered to have a useful life of five years. The value of the fifth oldest year's acquisitions is written off in the current year. The State Reference Library Collection is similarly amortised using a ten year useful life.

All other non-current assets, having a limited useful life are systematically depreciated over their estimated useful lives in a manner which reflects the consumption of their future economic benefits.

Depreciation is calculated on the straight line basis, using rates which are reviewed annually. Expected useful lives for each class of depreciable asset are:

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

(g) 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, it is recognised as an asset in the Statement of Financial Position.

The Board has a policy of valuing buildings at fair value. A revaluation at Integrity 3.1 (kerbside valuation) was conducted by the Valuer General's Office during 2003, with the carrying value of the building being revalued accordingly.

(h) Leases

The Board has entered into a number of operating lease arrangements for buildings, vehicles and office equipment where the lessor effectively retains 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.

(i) Cash

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

(j) 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.

(k) Receivables

Receivables are recognised at the amounts receivable 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. A provision for doubtful debts is raised where some doubts as to collection exists.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(l) Investments

The Board accrues interest on its interest bearing and overseas accounts. Interest revenues are recognised as they are accrued. Interest accrued on the tenancy bond account relating to the coffee shop is credited to the tenant bond non-current liability in accordance with the terms of the lease.

(i) Licences

Licences held by the Board are valued at cost, and they are amortised on a straight line basis over their estimated useful life.

(m) Research and Development Costs

Research and development costs are charged against income in the Statement of Financial Performance as incurred, except to the extent that such costs, together with unamortised deferred costs in relation to that project, are expected, beyond any reasonable doubt, to be recoverable. The deferred costs are amortised over the period in which the corresponding benefits are expected to arise, commencing with the commercial production of the product. Costs associated with the Improved Service Delivery Project were capitalised in 2002/03.

The unamortised balance of research and development costs deferred are reviewed regularly and at each reporting date, to ensure the criterion for deferral continues to be met. Where such deferred costs are no longer considered recoverable, they are charged to the Statement of Financial Performance for the financial year.

(n) Software

Significant costs associated with the acquisition of computer software licences are capitalised and amortised on a straight line basis over the periods of the expected benefit, which varies from three to five years.

(o) Web site costs

Costs in relation to web sites controlled by the Board are charged as expenses in the period in which they are incurred unless they relate to the acquisition of an asset, in which case they are capitalised and amortised over the period of expected benefit. Generally, costs in relation to feasibility studies during the planning phase of a web site, and ongoing costs of maintenance during the operating phase are considered to be expenses. Costs incurred in building or enhancing a web site, to the extent that they represent probable future economic benefits controlled by the Board that can be reliably measured, are capitalised as an asset and amortised over the period of the expected benefits which vary from three to five years.

(p) 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.

(q) Interest-bearing liabilities

Bank loans and other loans are recorded at an amount equal to the net proceeds received. Borrowing costs expense is recognised on an accrual basis.

(r) Employee benefits

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. Employee resources are received free of charge by the Board, the value of which is recognised as both a revenue and expense in the Statement of Financial Performance. The Department of Culture and the Arts retains all liabilities in relation to employee benefits and accrued salaries.

(s) Superannuation

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined lump sum scheme now closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

The Pension Scheme and the pre-transfer benefit for employees who transferred to the Gold State Superannuation Scheme are unfunded and the liability for future payments is provided for at reporting date. The liabilities for superannuation charged under the Gold State Superannuation Schemes and West State Superannuation Scheme are extinguished by payment of employer contributions to the GESB.

All superannuation payments are made by the Department of Culture and the Arts, with a non-cash expense offset by Resources Received Free of Charge in the Statement of Financial Performance for the State Library.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(t) 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.

(u) Foreign Currency Translation
To facilitate payment to international suppliers, the Board holds foreign currency bank accounts in New York (US dollars) and London (Pounds Sterling). Transactions denominated in a foreign currency have been translated at the rate at which the last foreign currency unit was purchased. Foreign currency receivables and payables at reporting date are translated at exchange rates current at balance date. Exchange gains and losses are brought to account in determining the result for the year.

(v) Comparative Figures
Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year. In 2002/03, the administration and accommodation expense categories were introduced to the Statement of Financial Performance, and the maintenance category removed. Some expenses previously recorded as employee expenses or supplies and services have been reassigned to the new classifications. All comparative figures have been adjusted to reflect these changes.

(w) Rounding of amounts
Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain cases, to the nearest dollar.

	2003 $'000	2002 $'000
2. Employee expenses		
Wages and salaries	8,590	9,238
Superannuation	975	919
Long service leave	330	386
Annual leave	818	726
Other related expenses (I)	142	175
	10,855	11,444

(I) These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. This liability is recognised by the Department of Culture and the Arts, and the expense is offset by resources received free of charge.

3. Supplies and Services		
Consultants and contractors	98	137
Temporary Staff	143	82
Materials	77	85
Repairs and maintenance	337	443
Travel	26	54
Insurance Premiums	150	123
Other	494	606
	1,325	1,530
4. Depreciation and amortisation expense		
Buildings	1,190	1,396
Plant and Equipment	486	455
Library Collections	7,774	7,704
Total Depreciation	9,450	9,554
5. Borrowing Costs Expense		
Interest paid	1,775	1,959
Guarantee fees	47	47
	1,822	2,006

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

		2003 $'000	2002 $'000
6.	Administration expenses		
	Communications	242	257
	Consumables	111	140
	Other staff costs	85	158
	Lease/Hire	171	175
	Other	68	19
		677	749
7.	Accommodation expenses		
	Repairs & maintenance	733	837
	Cleaning	208	214
	Security	71	58
	Utilities	529	563
	Other	-	0
		1,541	1,672
8.	Grants, subsidies and prizes - recurrent		
	Regional Subsidies	194	201
	Association for the Blind	160	147
	Premier's Book Awards	73	50
	Sponsorship	61	1
	Other grants and subsidies	41	36
		529	435
9.	Capital User Charge	9,970	8,671

A capital user charge rate of 8% has been set by the Government for 2002/03 and represents the opportunity cost of capital invested in the net assets of the Board used in the provision of outputs. The charge is calculated on the net assets, adjusted to take account of exempt assets. The Department of Culture and the Arts incurs and pays the Capital User Charge for the Board, with the value being recognised as an expense and a resources received free of charge in the Statement of Financial Performance.

10. Other expenses from ordinary activities

Loss on foreign currency exchange	15	19
Bad Debts	28	3
Loss On Disposal of Assets	-	4
Assets Written Down (i)	792	-
Refund of Prior Years Revenue (ii)	384	1
Write Offs (refer to note 35)	30	0
	1,249	27

(i) $729,450 was derecognised as Library Collection asset. This related to on-line subscriptions that had been capitalised over the past ten years. On-line subscriptions create a right to access the relevant internet site. Once the period of subscription expires, there is no future economic benefit embodied in the subscription.

An error in the calculation of the year end AUD equivalent of the foreign currency bank account balances for the past two years resulted in an overstatement of asset value at 30 June 2002. Profit on foreign exchange of $51,249 was reported in 2001/02 whereas the correct adjustment was a $58,726 loss. The unreported prior year loss is included here. An error in the write off of an asset resulted in the overstatement of the Property, Plant and Equipment asset value in 2001/02 by $4,106. This has been written down in the current year.

(ii) $128,061 relates to the AUD value of foreign currency account balance adjustments that were previously reported as a profit on foreign exchange. The value of funds held with the Department of Treasury and Finance for provision for the 27th pay was reduced during the year by $256,650. This value was previously received as resources received free of charge from the Department of Culture and the Arts. This treatment has been amended to recognise as an asset only funds contributed by the State Library.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

	2003 $'000	2002 $'000
11. User charges and fees		
Tenancy Revenue	51	73
Sales	445	442
Service Charges	257	183
Recoup Of Costs	222	192
Recoveries Lost and Damaged Books	481	424
Other	7	55
	1,463	1,369
12. Trading Profit		
Sales	245	145
Cost of Sales:		
Opening inventory	154	57
Purchases	199	172
Stock written off	(13)	-
Closing inventory	(166)	(154)
Cost of Goods Sold	174	75
Trading Profit	71	70
13. Commonwealth grants and contributions		
Department of Territories - Indian Ocean Territories Grant (I)	160	140
National Library of Australia	10	
	170	140

(I) The Library Board and the Commonwealth Government have a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos(Keeling) Islands). The Commonwealth Government contributes to the Library Board the costs associated with these services, as detailed below. Expenditure beyond the agreed contribution for 2003 was approved, with the balance to be recouped in 2004.

Opening balance of funds	-	4
Contributions received	160	140
Cost of providing services	(167)	(144)
Balance on hand	(7)	-
14. Other revenues from ordinary activities		
Recoup of prior year expense	38	36
Workers' Compensation Recoups	50	51
Salary/Severance Recoups	52	13
Gain on Foreign Currency	10	54
Donations Received (i)	821	2
Sponsorship	1	-
Sundry Revenue	26	7
Insurance revenue	16	-
Other	7	26
	1,021	189

(i)Refer to note 26(c)

15. Revenues from State Government

Appropriation revenue received during the year (I):

Output appropriations for capital user charge	-	8,358
Accrual output appropriations	10,080	9,820
Cash Output appropriations	4,909	4,744
	14,989	22,922

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

	2003 $000	2002 $000
The following assets have been transferred to other state government agencies during the financial year: (II)		
Department of Culture and the Arts for State Records Office	441	-
Total assets transferred	441	-
Resources received free of charge (III)		
Determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General	16	11
Crown Solicitors Office	5	-
Department of Culture and the Arts		
- Salaries and wages	9,583	10,287
- Contribution to 27th pay reserve	-	165
- Superannuation	975	919
- Capital User Charge	9,970	313
	20,549	11,695

(I) Output appropriations are accrual amounts reflecting the full cost of outputs delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(II) Where a liability has been assumed by the Treasurer or other entity, the Board recognises revenues equivalent to the amount of the liability assumed and an expense relating to the nature of the event or events that initially gave rise to the liability. Note that as from 1 July 2002 non-discretionary non-reciprocal transfers of assets/liabilities (ie. restructuring of administrative arrangements) that are disclosed under this item will be credited directly to Contributed Equity as a consequence of the designation of such transfers as contributions by owners in TI 955. Discretionary transfers of assets between State Government agencies are reported as Assets assumed/(transferred) under Revenues from State Government.

(III) Where assets or services have been received free of charge or for nominal consideration, the Board recognises revenues (except where the contribution of assets or services is in the nature of contributions by owners, in which case the Board shall make a direct adjustment to equity) equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

16. Restricted Cash Assets

	2003	2002
Provision for 27th Pay (i)	120	405
Tenancy Bond Interest Bearing Deposit (ii)	5	
	125	405

(i) Refer to note 10 (ii).

(ii) Cash held in this account is held in trust for the tenant of the coffee shop and must be repaid, with interest, on the termination of the tenancy.

17. Inventories

	2003	2002
Current		
Inventories held for resale at State Library Shop		
At Cost	167	154

18. Receivables - Current

	2003	2002
Trade debtors	223	178
Provision for doubtful debts	(27)	-
Sundry Debtors	45	-
GST receivable	210	122
	451	300

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

	2003 $000	2002 $000
19. Amounts receivable for outputs		
Current	7,932	7,704
Non-current	4,264	2,116
	12,196	9,820

This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

20. Other assets current		
Prepayments	475	317

21. Property, plant and equipment

Freehold land		
At fair value (I)	-	320
	-	320
Buildings and Improvements		
At fair value (I)	47,663	53,630
At cost	1,260	1,186
Accumulated depreciation	(234)	(116)
	48,689	54,700
Furniture and Equipment		
At cost	557	590
Accumulated depreciation	(332)	(358)
	225	232
Office equipment		
At cost	3,742	3,223
Accumulated depreciation	(1,985)	(1,633)
	1,757	1,590
Total Property, Plant and Equipment	50,671	56,842

Library Collections		
Public Library Services Collections at cost	67,368	59,417
Accumulated Depreciation	(32,902)	(26,317)
	34,466	33,100
State Reference Library Collections		
At Cost (Refer to note 10(i))	16,168	16,532
Accumulated Depreciation	(5,026)	(3,837)
	11,142	12,695
Heritage Collections at Valuation	33,918	31,803
Total Library Collections	79,526	77,598
Works of Art at Cost	261	261
Works of Art at Valuation (II)	1,415	1,415
	1,676	1,676

(I) The revaluation of buildings was performed in June 2003 in accordance with an independent valuation by the Valuer General's Office. Fair value has been determined on the basis of replacement cost. The valuation was made in accordance with a regular policy of annual revaluation.

(II) The Works of Art were revalued in 2001 and will be revalued as a class of assets on a three year rotation. A review of the Artworks policy is being conducted in 2003.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

Reconciliations
Reconciliations of the carrying amounts of property, plant and equipment at the beginning and end of the current financial year are set out below.

2003	Land $000	Buildings and Imp. $000	Plant and Equipment $000	Library Collections $000	Works of Art $000	Total $000
Carrying amount at start of year	320	54,700	1,822	77,598	1,676	136,116
Additions	-	74	725	8,554	-	9,353
Disposals			(26)	-	-	(26)
Assets Transferred	(320)	(40)	(53)			(413)
Revaluation increments(decrements)	-	(4,855)		1,148	-	(3,707)
Depreciation	-	(1,190)	(486)	(7,774)	-	(9,450)
Carrying amount at end of year	-	48,689	1,982	79,526	1,676	131,873

	2003 $000	2002 $000
22. Payables - Current		
Trade payables	409	903
Other payables	91	-
Unclaimed monies	4	4
	504	907
23. Interest-bearing liabilities		
Current : WA Treasury Corp Loans	1,308	1,269
Non-current : WA Treasury Corp Loans	21,382	22,690
24. Other Liabilities		
Current		
Income Received In Advance	43	-
Accrued expenses	34	87
	77	87
Non-current		
Tenant Bond	5	7
25. Equity		
Contributed equity		
Opening balance	9,452	-
Capital contributions (I)	3,548	9,452
Closing balance	13,000	9,452

(I) Capital Contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.

	2003	2002
Reserves		
Asset revaluation reserve (I):		
Opening balance	48,560	57,216
Net revaluation increments:		
Buildings	(4,855)	(9,245)
Collections	1,148	589
Reclassification to asset transfer reserve	(148)	-
Closing balance	44,705	48,560
Asset transfer reserve (II)	148	-

THE LIBRARY BOARD OF WESTERN AUSTRALIA
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(I) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 1(h).

(II) Asset revaluation reserve held in relation to assets that were transferred to the Department of Culture and the Arts on behalf of the State Records Office during the year have been reclassified as Asset Transfer Reserves.

	2003 $000	2002 $000
Accumulated surplus/(deficiency)		
Opening balance	64,649	64,337
Change in net assets	421	312
Net initial adjustments on adoption of a new accounting standard (state which standard) or UIG consensus view	-	-
Closing balance	65,070	64,649

26. 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:

	2003	2002
Cash assets (Operating account and cash held)	547	(233)
Restricted cash assets (refer to note 16)	125	405
Foreign Currency Bank Accounts	365	742
	1,037	914

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

	2003	2002
Net cost of services	**(34,676)**	**(34,305)**
Non-cash items:		
Depreciation and amortisation expense	9,450	9,554
Doubtful debt expense	28	
Resources received free of charge	20,549	11,334
Asset Written off	17	-
Adjustment for other non-cash items	166	-
Net (gain)/loss on sale of property, plant and equipment	(4)	4
Net (gain)/loss on exchange rate	193	(33)
(Increase)/decrease in assets:		
Current receivables (III)	(90)	(15)
Current inventories	(13)	(97)
Prepayments	(158)	30
Prepayments in Assets	30	-
Increase/(decrease) in liabilities:		
Current payables (III)	(403)	379
Payables in Assets	474	-
Other current liabilities	(10)	(467)
Net GST receipts/(payments) (I)	(49)	(57)
Change in GST in receivables/payables(II)	(40)	(56)
Net cash provided by/(used in) operating activities	**(4,536)**	**(13,729)**

(I) This is the net GST paid/received, ie. Cash transactions.
(II) This reverses out the GST in accounts receivable and payable.
(III) Note that ATO receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they are not reconciling items.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(c) Non-cash financing and investing activities

In October 2002, the State Library Custodians (the Custodians) purchased at auction a number of heritage items, being maps and drawings, referred to as "The Freycinet Collection". The Custodians officially transferred the "care, custody and control" of these items to the State Library of Western Australia, such transfer being accepted by the Library Board of Western Australia. In accordance with Australian Accounting Standards and Treasurer's Instructions, the State Library has recognised the acceptance of these items as revenue, of the nature of 'Donations Received', and as assets in the Statement of Financial Position. The revenue and asset value has been measured on the cost basis, being the fair value paid at auction by the Custodians prior to transfer to the State Library.

The Custodians also purchased and donated a digital imaging station, valued at $43,900, for use in the Battye Library.

	2003 $000	2002 $000
27 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	65	105
Later than 1 year and not later than 5 years	-	-
Later than 5 years	-	-
	65	105

(b) Commitments for Library Acquisitions

The Board had A$2.130M commitments outstanding at 30 June 2003 for Library collections acquisitions. All orders are expected to be received and invoices paid within 1 year.

(c) Non-cancellable operating lease commitments

	2003	2002
The Board has operating lease commitments in relation to photocopiers and motor vehicles, categorised as follows:		
Within 1 year	46	74
Later than 1 year and not later than 5 years	9	46
	55	120

28 Explanatory Statement

(i) 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% or $ 100,000.

	Note	2003 Actual $000	2003 Estimates $000	Variance $000	
Employee expenses	(a)	10,855	11,250	(395)	-3.51%
Supplies and Services	(b)	1,325	1,531	(206)	-13.46%
Depreciation	(c)	9,450	10,080	(630)	-6.25%
Administration expenses	(d)	677	755	(78)	-10.33%
Accommodation expenses	(e)	1,541	1,712	(171)	-9.99%
Grants and subsidies	(f)	529	463	66	14.25%
Capital User Charge	(g)	9,970	11,052	(1,082)	-9.79%
Other expenses from ordinary activities	(h)	1,249	6	1,243	
User charges and fees	(i)	1,463	1,077	386	35.84%
Trading profit	(j)	71	40	31	77.50%
Other revenue from ordinary activities	(k)	1,021	230	791	343.91%
Output Appropriation	(l)	14,989	14,839	150	1.01%
Assets transferred	(m)	441	-	441	
Resources Received Free of Charge	(n)	20,549	21,477	(928)	-4.32%

THE LIBRARY BOARD OF WESTERN AUSTRALIA
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FOR THE YEAR ENDED 30 JUNE 2003

The transfer of the State Records Office (SRO) from the State Library to the Department of Culture and the Arts has had a material impact upon some line items of the Statement of Financial Performance.

(a) The salaries budget allowed for a transfer of salaries cost to the Department of Culture and the Arts for State Records Office, offset by an estimated increase for wages policy and increments. This estimate proved to be higher than the actual increase.

(b) $104,900 was spent on supplies and services by SRO in 2002. Significant savings were made across most supplies and services line items, including $40,000 for consultants and $106,000 for equipment repairs. Insurance premiums and temporary staff services increased by $26,000 and $82,000 respectively.

(c) The estimated depreciation for the State Library was determined as part of the budget process in late 2001. A write down of the value of the Alexander Library building in 2001/02 of more than $10M significantly affected the actual depreciation for 2002/03.

(d) The transfer of SRO accounted for $35,000 reduction in administration expense particularly in the areas of staffing costs and consumables. The State Library made significant savings in Fringe Benefits Tax and staff training totaling $62,000, in addition to $16,000 saving in stationery costs.

(e) Building services achieved savings of $34,000 in utilities and $104,000 in repairs and maintenance expenses.

(f) $60,916 of in kind sponsorship was provided to the Perth International Arts Festival in relation to the Writers' Festival. This was offset by a non cash revenue item. Prizes paid for the Premier's Book Awards increased by $22,500.

(g) As with depreciation expense, the budget for capital user charge was determined as part of the whole of government budget process in late 2001. This estimate forecast an increase in the value of the Alexander Library building, whereas the official valuation resulted in a decrement of more than $10M. As a result, the actual capital user charge was significantly lower.

(h) Refer to note 10 for explanation of accrual adjustments included in this line item.

(i) A reduction in budgeted revenue was forecast as a result of the transfer of the State Records Office and a reduction in the recoup of expenses. Actual revenue included $60,000 in in-kind revenue relating to the Perth International Writers' Festival, and an increase in revenue achieved across most sales and services areas.

(j) The budget for trading profit related to the new State Library Bookshop. As the shop had been operating for less than one year, operating trends were difficult to predict. A conservative estimate of trading profit was budgeted.

(k) Donations valued at $840,240 were received from the State Library Custodians (refer to note 27(c)).

(l) Supplementary funding of $150,000 was approved to purchase one item of the Freycinet collection.

(m) Assets belonging to State Records Office were transferred to the Department of Culture and the Arts, with effect from 1 July 2002. This had not been included in the budget estimates.

(n) This variance reflects the reduced expense in salaries, and the accrual adjustment in relation to the transfer of a portion of the reserve for the 27th pay to the Department of Culture and the Arts- refer to note 10(ii).

28 Explanatory Statement

(ii) 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% or $100,000.

	Note	2003 $000	2002 $000	Variance $000	
Employee expenses	(a)	10,855	11,444	(589)	-5.15%
Supplies and services	(b)	1,325	1,530	(205)	-13.40%
Depreciation and amortisation	(c)	9,450	9,554	(104)	-1.09%
Administration expenses	(d)	677	749	(72)	-9.63%
Accommodation expenses	(e)	1,541	1,672	(131)	-7.82%
Grants and subsidies	(f)	529	435	94	21.48%
Capital user charge	(g)	9,970	8,671	1,299	14.98%
Other operating expenses	(h)	1,249	27	1,222	4550.08%
Commonwealth Grants/Contributions	(i)	170	140	30	21.37%
Interest revenue	(j)	13	19	(6)	-32.45%
Other revenue from ordinary activities	(k)	1,021	189	832	440.21%

(a) State Records Office salaries amounted to $777,000 in 2002. Therefore the real increase in salaries cost for the State Library is $206,000 or 1.9%.

(b) Refer to (ii)(b) above.

(c) A significant decrease in the valuation of the Alexander Library Building in 2001/02 resulted in a reduction in depreciation expense in the 2002/03 financial year.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(d) Refer to (ii)(d) above.

(e) Refer to (ii)(e) above.

(f) Refer to (ii)(f) above.

(g) Refer to (ii)(g) above.

(h) Refer to note 10 for explanation of accrual adjustments included in this line item.

(i) Funds received from the Department of Territories for the provision of Library services to the Indian Ocean Territories increased by $20,000 in 2002/03. $10,000 of funding was received from the National Library of Australia in relation to the Music Australia program.

(j) The average end of month balance of the international (interest bearing) cheque accounts was 22% lower in 2002/03 than in 2001/02.

(k) Refer to note (ii)(k) above.

	2003 $'000	2002 $'000
29. Resources provided free of charge		
Employee costs	276	-
Accommodation costs	121	-
Administration costs	68	-
	465	-

These services were provided to the State Records Office by the State Library under an administrative arrangement

30 Financial Instruments

(a) Interest Rate Risk Exposure

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

2003

	Weighted average effective interest Rate %	Variable interest rate $000	Fixed Interest Rate Maturity			Non-Interest Bearing $000	Total $000
			Less than 1 Year $000	1 to 5 Years $000	More than 5 Years $000		
Financial Assets							
Cash assets (international accounts)	365		-	-	-	-	365
Cash assets	-		-	-	-	547	547
Restricted cash assets	5		-	-	-	120	125
Receivables	-		-	-	-	451	451
	-			-	-	1,118	1,488
Financial Liabilities							
Payables			-	-	-	-	-
Interest Bearing Liabilities (WATC) 7.38%			1,308	7,175	14,207	-	22,690
			1,308	7,175	14,207	-	22,690
2002							
Financial assets			-	-	-	1,213	1,213
Financial liabilities	7.86%		1,926	7,571	14,462	1,001	24,960
			1,926	7,571	14,462	2,214	26,173

(b) Credit Risk Exposure

The carrying amount of financial assets recorded in the financial statements, net of any provisions for losses, represents the Board's maximum exposure to credit risk. All financial assets detailed in (a) above are unsecured.

31 Remuneration 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 total of fees, salaries and other benefits for the financial year, fall within the following bands are:

	2003	2002
Under $10,000	4	3
	$000	$000
The total remuneration of the members of the Board is:	6	10

No member of the Board received any superannuation benefits.

THE LIBRARY BOARD OF WESTERN AUSTRALIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

Remuneration of Senior Officers

The number of Senior Officers other than senior officers reported as members of the Accountable Authority, whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are listed below. The classification of senior officers was redefined in 2003 to include only officers in senior management positions. 2002 figures have been adjusted accordingly.

	2003	2002
$30,001 - $40,000	-	1
$40,001 - $50,000	-	-
$50,001 - $60,000	-	-
$60,001 - $70,000	-	-
$70,001 - $80,000	1	1
$80,001 - $90,000	-	1
$90,001 - $100,000	2	1
$100,001 - $110,000	1	-
$110,001 - $120,000	-	-
$120,001 - $130,000	-	1
$130,001 - $140,000	-	-
$140,001 - $150,000	1	-

	$000	$000
The total remuneration of senior officers is:	515	415

The superannuation included here represents the superannuation expense incurred by the Department of Culture and the Arts and received by the Board as resources received free of charge in respect of Senior Officers other than senior officers reported as members of the Accountable Authority.

No Senior Officers are members of the Pension Scheme.

32 Related and Affiliated Bodies

At reporting date, the Library Board of Western Australia has no related or affiliated bodies, as defined by Treasurer's Instruction 951.

33 Output Information

The Library Board of Western Australia operates under on Output called Library, Archival and Information Services and the output information is provided in the Statement of Financial Performance.

34 Remuneration of the Auditor

Remuneration to the Auditor General for the financial year is as follows:

Auditing the accounts, financial statements and performance indicators	16	11

35 Supplementary Financial Information

Write-offs
Bad debts	28	3
Trading Stock	13	-
	41	3

Losses Through Theft, Defaults And Other Causes
Losses of Public Property through Theft	17	-
Amount Recovered	(16)	-
	1	-

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

36 Events Occurring After Reporting Date

The Library Board has no subsequent events (other than those events whose financial effects have already been brought to account) to report.

The State Library of Western Australia

ANNUAL REPORT of The Library Board of
Western Australia

Performance Indicators
2003 - 2003

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of The Library Board of Western Australia are relevant and appropriate to help users assess the Board's performance and fairly represent the indicated performance for the year ended June 30, 2003.

Scope

The Board's Role

The Board is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
November 14, 2003

Performance
Indicators 2002 - 2003

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 2002-03 Budget Statements under the outcome for the Department of Culture and the Arts. These funds were allocated to the Department's Output 2: Library and Information Services. In previous years, performance indicators for the State Records Office were included in the Library Board's Annual Report, however they are now a separate service delivery agency within the Department of Culture and the Arts and their performance indicators are included in the Department's Annual Report.

The State Library of Western Australia contributes to this outcome by:
- meeting the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, information and support services;
- 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; and
- 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 public library stock supplied by the State Library to the State population.

The State Library 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

1998-99	1.27
1999-00	1.25
2000-01	1.24
2001-02	1.19
2002-03	1.17

Note: *(1) The stock in public libraries decreased in 2002-03, in part due to the discard of 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 2002-03 is 1,940,500 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics December Quarter 2002)

Percentage of inter-library loan requests which were satisfied.

1998-99	92.26%
1999-00	93.70%
2000-01	91.58%
2001-02	93.01%
2002-03	97.47%

Note: *(1) By satisfied, the person was supplied with an inter-library loan, 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 the State Library 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.

The State Library of Western Australia provides information services to clients by staff in the State Reference Library and the J S Battye Library of West Australian History. 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. Administration of the survey in the State Reference Library and Battye Library was by a sample of 739 clients for one week, with a set number of forms distributed each day (and at different times) for 7 days. The response rate was 94%.

The level of overall satisfaction with the services and facilities provided by the State Library.

	June 1999	June 2000	June 2001	June 2002	June 2003
Satisfied or very satisfied	92.3%	89.4%	89.5%	89.4%	89.8%
Neutral	5.4%	7.3%	8.7%	4.8%	4.5%
Dissatisfied	1.4%	0.9%	1.1%	1.3%	0.8%
Did not respond	0.9%	2.4%	0.7%	4.5%	4.9%

Note: (1) The satisfaction rates for 1999 to 2002 include clients of the State Records Office Search Room. The State Records Office is now a separate agency within the Department of Culture and the Arts.
(2) 2002-03 satisfaction rates for individual areas were:
- 94.5% for the Battye Library
- 88.7% for the State Reference Library

Efficiency Measures

Output 2
Library 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.

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

1998-99	$2.21
1999-00	$2.09
2000-01	$2.16
2001-02	$2.16
2002-03	$2.03

Note: 378,434 items were distributed in 2002-03, a decrease of 32,600 over the number in 2001-02.
Staff costs were also decreased leading to a decrease in the cost per item exchanged.

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 50,722 consultancies and enquiries, and the State Reference Library 80,950.

Cost per enquiry.

	Battye Library	State Reference Library
1998-99	$ 9.54	$8.04
1999-00	$ 9.35	$9.52
2000-01	$10.07	$11.24
2001-02	$12.54	$12.02
2002-03	$13.17	$16.15

Note: The increase in 2002-03 is mainly due to a decrease in the number of enquiries and consultancies. The Battye Library achieved a 6% reduction in salary costs this year however, salary costs in the State Reference Library increased.

Costs for Acquiring and Maintaining the Collections

During 2002-03, 8.5 million dollars was spent on 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.

1998-99	$10.25
1999-00	$12.58
2000-01	$12.51
2001-02	$18.50
2002-03	$17.18

Note: (1) The decrease in 2002-03 is due to an additional 2,719 titles ordered and a decrease in staff salaries.

Unit cost of preparing public library stock for use.

1998-99	$0.59
1999-00	$0.89
2000-01	$0.88
2001-02	$0.92
2002-03	$1.06

Note: In 2002-03, 245,702 items were processed for public libraries an increase of 13,527, however, this was offset by an increase in salaries.

Unit cost of cataloguing new titles for stock.

	Public Library stock	State Reference Library stock	J S Battye Library stock
1998-99	$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
2002-03	$9.04	$28.26	$46.67

Note 1: Stock is catalogued by teams associated with each client area and reflects the different levels of cataloguing required 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 the State Library of WA 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 Bibliographic Services Team also has organisational responsibility for maintaining database standards and training staff. In 2002-03 the cost of cataloguing in the Battye Library decreased due to an increase in the number of items catalogued. The State Reference Library achieved savings in salaries, while the cost of cataloguing public library stock increased due to fewer items being catalogued.

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
1998-99	$1.96	$1.70
1999-00	$1.96	$1.86
2000-01	$1.76	$2.49
2001-02	$1.73	$3.00
2002-03	$1.81	$3.49

Note: In 2002-03, the number of support staff activities in the Battye Library was steady, but there was an increase in staff salaries, while for the State Reference Library the number of support staff activities decreased and there was an increase in salaries. The mix of activities undertaken by support staff in the State Reference Library is changing. Of particular impact is client access to electronic serials. The mix of activities used to calculate this indicator will be addressed in 2003-04 to more accurately measure current staff activity.

Certification of Performance Indicators

We hereby certify that the 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 financial year ended 30 June 2003.

Mrs Kay Poustie
Chairman
Library Board of
Western Australia

Cr Janet Davidson
Vice Chairman
Library Board of
Western Australia

28 August 2003

Output Measures

Outcome

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

In 2002-03, the State Library of Western Australia reported under Output 2, Library and Information Services, for the Department of Culture and the Arts in the Budget Statements. In previous years these measures reflected the performance of both the State Library and the State Records Office. The performance measures below are not audited.

Output 2: Library and Information Services

Output Description: Delivery of library 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.

	2001-02 Actual	2002-03 Target	2002-03 Actual	2003-04 Target
Quantity				
Information interactions	3,669,119	3,650,000	3,674,308	3,650,000
Number of new items added to the collections	322,699	350,000	351,259	350,000
Quality				
Client satisfaction with services	89%	90%	90%	90%
% collections covered by collection development policies	100%	100%	100%	100%
Timeliness				
Time taken from order to dispatch (public library collections)	144 days	125 days	77 days	125 days
Hours the Library is open	67.5 hours	67.5 hours	67.5 hours	67.5 Hours
Cost				
Information interactions	$6.21	$5.97	$6.44	$6.54
New items added to the collections	$48.64	$41.50	$44.88	$45.48
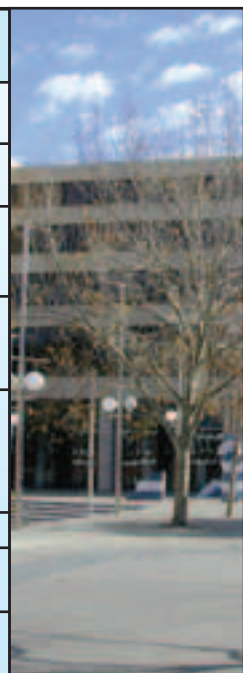
Notes on the Output Measures

Quantity

The number of interactions measures the contact the State Library 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 and the Battye Library.

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. However, through the State Library's website, clients can access the main database and some digital collections 24 hours a day. Also, the AskNow! Online reference service is available from 7.00am to 5.00pm on weekdays (from 6.00am during Eastern summer time).

The timeliness of the delivery of stock to public libraries is measured through a sample of country and metropolitan library exchanges, establishing the average number of days from ordering to dispatch of public library stock. Re-engineering of processes in 2002-03 has seen a significant improvement in this measure.

Cost

Cost figures for 2001-02 actuals, 2002-03 target and 2003-04 target are from the 2003 Budget Statements. The 2002-03 Actuals include both State Library costs and a proportion of the costs from the Department of Culture and the Arts including Capital User Charges.

Appendices

Staff
Members

The following people were employed at the State Library of Western Australia at 30 June 2003. 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
Shirley D'Cruze (Seconded)
Jane Masterman

PUBLIC LIBRARY SERVICES

Director: Public Library Services
Susan Feeney

Administrative Assistant
Claire Harloe (seconded)
Dianne Young

Library Advisory Services Team
Team Leader
George Cowcher

Consultants
Consultant: Multicultural Services
Pearl Tan

Consultant: Public Library Services
Michelle Gherghinis

Consultant: Seniors Services
Ruth Balding

Consultant : Special Needs
Yvonne Morant

Consultant : Young Peoples Services
Sue North

Librarians
Nola Allen
Michael Cuomo
Oliver Gatty
Norene Garry
Hilary Hatfield
Leonie Hayes
Sue Hunter
Karin Jones
Urszula Wiejowski

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
Pat Cambridge
Teresa Epps
Pam Gulley
Ken Hewitt
Pamela Pilmer
Clint Polman
Daniela Popiel
Lynsey Scott
Amrick Singh
Annette Stephens
Peter Thackray
Brian Walker
Alan Wyncol

Store Officers
Terry Cambridge
Ryan Guddan
Phillip Hough
Brian Pratt
Maurice Smith

Van Driver
Gary Obrecht

Bibliographical Services Team
Team Leader
Gladys Douthwaite

Librarians
Ewa Bieniawski
Sue Hegney
Joan McKenna

Orders Coordinator
Pat Hyde

Library Technicians
Sue McDonald
Wendy Monaghan

Senior Clerk: Orders Team
Anita Freeman

Senior Clerk: Invoicing Team
Deborah Jones

Senior Clerk: Processing Team
Pam Beveridge

Library Officers
Alex Brennan
Kim Bucchino
Zofia Carter
Antonetta Fernandes
Yvonne Grant
Lorraine Karas
Gregory Kirby
Maria Milos
Jo O'Connor
Nicole Piontek
Nicola Smith
Pat Szabo

Store Officers
Catherine McIntyre
Ron McPherson

Document Delivery Services Team
Team Leader
Ross Withnell

Librarian
Pena Atanasoff

Library Technician
Sandra Jones

Library Officers
Jenny Feehan
Julie Jennings
Karen Lydon
John Naturalny
Caroline Nightingale
Helen Reece
Jeanette Shepherd

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY

Director: Battye Library
Ronda Jamieson

Administrative Assistant
Kelly Boxall

Battye Archival Collections Team
Team Leader
Jennie Carter

Librarians
Gerard Foley
Julie Martin

Archivists
Sue Sondalini
David Whiteford

Secretary: Oral History
Valda Kiely

Library Technicians
David Jones
Fiona Caratozzolo
Jan Skillington

Library Officers
Gail O'Hanlon
Carl Studd

Battye Published Collections Team
Team Leader
Brian Stewart

Librarians
Sue Byrne
Alison Hocken
Glenda Oakley
Carol Smith
Steve Howell

Library Technicians
Maryon Craig
Mary Jones
Senior Clerk
Robert Reece

Battye Published Collections Team (continued)
Library Officers
Trish Bond
Renee Bouwes
Helene Charlesworth
Lynley Edwards
Mawghan Elverd
Margaret Hartnup
Meredith Howell
Paulina Jones
Andrew Macdonald
Sue Osmond
Diana Ridge

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
Manager
Pat Griffiths

Senior Conservator
Stephanie Baily

Conservator - Paper
Jonathan Schmidt

Conservator - Books
Timothy Cooke

Conservation Technicians
Susan Anderson
Ian Donaldson

Coordinator Micrographics
Lee Blackford

Micrographic Technicians
Jennifer Crabtree
Gayle McGlynn
Sandy McGlynn
Paul Mitchell
Carol Williams

Coordinator Photographic and Multimedia Services
Toni Munro

Photographic Technician
Robert Diggens

Clerk
Maria Jakovcich

Library Officer
Tina Guariglia

STATE REFERENCE LIBRARY

Director: State Reference Library
Lee Williams

Administrative Assistant
Wendy Mekisic

Project Leader
Carmel McRobert

Arts Team
Team Leader
Brian Dawson

Team Coordinator
Julie Sheren

Arts & Literature
Librarians
Marilyn Cacavas
Antionette Carrier
Julianne Clifford
Anne Keehan
Mary Lewin
Mary Magaraggia
Carol Rikli

Library Officers
Linda Black
Paul Buttsworth
Kay Commons
Amanda de Cinque
Rachael Eathorne

Music & Performing Arts
Librarians
Allison Fyfe
Janet Hocken
Jane Jones
Mary-Anne Reid
Kylie Smith

Library Technician
Peter Edwards

Library Officers
Jennifer Jenkins
Gayle Roberts
Lisa Wallace

Bibliographic & Online Services Team
Team Leader
Barbara Patison

Team Coordinator
Jenni Williams

Bibliographic Services
Librarians
Pam Marciano
Kathy Rawlinson
Robin Robinson
Jeri Tatian

Acquisitions Coordinator
Barbara Joy

Serials Coordinator
Karen Godfrey

Library Officers
Betty Bilton
Eileen Branson
Linda Laycock
Glenys Oakes
Kerry Randall
Renata Roberts

Internet & Online Services Coordinator
Kaye Hill (Leave)

Consultant: Innopac
Collette Richards

Consultant: Web
Gabrielle Reynolds

Web Administrator
Illona Tobin

Innopac Administrator
Dixie Moore

Social & Applied Sciences
Team Leader
Gaye Sweeney

Team Coordinator
Virginia Burris

Business & Management
Librarians
Jude Cooper
Barry Dent
Frances Hammond
Pam Phelan
Jo Roberts
Salwa Soliman

Senior Clerk
Tanya Daddi

Library Officers
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss

Science & Technology Team
Librarians
Vi Adlam
Peter Bloomfield
Andrew Black
Kim Cannon
Brenda Collins
Kate Eckersley
Justin Fairhead

Senior Clerk
Sharon Pratt

Library Officers
Damien Coombs
Samantha Fairbanks
Laura Foote
Jenny Leunig

Switchboard Operator
Evelyn Bullin

Social Sciences
Librarians
Laurie Allen
Russell Hamilton

Genealogy Librarian
Lesley DuBois

Library Technician
May Pye

Senior Clerk
Jolanta Andres

Library Officers
Anita Lumbus
Cecil Hare
Bill Hollis
Lyn Patten
Sue Ryan
Scott Smith
Ruth Tynas
Maria Vargas

CORPORATE & BUSINESS SERVICES

Director: Corporate & Business Services
Peter Lambert

Administrative Assistant
Jean Duff

Manager: Organisation Development
Carole Baetge

Consultant: Policy & Evaluation
Julie Ham

Building Services
Manager: Building Services and Facilities
Rob Didcoe

House Officer
Lorraine Beck

Van Dock Supervisor
Victor Thorpe

Maintenance Officer
Brian Howard

Van Dock 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

Book Shop Sales Officers
Sandra Cocks
Annette Thas

Financial Services
Manager
Janet Yap (Seconded)
Dawn Timmerman (Outplaced)

Financial Officer Budgeting
Lilian Dinardo (M/L)
Peter Tranter (Outplaced)

Supply Officer
Kim Armstrong (Outplaced)

Finance Officers
Jamie Barnes (Outplaced)
Fun Wong (Outplaced)

Information Systems
Manager: Information Systems
Dianne Calway

Coordinator Information Technology
Richard Clark

Network Administrator
Ivelina Staneva

Desktop Support Officer
Jasek Gonsalves

Senior Corporate Records Officer
Tarmla Cook

Officers
Grace Chiu
Win Wharam

Public Programs
Manager
Doug George

Promotion & Publication Officers
Adam Peterson
Dana Tonello

Sponsorship & Investment
Project Leader: Western Stories
Patrick Moore

Project Officer
Pauline Jamieson

Nola Allen

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

Judge, Tim Winton Young Writers Award.

Judge, Christobel Mattingley Young Writers Award.

Judge, Nestlé Write Around Australia.

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

Stephanie Baily

"The Effects of Micro-organisms on Library and Archival Materials", talk, UWA microbiology students, September 2002.

"Practical Ways of Preserving Archival Materials", paper, Australian Society of Archivists (WA Branch), Introductory Workshop on Archives and Recordkeeping, Bunbury, October 2002.

"Technology, Materials and Identification of Digital Prints", workshops run at the State Library of WA, 9th and 15th of May 2003.

Vice President, the Australian Institute for the Conservation of Cultural Material (WA Division).

Jennie Carter

Attended 68th IFLA General Conference, *Libraries for Life: Democracy, Diversity, Delivery* in Glasgow, Scotland, 19 August.

Committee member, History Council of Western Australia.

Curated *Freycinet: Our French Collection* exhibition, February / March 2003.

Committee member, Friends of Battye Library Inc.

"Freycinet - tales from the exhibition", talk, Friends of Battye Library, 13 May 2003.

Various articles for *Knowit* and *Friends of Battye Library Newsletter.*

George Cowcher

Member, Peel Resource Sharing Group.

Member, Dept of Culture and the Arts Regional Services Committee.

Brian Dawson

Board Member, Callaway Centre, University of Western Australia.

Rob Didcoe

Member, Government Risk Management Group.

Member, Dept of Culture and the Arts Disability Services Planning Committee.

Lesley DuBois

"Tracing your family tree using the resources in the Genealogy Centre", talk, Seniors Week, October 2002.

"Gems in the Genealogy Treasure Chest", talk, June 2003.

Peter Edwards

" Call of the Irish", in *Western Australia's Irish Scene*, Vol 5 no 4 May/June 2003.

Susan Feeney

Member, Framework Agreement Negotiating Committee.

Gerard Foley

Convenor, Australian Society of Archivists, WA Branch.

Committee Member, History Council of Western Australia.

Representative, Regional Audio Visual Archivists Interest Group, Association of Moving Image Archivists.

Regular contributor to *Western Archives*.

Presenter at Australian Society of Archivists Introductory Workshop on Archives and Recordkeeping.

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.

Member and occasional convenor, Western Australian Community Information Librarians' Group.

Allison Fyfe

Convenor, Biennial National Conference: International Association of Music Libraries (IAML) Australian Branch, Perth, 12-14 September 2002.

Executive Member , 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 Writers Award.

Member, Aboriginal and Torres Strait Islander Library and Information Resource Network.

Pat Griffiths

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

Julie Ham

Member, Council of Australian State Libraries (CASL) Performance Measures Working Group.

Kaye Hill

Committee Member, Western Australian Innopac Users' Group (WAIUG)
Kinetica Advisory Committee representative reporting to the WA Kinetica Users' Group.

Council of Australian State Libraries (CASL) Representative on the National Library of Australia's Kinetica Advisory Committee. (2002)

Janet Hocken

Outreach Coordinator, International Association of Music Libraries (IAML) Australian Branch.

Ronda Jamieson

"The Daw family, Storekeepers of Esperance and Ravensthorpe", in *Early Days*: Royal West Australian Historical Society.

"Family Archival Records Help Trace the Story of Country Storekeeping in Isolated Rural Areas of South and Western Australia" in *Local-link*, December 2002.

Presentation on the Battye Library websites and online images, Western Australian Genealogical Society workshop 19 October 2002

Presentations on oral history and the Battye Library at the Teachers' Professional Development Day, 30 August 2002.

Presentation on Rica Erickson website, Friends of Battye Library meeting, 22 October 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, 2004 Committee (to celebrate the 175th Anniversary of the State).

Member, Advisory Council for the Historical Encyclopedia of WA.

Member, History Council of WA Working Party.

Various articles for *Knowit* and *Friends of Battye Library Newsletter.*

Jane Jones

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

Kinetica training agent for the State Library of Western Australia.

Julie Martin

Treasurer, Friends of Battye Library Inc.

Contributor to *Knowit* and the *Friends of Battye Library Newsletter.*

Yvonne Morant

Member, Dept of Culture and the Arts Disability Services Planning Committee.

Member, Dept of Education and Training Steering Committee for Adult Learners' Week.

Member, Disability Services Commission, Community Access and Information Branch Working Party.

"Libraries for learning, libraries for life", paper, Adult Community Education Conference, June 2003.

Sue North

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

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

"Catching them in the cradle: the value of partnerships in establishing family literacy programs", paper, Western Australian Local Government Librarians Association Conference, March 2003.

"Catching them in the cradle: family literacy programs", in, *APLIS*, volume 16 number 2, June 2003.

"Behind the reader, behind the book: the role of the young people's services librarian in establishing the foundation of literacy for preschool children", paper in *Connecting challenges: issues for teacher and children's librarians,* (Library Challenges Series, Number 11), edited by Maureen Nimon. Adelaide, Auslib Press, 2003.

Barbara Patison

Panel Member, New Norcia Library Lecture, September 2002. "Special collections, and the selection policies and weeding policies used in libraries."

Gabrielle Reynolds

Member, CASL Reference Services Working Group.

Jan Skillington

Instructed and supervised nine students from Curtin University on arranging Private Archives collections and preparing finding aids.

Kylie Smith

Facilitator, ALIA group mentoring programme.

"Bright n Funky new librarians symposium - how conferences contribute to professional development", Group Mentoring Programme (GUMP), Curtin University of Technology Library Studies Graduates, 16 June 2003.

Sue Sondalini

Migrant Communities Archive Project, talk, Friends of Battye Library Annual General Meeting, July 2002.

Member ALIA local studies group.

Brian Stewart

"Collections of the Battye Library", talk and tour, Teachers' Professional Development Seminar, 30 August 2002.

"Access to early WA regional newspapers - our history preserved", talk, Friends of Battye Library, 13 May 2003.

Various articles for *Knowit* and *Friends of Battye Library Newsletter.*

Participant on NLA committees, PANDORA and National Newspaper Plan.

Gaye Sweeney

Member, CASL Consortia and Licensing Working Group.

Pearl Tan

Member, Department of Culture and the Arts Regional Roundtable.

Ross Withnell

"Interlending & Document Delivery Best Practice Workshops" talk, WA library managers and ILL practitioners, 27 March & 2 April 2003.

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

Member, CASL Copyright Working Group.

Staff Awards

Terry Campbell Award for Service Excellence

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 the State Library'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 the State Library. 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 2002-03:
   Shaun Bennett
   Preservation Services Team
   Improved Service Delivery Project Team (PLS)
   Mawghan Elverd
   Anne Keehan

James Hammond Award

The James Hammond Award is presented for the attainment of excellence in the fields of book selection and library education. It commemorates James Hammond who made an outstanding contribution to librarianship during his time as Chief Assistant Librarian of the Library Board of Western Australia from 1954 to 1972.

The recipient of the 2002 Award was Glenda Oakley who has made an important contribution to book selection and library education as a librarian in the J S Battye Library of West Australian History.

Glenda's extensive knowledge of Western Australian authors and literature and her ability to hunt down rare and hard-to-find titles has helped to secure important acquisitions for the Battye Library, particularly in the literature area. Another challenge she has taken on recently is the selection of publications only available on the Internet for preservation on the National Library of Australia's PANDORA Archive. Her interest and commitment to this project has ensured it has begun on solid foundations and her pioneering role will help ensure the continued existence of important online WA publications.

Glenda has a major role in coordinating indexing activity in the Battye Library. This involves both choosing information to be indexed and training others in index procedures and the use of indexes. Without good indexing, staff and clients would not have access to a wealth of information that is kept in the library and much of the collection, from books to photographs, would be under utilised. A qualified trainer, Glenda has played a vital role in training staff at all levels. To support her formal courses, she has written several manuals on different aspects of indexing which are models of clarity and thoroughness. Glenda is a similarly effective presenter to the public and she carries out tours of the Battye Library for clients with the same professionalism and enthusiasm.

Mollie Lukis Award

The Mollie Lukis Award 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.

The winner of the 2002 Award is David Jones for his work as coordinator of the Wool Project. This project, made possible by a generous donation from Bill Hughes, aimed to appraise and improve access to existing collections about wool in the Battye Library Private Archives as well as the addition of new material to the collections through donation.

David's enthusiasm and hard work on this project resulted in a better arrangement of existing collections, the appraisal of and significant additions to the archival collections, and an increased profile for the Battye Library's services in the broader community. Overall, 276 boxes of records of De Grey Mulyie and Ettrick stations, were classified, dated, sorted, housed and described.

In consultation with historians and industry contacts, David researched and developed a list of possible donors resulting in collections of material from among others, Elders, the Australian Wool Handlers (AWH), and West Australian Wool Buyers Association. The collections received were appraised and processed, often including preservation work to treat mould, etc., and placed in proper storage.

An important part of the Wool Project was a campaign to approach the rural press for publicity about the project. David organised the media contacts and provided the information about the project, which was subsequently used in a number of newspaper stories in wool growing areas.

David Jones' work on the Wool Project has added considerably to the range and depth of primary materials held on this important industry and his enthusiasm, skill and hard work on the project has ensured its success.

Publications

New State Library Publications in 2002- 2003

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

- *Knowit : State Library of Western Australia Magazine.* (Quarterly)

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

Discussion Papers on Future Directions for LISWA, 2002-2007 / Library & Information Service of Western Australia, May 2001. A small number of copies of these papers were produced. They are available on the State Library website.

Blueprint 2: Opening new windows on information for Western Australians. A discussion paper on issues for LISWA's Strategic Plan for 1996-2001 / Library and Information Service of Western Australia. (1996, 14 p.).

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

Exhibition publications and brochures

Booty caricatures of WA personalities at the turn of the century : an exhibition / research & text by Wendy Birman. Exhibition catalogue (1993, 11 p.).

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

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

Genealogical and Historical guides

Dead reckoning : how to find your way through the genealogical jungle of Western Australia / compiled by Steve Howell. Library Board of Western Australia (1997, 126 p.).

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.

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

Young, old and in between: how to interview for family history, kit / by Ronda Jamieson. (1992, 1 sound cassette (60 min.), 1 book (22 p.).

LISWA Research Series

The following issues in the LISWA Research Series are available.

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

Just in Case or Just in Time? : strategies for the development and management of Western Australian government library and information services. Volume 1, executive report. (LISWA research series, no. 5) (1994, 35 p.).

Just in Case or Just in Time? : strategies for the development and management of Western Australian government library and information services. Volume 2, full report. (LISWA research series, no. 5) (1994, 78 p.).

Westminster or Whitehall: modern problems and issues in records management and preservation in changing British constitutional monarchies / by Leslie R. Marchant. (LISWA research series, no. 6) (1995, 98 p.).

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

Catalysts for change: the influence of individuals in establishing children's library service in Western Australia / by Alison Gregg. (LISWA research series, no. 8) (1996, 206 p.).

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 2002-03
(as at 30 June 2003)

Workload indicators for 2002-03 operations and stock levels are provided on the following pages, along with figures for the previous four years

OPERATIONS	1998-99	1999-00	2000-01	2001-02	2002-03
Visitors to the Alexander Library Building	749,044	711,755	688,988	656,862	634,498
PUBLIC LIBRARY SERVICES					
Total public libraries and extension services	236	236	238	238	238
Additional volumes in public libraries - Development Program	85,845	33,538	23,412	26,056	43,069
Volumes despatched on Exchange Program	384,134	403,185	399,693	411,033	378,434
Volumes repaired in-house	25,197	24,790	27,388	25,906	21,159
Information enquiries	4,291	4,164	4,271	3,759	2,624
Multi-language volumes lent	69,286	56,679	60,570	64,350	65,230
Number attending training courses	352	396	501	463	129
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES					
J S Battye Library					
Information enquiries and consultancy	65,811	67,887	60,825	56,577	50,722
New Researcher registrations	209	649	667	582	416
Material retrieved /reshelved after public use	146,823	143,817	140,645	141,617	142,516
New index entries	8,449	9,637	13,686	10,889	9,410
Infolink database records updated	7,684	5,368	6,182	8,248	8,690
REFERENCE AND INFORMATION SERVICES					
State Reference Library					
Information enquiries	141,024	115,324	103,740	92,346	80,950
Stock reshelved after public use	436,902	397,201	304,151	285,758	257,739
Scores, cassettes and scripts lent to members	36,131	35,723	36,276	34,327	33,702
Film and video loans to organisations	7,130	6,174	5,718	4,404	3,356
Films / videos viewed in State Film and Video Library	3,421	3,550	3,117	3,722	2,226
Total membership of Music & Performing Arts Library	7,939	7,540	7,234	6,835	6,524
Total membership of State Film and Video Library	2,372	2,491	1,806	1,332	1,296
ACCESS TO INFORMATION TECHNOLOGY					
Searches on State Library's database	2,049,600	2,448,276	2,732,892	2,783,230	2,858,525
Hits on the State Library's Website	3,054,101	4,470,156	5,926,272	9,975,293	11,591,612
Searches on Electronic Resources		106,640	147,653	54,091	45,941
Number of Internet sessions booked	41,079	43,062	41,113	42,663	43,955
Number of records on the State Library database	810,895	864,741	927,619	965,956	986,638
Number of items linked to the database	3,153,044	3,219,446	3,300,656	3,246,450	3,288,321
Number of index entries in the database	32,394	61,094	92,840	111,938	135,231
Digital images available				8,564	8,941
Electronic resources archived to Pandora					59

Workload Indicators 2001-02
(as at 30 June 2002)

	1998-99	1999-00	2000-01	2001-02	2002-03
BIBLIOGRAPHICAL SERVICES					
Acquiring stock					
Number of orders raised	29,669	30,587	32,962	26,898	28,663
Items processed for Public Library stock	264,650	274,390	233,105	232,175	245,702
Serial issues processed for permanent collections	91,448	89,434	74,741	69,276	62,833
Cataloguing stock					
Total number of titles catalogued	32,486	34,251	37,108	37,108	37,108
Titles catalogued for Public Library Services	19,659	21,888	23,713	22,905	20,133
Titles catalogued for State Reference Library	7,938	6,494	7,511	7,789	6,690
Titles catalogued for J S Battye Library	5,405	5,869	5,884	6,414	8,030
PRESERVATION SERVICES					
Reels of microfilm produced	727	1,333	1,234	916	1,122
Microfilm jackets produced	11,122	1,323	5,053	3,837	3,222
Negatives made for stock	1,332	3,859	833	2,467	1,981
Items produced for outside orders	1,661	1,975	1,656	1,653	1,758
Protective encasements	3,749	2,869	2,308	2,069	2,069
Public enquiries	113	116	86	151	120
DOCUMENT DELIVERY SERVICES					
Number author/title and subject requests received	53,902	48,572	41,667	36,093	31,727
Reference and location enquiries	9,451	6,728	5,200	2,925	0*
Loans arranged via staff	28,140	27,023	22,884	19,233	17,852
Loans requested via Document Delivery Online				118,739	231453
Photocopy requests received	1,768	1,506	1,213	985	996
PUBLIC PROGRAMS					
Exhibitions / displays mounted	49	94	68	80	78
Total number of items published or printed	144	304	188	214	651
Media releases prepared	12	18	16	14	8

* This service was transferred to the State Reference Library

STOCK	1998-99	1999-00	2000-01	2001-02	2002-03
PUBLIC LIBRARY SERVICES					
Adult non fiction*	938,935	927,226	924,963	866,436	856,911
Adult fiction	656,463	653,687	663,780	664,736	662,174
Junior	691,875	696,626	700,150	697,673	685,735
Multi language resources collection	51,908	58,966	61,352	62,088	61,780
Microfilm (reels)	1,461	1,619	1,710	1,710	1,710
Total stock	2,339,273	2,336,755	2,350,586	2,291,274	2,266,941
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES					
J S Battye Library					
Monograph titles	52,479	55,393	58,418	61,556	65,533
Monograph volumes	83,531	88,264	92,459	96,600	101,996
Serial titles	12,927	13,494	13,768	14,014	14,350
Newspaper titles	836	850	856	862	873
Microfilm (reels)	11,432	13,189	13,422	13,750	14,265
Microfiche (metres)	13.05	13.1	14.6	15.2	15.2
Cartographic items	25,601	25,909	26,361	26,990	27,730
Ephemera (items)	66,962	68,006	70,104	73,540	77,490
Pictorial images**	115,094	115,780	420,570	427,419	456,831
Pictorial collections			5,497	5,497	5,497
State Film Archives film and video titles	2,844	2,883	3,074	3,159	3,154
Oral history hours of tape	11,321	11,610	11,874	12,117	12,412
Oral history transcripts	2,470	2,636	2,778	2,871	3,006
Private archives (metres) ***	1,342	1,367	1,417	2,721	2,818
Government and community information					
Infolink database records	7,494	7,658	8,185	9,064	9,040
REFERENCE AND INFORMATION SERVICES					
State Reference Library					
Monographs (volumes)	352,155	356,694	361,958	368,838	373,027
Current serials and newspaper titles	9,421	9,135	8,472	8,566	6,718
Microfilm (reels)	11,902	12,127	12,713	12,898	13,112
Microfiche (metres)	190.0	193.7	198.1	207.7	209.6
Scores	38,784	39,526	40,458	40,977	41,267
Musical sound recordings	15,000	15,152	15,202	15,202	15,262
Cartographic items	22,245	22,273	22,293	22,293	22,429
Film and video titles	13,633	13,638	13,753	13,865	13,983

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 in 2000-01.*
**** The size of The Private Archives collection was recalculated in 2001-02.*

Western Australian Websites and Publications archived to the Pandora Archive (2002-03)

The PANDORA Archive is a cooperative project with the National Library of Australia to collect and preserve electronic publications and websites.   Under this initiative some of these valuable resources will be permanently retained and able to be accessed for research long after the publications and websites have disappeared from the Internet.

- Aboriginal heritage procedures manual
- Amity Oil Limited
- Andriana Treasure
- Angela Mellor, contemporary bone china
- Annual compliance report - Western Australia. Public Sector Standards Commission
- Annual report - Acacia Prison Services Agreement
- Annual report - Court Security & Custodial Services Contract
- Annual report - West Pilbara College of TAFE
- Annual report - Western Australia. Dept. of Justice
- Annual report - Western Australia. Office of the Public Advocate
- Annual report - Western Australia. Office of the State Coroner
- Art seen in Western Australia
- Artplace
- Bali Memorial design
- Brookdale Liquid Waste Treatment Facility
- Buzz Dance Theatre
- Candlelight Farm Permaculture Education Centre
- Carers WA - Carers Association of Western Australia
- Carers' helpline
- Conservation Council of Western Australia
- Country Arts WA
- Darlington Village Western Australia
- Development control (including subdivision) policy manual
- Dianne Wolfer's website
- Directory of drug and alcohol services in Western Australia
- Electricity Reform Task Force - Government of Western Australia
- Ellenbrook's website
- Funhouse

- General disposal authority for administrative records (RD 2003016)
- Geraldton Family History Society
- Glory Boys
- Goldfields Land and Sea Council
- Greg Egan's Home Page
- Heritage Council of Western Australia
- Homeswest rental policy manual
- Jon Doust
- Leighton regional planning guidelines
- Ministerial media statements - Government of Western Australia
- National Trust of Australia (Western Australia)
- Ngala Family Resource Centre
- Peach Tree Gallery
- Perilya
- Project SafeCom
- Rockingham City Centre Transit System: policy and plans
- Save Ningaloo website
- Shutterbug Photography
- Society of Editors (WA) Inc.
- Sunset Hospital website
- Third wave campaign
- W A Deaf Society Inc.
- War memorials of Western Australia
- Western Australian earthquake information and response page
- Western Australian Institute of Sport
- Western Australian Internet Association
- Women's Economic Policy Analysis Unit discussion papers
- Women's Soccer Western Australia
- Year of the outback 2002, Western Australia