



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

The State Library of Western Australia

2004 - 2005 Annual Report



The State Library of Western Australia

2004 - 2005 Annual Report

*of the Library Board of Western Australia
53rd Annual Report of the Board
Perth, Western Australia, 2005*



Location

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Hours of Opening

*Monday to Thursday : 9:00 am to 8:00 pm
Friday : 9:00 am to 5:30 pm
Saturday and Sunday : 10:00 am to 5:30 pm*



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Letter to the Minister

Hon Sheila McHale MLA
Minister for Community Development;
Culture and the Arts; Women's Interests
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 2005.

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

25 August 2005

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Highlights of 2004-2005

Framework Agreement

Following a long consultation process, the *Framework Agreement Between State and Local Government for the Provision of Public Library Services in Western Australia* was signed on 20 December 2004. This Agreement is an important milestone in the relationship between State and local governments and will set the strategic directions for the development of the Western Australian public library system over the next four years.

Additional Public Library Resources

The State Government announced an additional \$10.3 million over four years for the purchase of public library stock. This has enabled a significant increase in the number of new items purchased for public libraries. There were 381,000 new items processed this year, a 63% increase.

Better Beginnings

Better Beginnings is an early intervention family literacy program developed by the State Library of Western Australia. Following the pilot program implemented in eleven Western Australian communities, extensive evaluation was undertaken. The success of the *Better Beginnings* program has paved the way for the program to be expanded Statewide over the next four years with a financial commitment from the State Government, local governments, and from the Rio Tinto WA Future Fund.

New Public Libraries

The State Library provided stock for two new public libraries that were opened this year, taking the total number of libraries to 240. The Clarkson Library received over 45,000 items for its initial stock, while the Dalyellup Public Library in the Shire of Capel will cater for the growth in population along Geographe Bay between Bunbury and Busselton.

Historical Records Rescue Consortium

The Historical Records Rescue Consortium (HRRC) comprises a number of historical groups, and was established to apply to Lotterywest for funding to rescue and make available the most at risk and in demand historical records held in the J S Battye Library of West Australian History. An interim grant was approved to ensure that ongoing work on microfilming newspapers and digitising deteriorating negatives was continued for four months. Late in June 2005 the Lotterywest Board approved funding for a large two year project to preserve films and photographic negatives, and to microfilm newspapers.

Digital Collections

Digital access to resources is a priority for the Library as a means of providing improved access to the collections and as a preservation strategy. In 2004-05, an additional 188 Western Australian websites and electronic publications were selected for preservation as part of the PANDORA Archive. In addition, there are now 14,000 digital images available to clients through the State Library database.

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Highlights of 2004-2005

Treasures @ David Jones exhibition in
July 2004



WA Musical Memories Online

The State Library of Western Australia digitised nearly 60 uniquely Western Australian musical scores as its contribution to *MusicAustralia*, a National Library project to provide digitised access to Australian music. These Western Australian scores were made available to the public via the *WA Musical Memories Online website*.

Treasures of the Battye Library

Twenty rare items were made available on the *Treasures of the Battye Library* website, ranging from Pelsaert's 1647 account of the wreck of the *Batavia* to D H Lawrence's letters to Mollie Skinner in the 1920s. It includes illustrations of the treasures plus histories and descriptions of items.

Western Australian Premier's Book Awards

In May 2005, the Minister for Culture and the Arts, Sheila McHale, announced Gail Jones as the recipient of the \$20,000 Premier's Prize for her book *Sixty Lights* in the annual Western Australian Premier's Book Awards. The West Australian History Award, for a significant historical work that makes a major contribution to the understanding of Western Australia's past, was introduced this year. Anthony Barker's book *Behind the Play* was the inaugural winner.

Exhibitions

There was an extensive exhibition program in 2004-05 including major travelling exhibitions such as *Kangaroo and Map*, which tells the story of the first stamp to represent the Commonwealth of Australia, and *Chinese Script* showing the history and development of the Chinese calligraphy script. *The Press Photographer of the Year* exhibition was our most successful exhibition, and the ABC's *Australian Snapshot* display also attracted many visitors.

@ your library marketing campaign

The sectorwide marketing campaign, *@ your library*, continued throughout 2004. Launched to increase awareness and support for libraries, the campaign saw the unprecedented collaboration of all library sectors in Western Australia and pursued its message through a series of themed campaigns. Of particular importance was the *Treasures @ David Jones* exhibition in July 2004, with over 200 items from the Battye Library and other libraries displayed throughout the David Jones City Store. The State Library also made major contributions to the campaigns for *Doing Business @ your library* and *Lifelong Learning @ your library*.

Profile



-
- *Our Role and Our Values*
 - *Functional Structure*
 - *Operating Environment: Strategic Issues and Trends*
 - *Better Planning: Better Services - the State Strategic Planning Framework*

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*. 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.

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Profile of the State Library of Western Australia

• **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 preserve and improve access to these sources.

• **Services to make library materials accessible**

Our information systems are vital to our operations and allow people to access our website and catalogues twenty-four hours a day. The website provides a platform for clients to use digital material, online services and guides to information sources, giving people access to our staff's expertise no matter where they are.

Our Values

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

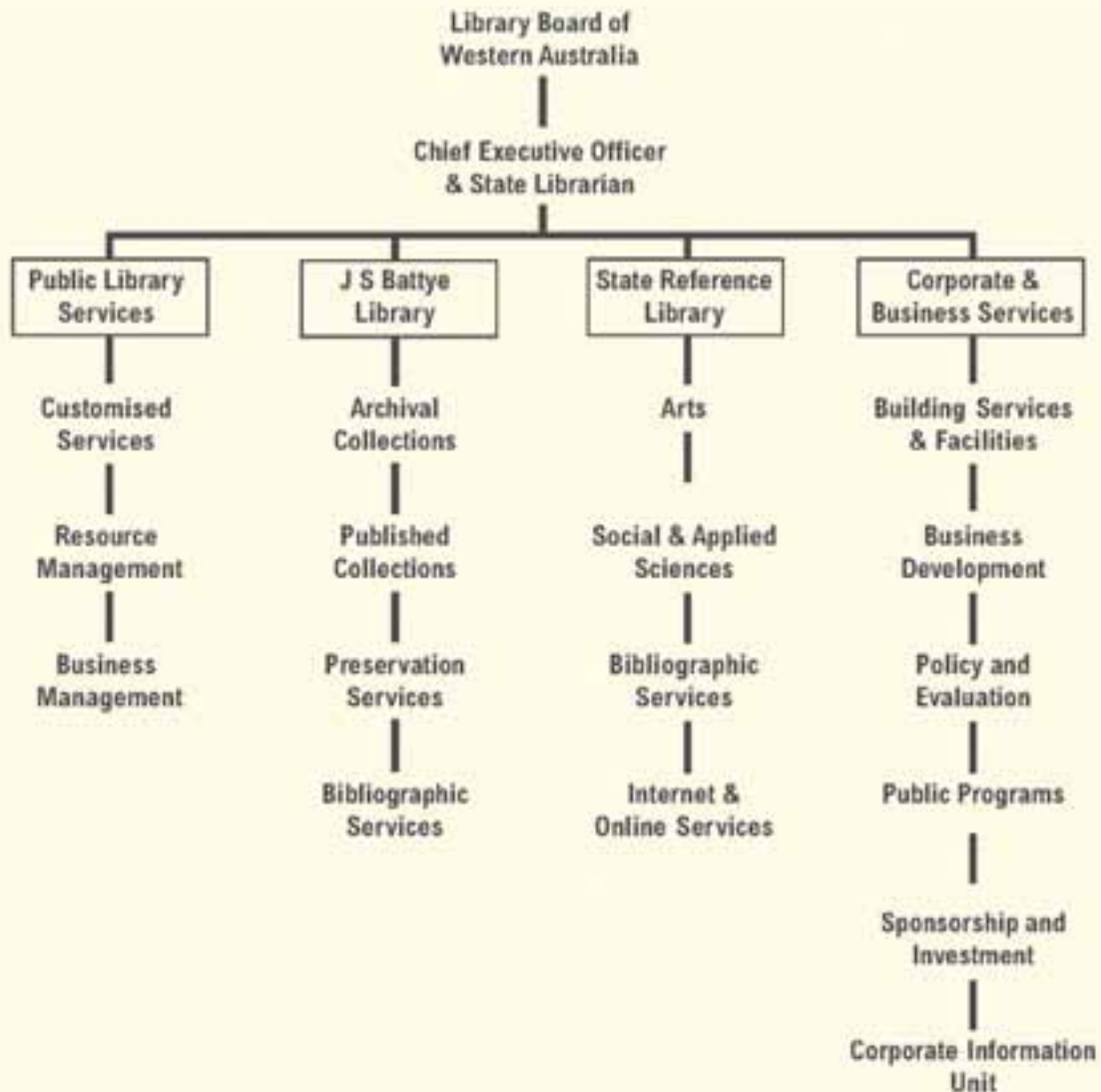
Our values are:

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

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Functional Structure 2004 - 2005

Functional Structure 2004 - 2005



NOTE: Financial, Human Resource and IT services are provided by 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 and the preservation of heritage collections. 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 formats 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.

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 is required, 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.

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Operating Environment: Strategic Issues and Trends

The disparity in the electronic infrastructure that exists in public libraries across the State continues to contribute to the issue of the digital divide. Equitable access to electronic resources is becoming an important issue and the State Library is constantly reviewing the number and range of these resources purchased for public libraries to improve access by Western Australians.

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. Extensive resources are required to address these problems and the Library appreciates the support of the community groups who have been successful in their proposal to Lotterywest to assist with this process.

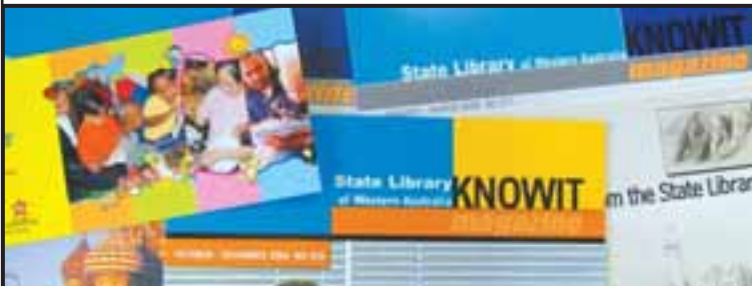
As mentioned above, the Internet is now a major publishing tool, and many electronic publications and websites that provide vital information about the work of government and the community will be lost to future generations unless effective preservation strategies are in place.

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 these demands on both staff and financial resources is of major concern for future collection and preservation strategies.

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Operating Environment: Strategic Issues and Trends



A collection of publications produced by the State Library of Western Australia

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 ageing 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 trainers and facilitators to assist individuals to access technology. Other areas of importance are competencies in customer service and marketing in order to promote services to the community and Government.

Government publications

The Library has experienced difficulties in acquiring State government publications. A recent revision of the Premier's Circular reminding agencies that four printed copies of all Western Australian agency publications must be deposited with the State Library as well as the need to archive State Government websites and electronic publications may make agencies more aware of their responsibilities. Retrospectively, the number of government publications that have never been deposited in the Battye Library remains a concern.

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Operating Environment: Strategic Issues and Trends

*Perth Society of Artists
Exhibition October 2004*



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 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 and no specialist reading equipment required, 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

Agencies are encouraged to maintain and increase their revenue generating capabilities without jeopardising those services they deliver free to the people of Western Australia.

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Better Planning: Better Services State Strategic Planning Framework

The State Library of Western Australia contributes to the following Goals in the State Government's Strategic Planning Framework - *Better Planning: Better Services*.

People and Communities

A World Class Education System

Libraries function as an important - indeed essential - arm of the State educational infrastructure, providing unique 'cradle to grave' support to both the formal and informal education systems. By providing relevant resources to public libraries throughout Western Australia, complemented by more advanced research materials and databases available at the State Library, students have access to a wide range of information to support their educational outcomes.

Sixty-six per cent of the visitors to the State Library indicate that the purpose of their visit was for study or scholarly research. The Library also provides tours and seminars to promote information literacy skills which are an essential tool for today's students.

Lifelong Learning Opportunities for All

The Australian public library system has been described as the greatest force for lifelong learning in Australia. Public libraries were founded, and continue to serve, as enduring, flexible, lifelong learning agencies, and access to a well-resourced and appropriately staffed library will always be the ultimate in self-managed, self-paced learning.

An increasing number of Australians are engaged in lifelong learning for work or personal interest. Whether people are attending courses through educational institutions, community-based organisations or private training centres, or if they are engaged in informal self-directed study, libraries are a central support for their learning.

Examples of how the State Library assists lifelong learning include:

- a partnership with the *Read Write Now!* adult literacy program;
- assisting in historical and family history research;
- providing information to support hobbies and interests;
- providing lending facilities for play sets and sheet music; and
- providing access to the Internet for those who are unable to afford their own computer.

Children's futures supported through effective early intervention and prevention services.

The State Library has developed the *Better Beginnings* family literacy program to assist parents to develop

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Better Planning: Better Services

Better Beginnings
Family Literacy Program, June 2005



the early literacy skills of their children. It consists of a series of linked initiatives developed to encourage parents to share books and stories with their babies and to establish life long links with libraries. Following the success of the pilot study the program will be extended across the State over a period of four years.

This program will complement other initiatives such as the provision of storytime kits to assist library staff offering storytime sessions in public libraries. These sessions foster a positive attitude towards books, libraries and reading, and establish early literacy skills.

Opportunities for health, participation and security are optimised in order to enhance quality of life as people age.

Libraries are well patronised by seniors and have a reputation for being safe, centrally located, welcoming places. The familiarity of older adults with the library provides security and stability and the library's intergenerational focus fosters a sense of community belonging.

Seniors take advantage of the many lifelong learning programs available and special programs are provided during Seniors Week including tours, seminars and film screenings. The State Library has supplied over 202,548 books in large print format to public libraries, used primarily by seniors.

Over 50 volunteers (most of them seniors) provided nearly 7,000 hours of their personal time to assist the State Library in a number of areas.

A positive difference to the lives of people with disabilities, their families and carers.

The State Library is an accessible building for people with disabilities and provides a range of accessible services and collections for people with disabilities. [Our achievements against the Disabilities Services Plan are reported in the Customer Service section].

A culturally rich artistically inspired and intellectually stimulated society.

The State Library organises events and experiences which inform, educate, challenge and entertain. Events this year included the Family History Fair and the associated exhibition Routes to Your Roots; a special @ your library exhibition in the David Jones City Store titled Treasures @ David Jones; the As We Are exhibition featuring the unique work of artists with an intellectual disability; photographic exhibitions, book launches, and an exhibition of treasures from the Research Collection of Children's Literature based on the theme of Alice in Wonderland.

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Better Planning: Better Services



City of Wanneroo's Clarkson Library

A number of cooperative projects with the National Library of Australia were pursued to enhance community access to our cultural heritage. These ranged from Internet access to digital images and Australia's musical heritage, progressing newspaper preservation and oral history programs.

A society where Indigenous Australians have greater economic and social opportunities and the capacity to determine their own lives.

[Our achievements in providing services to Indigenous Australians are reported in the section on Customer Service].

A society that recognises the varying contributions of its diverse population and is able to respond effectively to the needs of its diverse population.

Western Australia's multicultural population has access to over 74,000 items in 44 languages through the public library system. These resources are distributed to public libraries throughout the State and are available on interlibrary loan as easily as items in English.

Within the Battye Library, the Western Australian Migrant Communities Archive was established to collect and preserve documents that tell the story of the immigrants who have contributed to the development of the State. Relationships with many ethnic organisations have been formed and the library continues to receive significant donations of relevant material. A significant project in which the State Library is a partner is the *Vite Italiane: Italian lives in Western Australia* project.

The Economy

Strong research and development capacity in an environment that encourages innovation.

The Business Information Centre holds the largest collection of publicly available business information in the State and can assist small business with a range of free business information to meet their needs. This is complemented by access to a wide range of technical information for organisations involved in research and development.

Social infrastructure such as schools, health facilities and recreational areas are improved and maintained.

Today's libraries are communal gathering places and an important part of the construction of social capital. Many are located in context with other functions such as telecentres, art galleries, tourist bureaus and educational facilities providing valuable social infrastructure.

In May 2004 the State Government announced that an additional \$10.3 million would be provided over the next four years to increase library resources in public libraries in Western Australia. In 2004-05, 381,813 new items were processed for public libraries, a 63% increase over 2003-04.

The Regions

Effective government service delivery to regions that is responsive to the needs of diverse communities.

The State Library provides a range of services to people in regional Western Australia. A diverse range of library stock is provided to the 171 public libraries located in country WA as well as access to 2.3 million items through the document delivery service.

An additional \$200,000 was allocated by the Department of Industry and Resources for enhancements to physical and technological library services infrastructure within Shires of Ravensthorpe and Esperance following the State Library's review of the impact of the proposed BHP Billiton Ravensthorpe Nickel Project (RNP) on those communities.

Lifelong learning in the regions

Libraries are key providers of lifelong learning opportunities to people of all ages in regional areas. The *Better Beginnings* family literacy program promotes early literacy skills to young children. Using the Internet, regional residents have fast access to library reference services via the *AskNow!* online chat service or the email *AskUs* service. Through digitisation programs the Battye Library has been able to provide access to many heritage collections previously unavailable outside the Alexander Library Building. Local history research has been made easier through programs such as the microfilming of pre-Federation regional newspapers and the deposit of the relevant microfilms in regional public libraries.

Governance

Strengthened partnerships with Federal and Local Governments, the private sector and the wider community.

The State Library has strong partnerships with both Federal and local governments. Public library services in Western Australia are delivered in partnership between the State Library and local governments. This partnership works through consultation, joint decision-making and agreed standards. In December 2004, the *Framework Agreement Between State and Local Government for the Provision of Public Library Services in Western Australia* was signed, marking the completion of a long consultation process to set the strategic directions for the Western Australian public library system in the future

The Library also has a strong relationship with the National Library of Australia which provides leadership in many areas affecting libraries. From Kinetica, the national bibliographic database, which is the basis for our cataloguing and inter-library loan services, to cooperative projects to preserve and make available our documentary heritage. These include PictureAustralia, MusicAustralia, the National Newspaper Plan, the PANDORA archive, and oral history programs.

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Better Planning: Better Services



The AskNow! online reference service

Through groups such as the WA State Library Custodians, the Friends of Batty Library and the Historical Records Rescue Consortium, we have formed strong relationships with the private sector and the community.

Increased use of Information Communications and Technology to provide better services to the community.

The use of information communications and technology has enabled the State Library to provide enhanced access to our services and increase the efficiency of our processes.

- Clients throughout the State can search our database and website from home whenever it is convenient for them.
- Through the digitisation of our heritage collections, photographs and archives are now available throughout the State.
- The AskNow! online reference service brings access to Australia's librarians to everyone.
- Through the AskUs service librarians provide assistance to more indepth research enquiries by email.
- Up-to-date access to a wide range of databases is available from the State Library and from many public libraries. Access to *Britannica Online* was provided Statewide in 2004-05.
- Online exhibitions enable everyone the opportunity to view the exhibition, and go back to it long after the original exhibition has closed.
- Online ordering decreases the time it takes to get material to public libraries; and
- Document Delivery Online has speeded up the inter-library loan process.



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Chairman's Report

The appointment of Margaret Allen as the new Chief Executive Officer and State Librarian was welcomed by the Library Board and staff of the State Library. Margaret commenced work on 1 November 2004 and very quickly acquainted herself with the issues facing the State Library of Western Australia and its role in the provision of public library resources across the State.

Margaret has travelled with the Director Public Library Services to visit public libraries in the South West and Pilbara regions of the State to enhance her knowledge of the challenges faced in providing a timely and relevant public library service in Western Australia. She is also very quickly taking on the challenges facing the State Library and the services it offers from the Alexander Library Building. The Board was pleased to finally have a permanent head of the library service in Western Australia and is enjoying working with Margaret as she contributes to the development of the organisation in providing library and information services to the people of Western Australia.

The Library Board welcomed the finalisation of negotiations for the Framework Agreement between the State and Local Government. The Minister, Hon Sheila McHale, and Cr Bill Mitchell, President of the Western Australian Local Government Association, signed the Agreement at a ceremony held at the Town of Cambridge Public Library in December 2004. This was a significant step, marking the beginning of a new phase in the partnership between State and Local Government for the provision of public library services and defines the roles and responsibilities of each partner in this collaborative service.

The Library Board wishes to recognise the major support provided by the Historic Records Rescue Consortium (HRRC) for the unique work done by the Battye Library in preserving the documentary heritage of Western Australia. HRRC is a peak body whose members represent key Western Australian historical and genealogical organisations. They have been working to achieve funding from Lotterywest, for a project to preserve and digitise historical newspapers, photographic negatives and films, and to make them available to the community. Without the exceptional work and commitment of the HRRC members and their belief in the importance of this project, the \$3 million grant for this project would not have been possible. This project will be of lasting benefit to all Western Australians and provide copies of historical newspapers in digitised form into the communities where the newspapers were published.

One of the issues faced by the Board in the last year was the economic reality of continuing to operate the State Library Shop. The Board made a decision to close the Shop after much thought and with due regard to the role it played in the dissemination of uniquely Western Australian publishing. Lobbying by publishers and authors following this decision eventuated in the repositioning of some aspects of the State Library Shop with the Discard Shop. The remodeled Shop now houses an excellent selection of uniquely Western Australian literature and publishing together with discarded stock. Publishers and authors have expressed their pleasure in the new facility and the role it will play in marketing the unique range of Western Australian literary offerings to the public in one place.

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Chairman's Report

The staff of the State Library continued to develop innovative services. The launch of the *Better Beginnings* Project as a funding partnership between the Rio Tinto WA Future Fund and the State Library highlighted the programme's success during its trial period. It focuses on a series of linked strategies to encourage parents to share books and stories with their babies from an early age and to establish family links with local public libraries to ensure that literacy becomes part of children's learning experience from an early age. Developed by State Library staff, this programme is now being rolled out across the State.

In another initiative, staff have been planning the State library's contribution to the Perth Winter Arts Festival which highlights all things Russian in a collaboratively developed programme across the Arts and Culture portfolio. The Art Gallery's *St Petersburg 1900* exhibition was the inspiration for the *Russia: Land of the Steppes and Tsars* exhibition in the Centre for the Book that will open in July 2005.

The Board is most appreciative of the additional time staff spend on special projects that enhance the work of the Library and showcase the special collections. Staff spend considerable time above their normal working hours on these projects, and the Board is conscious that this commitment reflects staff dedication to the organisation and the marketing of the Library's unique holdings and staff talents.

A project to review space utilisation within the Alexander Library Building has been noted with interest. Twenty years after the building opened to the public, a fresh look at the building and the functions operating within it is most welcome. The outcome will ensure that the State Library continues to be a major presence in the Cultural Centre precinct.

The East Perth Redevelopment Authority has been working on new plans to enliven and develop the Perth Cultural Centre to become a more appealing venue for all age groups. The Board has provided input to the planning process and is committed to ensuring the outcomes are positive for the State Library, which is the most visited building in the Cultural Centre.

In redefining the role of the State Library in the Cultural Centre, together with the space utilisation project, the Board is working with the CEO and the Executive team to develop a new Strategic Directions document for the library service. This planning, being facilitated by an external consultant, will ensure that the services both in the library and through the library network are relevant in today's world where electronic communication is part of people's work and leisure activities. The work of defining the core business of the library service that will be part of the strategic planning process, will enable the Board and management to move forward to provide the best service as dictated by budget and customer needs.

The Library Board welcomed a number of new members this year who are contributing their skills to the work of the Board. Mrs Jan Rodgers joined the Board as the representative of the Department of Education and Training, Councillor Guiseppe Marino from the City of Swan was nominated by the Western Australian Local Government Association and Mr Michael Murray and Mr Rafael Niesten joined the Board as Ministerial appointments.

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Chairman's Report

Board meetings at the City of Belmont and the City of Albany enabled members to see library services operating firsthand and provided an opportunity for councillors, administrative and library staff to meet with Board members on an informal basis. Seeing the challenges of operating public library services and the excellent work being done in public libraries has been of benefit to Board members as they perform their Board roles.


Several Board and Executive Team members have left during the past year. I would like to pay tribute to Mr Glyn Parry, who took up a position in Geraldton, and Dr Ray Steedman for their commitment to the work of the Library Board and the furtherance of better library and information services to the community.

Ms Claire Forte, the Acting CEO and State Librarian for over two and a half years is to be commended for her commitment to the Library Board and to the staff of the State Library. Claire's dedicated work was noted in last year's Annual Report and the Board is most appreciative of the role she played in leading the organisation in her time as Acting CEO and State Librarian. Dr Ronda Jamieson retired from the position of Director of the Battye Library and the Board notes her untiring work in developing and maintaining the unique resources of the Battye Library. Ronda worked closely with the HRRC to assist them in the preparation their submission to Lotterywest. She was tireless in her search for materials that had historic value to the collections and is remembered by many people for her contribution to teaching others how to record and maintain oral histories of lasting value.

On behalf of the Library Board of Western Australia, I am pleased to submit the Annual Report for the year ending 30 June 2005.



Kay Poustie
Chairman
Library Board of Western Australia



2004 - 2005 Annual Report

Chief Executive Officer's Review

It has been a privilege and honour to serve as Chief Executive Officer and State Librarian since my appointment on 1 November 2004.

I would like to take the opportunity to acknowledge the support and assistance I have received from members of the Library Board and in particular Kay Poustie, the Chairman, and also from the staff of the Library since my commencement.

In December 2004, the Framework Agreement between State and local governments for the provision of public library services was signed after a long period of discussion and negotiation between the parties. The Agreement establishes a firm basis for the relationship and responsibilities of each party in the ongoing development of public library services in Western Australia.

The Joint Advisory Committee established under the Agreement has begun the process to develop the "...shared vision for Western Australia's Public Library Services as a sustainable and responsive network of vibrant and connected well-resourced free public libraries that are hubs of community life." The outcome of this process will guide the development of public library services in Western Australia and the State Library's role in support of public libraries into the future. Western Australia's unique public library system has evolved over a number of years to meet the specific needs of a population spread across vast distances, and this will be an important consideration in future development.

The additional State Government funding of \$10.3 million for public library collections over four years, which commenced in 2004-05, is beginning to make its impact through the increasing number of new library materials available in public libraries. Whilst significant improvements in ordering, delivery and processing of materials has occurred within the State Library over the last few years, there is still opportunity for improvement in these areas to ensure materials are available to the public as soon as possible after their release.

Another pleasing development is the increasing number of electronic reference and information resources available to Western Australians from their home or office. *Britannica Online* was made available to all registered public library users this year and negotiations are almost complete for the purchase of another health and wellness online service. The provision of online database services enables the Library to provide equity of access to information resources for Western Australians in regional areas.

Public Library Services Directorate continues to support the State's 240 public libraries through the development of services and programs such as *Better Beginnings*. This early literacy initiative for 0 - 3 year olds is a partnership between the State Government, the Rio Tinto WA Future Fund and local governments. The program reinforces the unique 'cradle to grave' role of public libraries in support of both the formal and informal education systems.

Work has commenced on a new strategic planning process for the State Library that will guide the organisation's directions for the coming years. We face the challenges of meeting the needs of customers in an increasingly

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Chief Executive Officer's Review

electronic world where expectations of immediate access to information continue to grow. Increasing competition from Internet based resources and demand for the State Library's own unique materials to be available online continues to change the nature of our work and the way in which we provide service to our customers.

The strategic planning process will assist to determine priorities in the way in which we manage our resources to provide the most suitable service delivery methods in coming years. Exponentially increasing online usage and decreasing customer visitations to the building requires fundamental reallocation of priorities for the organisation. The State Library continues to make an important contribution to the social, educational and economic life of Western Australia.

In April 2005, the Alexander Library Building celebrated its 20th year of service to the people of Western Australia by housing unique historical collections and providing access to the world's information resources. Work is underway on defining the State Library's storage, service delivery and staff accommodation needs for the coming twenty years. The Alexander Library Building has been visited by more than 13 million people since its opening in 1985. Today the Library remains one of the busiest public buildings in Perth, open 67.5 hours per week across seven days.

Finally, I would like to thank the staff of the State Library for their continuing efforts during the year and for the professional manner in which they continue to serve the people of Western Australia.



Margaret Allen
Chief Executive Officer and State Librarian

Customer Service



- *Who are our Customers?*
- *Consulting our Customers*
- *Disability Services Plan Achievements 2004-05*
- *Services for Indigenous People*
- *State Government Plan for Young People*

Who are our Customers?

Our customers are the people of Western Australia, and they are the focus for our services in providing library materials and advisory services to the 240 public libraries throughout the State, reference services from the Alexander Library Building, access to our catalogues and materials 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 240 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 around 950 full time equivalent staff, of whom approximately 24% are librarians.
- They have 847,000 resident members and issued nearly 17 million items.
- 381,813 new items were processed and made available through public libraries.
- Public libraries and the State Library supplied 205,348 inter-library loans using Document Delivery Online.
- The State Library dispatched 485,000 items to public libraries in 2004-05 including stock in over 44 different languages to service WA's multicultural community.

People visiting the Alexander Library Building

There were approximately 530,000 visits to use library services in 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.

- 49% female and 51% male, although in the Batty Library these percentages were reversed.
- 47% of our clients visit us at least once a week, 22% at least once a month and 9% are first-time visitors.
- Youth make up 46% of our clients, with 17% aged between twelve and seventeen, and 29% between eighteen and twenty-four. This reflects the high student usage of our facilities with 59% of our clients indicating that they are full-time or part-time students.
- Most people visit us to study (52%) or do postgraduate or scholarly research (14%).
- People researching family history make up 8% of our visitors, while 8% use us for business related matters.
- Libraries are a community space and 7% of our visitors use the library to access the Internet, and for many others the library provides a place to pursue personal interests.
- 33% 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.

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Who are our Customers?

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.

- Clients have access to 1,085,600 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 5.6 million searches were conducted on the database during 2004-05.
- There were more than 16 million hits on pages in the State Library website during the year.
- Our staff answered 2,224 queries via the *AskNow!* Online reference service or the *AskUs* email service.



Clarkson Library

Consulting our Customers

The State Library of Western Australia has a range of consultative forums through which we receive valuable feedback from clients,

Consultation with Public Librarians

In June 2005, a Joint Advisory Committee (JAC) was established under the terms of the newly signed *Framework Agreement between State and Local Government for the Provision of Public Library Services*. The primary role of the JAC is to oversee the implementation of the Framework Agreement and ensure adherence to its principles. It will play a key role in strengthening the State/Local Government public library partnership.

The Future Directions Planning Committee, a policy and strategic planning committee comprising senior State Library staff and senior public librarians, and its two standing committees continued to operate pending a decision on a new communications framework and the developing role of the JAC.

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Consulting our Customers?

The Resources Selection and Supply and Library Networks committees are involved in operational matters aimed at improving the selection, management and delivery of public library stock. In 2004-05 the committees discussed a number of issues including consortia purchasing of electronic resources; introduction of the new MP3 disk format; improved timeliness for distributing best selling and popular titles; adult stock selection; cataloguing and processing improvements; optical disk protection; a filtering system for return exchanges; reviewing the interlending practices between public libraries; and enhancements to Document Delivery Online, the electronic inter-library loans system hosted by the State Library.

Battye Library and State Records Office Customer Service Council

The Battye Library and State Records Office joint Customer Service Council provides a valuable forum for client and stakeholder representatives to discuss issues concerning current services, to enhance access to West Australian research materials and to participate in the development of proposed services. Membership of the Council comprises representatives from Museums Australia, the Professional Historians Association, the Western Australian Genealogical Society, the Friends of Battye Library, the History Teachers Association of WA, an academic historian, and a representative of independent clients. Two meetings were held during the year.

Some of the issues addressed by the Council included the State Library strategic plan, space planning in the Alexander Library Building and the Disability Services Plan, as well as the publication of guidelines for teachers visiting the Battye Library. Members were able to contribute and comment on vital ongoing preservation work on pictorial collections and on newspaper microfilming projects sponsored by News Corporation and the National Library of Australia. The Council provided ongoing input on the grant application prepared for submission to Lotterywest by the Historical Records Rescue Consortium, which proposes major preservation initiatives across a range of Battye Library collections. Other topics covered were the successful *@ your library* campaign, various partnership activities, and the acquisition of important collections.

State Reference Library

The State Reference Library uses client feedback as a basis for improving services. Reviews and subsequent changes to music studio fees and the video previewing service were a direct result of client feedback this year.

Liaison with specific community and government groups is an important component in the review, development or promotion of specific services. Significant groups or partners include the Western Australian Genealogical Society Inc. (WAGS), the Children's Book Council (WA Branch), the West Australian Academy for Performing Arts (WAAPA) and the Small Business Development Corporation (SBDC).

In developing new services, staff utilise surveys to target specific samples of clients. When redesigning the State Library website page, an online survey generated a good response from both the Perth metropolitan area and regional areas (16%).



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Disability Services Plan Achievements 2004-2005

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

The State Library has commenced updating its Disability Services Plan. A working group, made up of staff from across the organisation, has worked hard to review the existing plan in the light of best practice in libraries, new technology and changing expectations from clients. It is expected that the revised plan will be made available for consultation in September 2005.

A number of services relevant to meeting the needs of people with disabilities have been included as Core Services in the *Framework Agreement Between State and Local Government for the Provision of Public Library Services in Western Australia (2004)*. These include:

- "access to any adaptive technology or devices designed to provide equity of access to library collections by people with disabilities;
- provision of basic library programs that facilitate equity of access to library resources and services by particular segments of the community, such as people with disabilities. "

Where provided in response to community needs, these core services will be provided free of charge to the people of Western Australia by the State Government through the State Library of Western Australia and by local governments through their public libraries.

Public library resources in alternative formats are supplied to assist people with disabilities. At 30 June 2005 library stock in alternative formats were:

- Large print books 202,548 (8.7% of all resources)
- Videos /DVDs 158,319 (6.8%)
- Audio books 108,277 (4.6%)
- CD-ROMs 19,905 (0.8%)

The State Library provides a cash subsidy 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.

Outcome 2: Access to buildings and facilities is improved.

A major refit of Theatre seating in the State Library allowed improved seating for people with disabilities and their carers.

Large print screen workstations are provided on each floor of the State Library for clients with vision impairments.

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Disability Services Plan Achievements 2004-05

Framework Agreement Between State and Local Government for the Provision of Public Library Services in Western Australia



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

The State Library is committed to improving the accessibility of its information services delivered via the Internet. The State Library website was redesigned to meet accessibility and World Wide Web Consortium standards. In January 2005 the Treasures of the Battye Library website was elected 'Site of the Month' by the Guild of Accessible Web Designers, who strive to promote websites that can be viewed and experienced by people with disabilities.

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

The following training programs/seminars were conducted.

- A training course on providing services for and working with people with a hearing disability was provided to a number of staff in the Battye Library.
- State Library staff participated in portfolio-wide training in May 2005 on using the National Relay Service.

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

The State Library hosted two exhibitions in conjunction with organisations providing services to people with disabilities. In October 2004 the third As We Are art exhibition was held to celebrate and promote the unique work of artists with an intellectual disability. Coordinated by the CATA Disabled group, the Hills Community Support Group and Nulsen Haven, the exhibition contained 134 entries and was opened by the Hon Sheila McHale MLA.

In May 2005 the State Library, in conjunction with the Association for the Blind, hosted the *Technology Expo* that showcases the latest technology available to the visually impaired.

State Library staff participated in quarterly meetings of the Department of Culture and the Arts Disability Services Planning Committee, with representation from other arts and culture agencies and people with disabilities.



Art of the Wanjina
Worora people from the Mowanjum community

Services For Indigenous People

The State Library was represented on the Department of Culture and the Arts Indigenous Reference Group that has released *Cultural Commitments: Indigenous Policy Statement and Action Plan* this year. This portfolio-wide policy includes a Statement of Principles, a Policy Statement, Protocols and an Action Plan.

Staff in the Battye Library liaise with major Indigenous organisations over access to research materials, particularly for family history and native title research. There is also a close working relationship with the WA Department of Indigenous Affairs (DIA) and the universities' Indigenous studies units. Staff frequently give presentations about research resources available at the State Library to Indigenous conferences, seminars and workshops, the most recent being the State-wide *Native Title Connection* workshop held in November 2004.

The State Library hosted a display celebrating the Wanjina art and culture of the Worora people from the Mowanjum community in the west Kimberley.

Resources and services are provided to Indigenous community libraries at Ngaanyatjarra (Warburton), Kupungarri (Mt Barnett) and to the Adult Education Centre at Balgo Hills. Useful partnerships have been established with these three communities.

Wide consultation across State Government, with other State and Territory libraries and through close consultation with remote Indigenous communities has led the State Library to recognise that, 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. It is on this basis that the State Library continues to explore methods of service delivery to remote and regional Indigenous communities.

The State Library recognises the emerging role being played by libraries in supporting literacy and learning for individuals at every stage of their life. While literacy is a universal requirement, targeted strategies are also needed to support those who may be disenfranchised or have special needs. Early evidence from the State Library's *Better Beginnings* family literacy program shows that the program's flexible strategies are connecting with 'hard-to-reach' families, including Indigenous families. Storytelling programs and book making workshops to pass on local languages and culture as well as encouraging participants to extend their literacy skills have been successfully employed. The expansion of the program over the next four years will provide further opportunities to support families within Indigenous communities.

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Services for Indigenous People

Art of the Wanjina
Art exhibition




To promote literacy and the importance of Indigenous stories to children, a number of storytime kits with Aboriginal themes have been developed and have been successfully used by libraries in Halls Creek, Ngaanyatjarra, Roebourne and Kununurra.

The Battye Library currently has an understanding with the Jarlmadangah community of the Kimberley and the Mt Margaret Community of the Goldfields to provide access to film and photographic materials relating to these communities.

In 2004-05, an Indigenous library officer was provided with a work experience placement with the Battye Library.

The State Library has representation on the State Aboriginal Records Taskforce and was closely involved in the production of *Looking west: a guide to Aboriginal records in Western Australia* (2004).

Catalogue records describing Indigenous collections, particularly pictorial records, are regularly reviewed to ensure that descriptions, while remaining true to the context of the original material, are not pejorative or culturally inappropriate.



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State Government Plan for Young People

The State Library of Western Australia believes that libraries play a crucial role in supporting the learning and reading needs of young people of all ages. Young people have diverse and rapidly changing library requirements and the State Library works in partnership with public libraries to provide responsive and innovative services that support young people to fulfil their potential.

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

Outcome 1: Provision and Management of Appropriate Public Library Resources.

Staff worked in partnership with public librarians to develop and maintain high quality collections of library resources for young people. These provide a range of titles in a variety of formats to encourage and foster reading development as well as supporting young people's formal and informal learning needs.

For the first time, the State Library purchased on-line access to *Encyclopaedia Britannica*. Young people, particularly students, heavily use this new product.

Consultation with young people has shown an increased need for popular fiction titles to support creative reading. Collection development has focused on addressing this need as well as improving the timeliness of delivery of popular titles to public libraries.

In October, almost 30 librarians attended a seminar organised by the State Library on selecting resources for young people. This identified changing trends in the resource needs of young people and helped build the collection development skills of public library staff.

Outcome 2: Public Library and State Library Staff Training.

The State Library offers training and development opportunities for library staff working with young people. Training offered to public library staff included collaborative working between school and public libraries, developing the information literacy skills of young people and serving young people with special needs. As part of the State Library's new professional development training initiative, public librarians working with children took advantage of the opportunity to attend training on proposal writing and collection development.

Outcome 3: Effective Communication Strategies with the Client Group.

The State Library recognises the need to be more responsive to young people's needs in designing and delivering library services, particularly to those young people who may feel excluded from the community and are not library users.

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State Government Plan for Young People

Nestlé Write Around Australia
Western Australian winners



2004-05 has seen a focus on working collaboratively with community agencies to support the reading and learning needs of young people and delivering services electronically to provide enhanced opportunities to reach children living in remote and regional communities.

For the first time, the State Library collaborated with libraries throughout Australia on a national holiday reading program. *Reading Rulz!* provided an interactive website that included games and puzzles as well as an opportunity for children to publish their writing and art work.

A fully evaluated pilot of *Better Beginnings*, a universal family literacy program, was coordinated by the State Library in eleven Western Australian communities this year. In developing *Better Beginnings*, the State Library recognised early years research and best practice, and worked collaboratively with local communities to assist families to support their children's early learning and literacy.

Through a successful on-going partnership with Nestlé Australia and the State Library of New South Wales, the *Nestlé Write Around Australia* program was again offered to upper primary students throughout Western Australia. 2005 was a milestone year marking the tenth anniversary of this national creative writing competition for children. The program now operates in six zones covering the entire State and, in 2004, over 3,000 entries were submitted.

In another long-established partnership the State Library and the Children's Book Council presented an extensive outreach program to celebrate Children's Book Week. In conjunction with public libraries in 35 local governments, in-kind and financial support was provided to reach out and enable young people to experience literature in an atmosphere of celebration that encourages them to read and write. Over 40,000 children participated in Children's Book Week events this year.

Report on Operations



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- *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 directorate 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 and advisory programs are offered to foster the development of innovative services in public libraries, and specialist assistance is provided to public libraries to meet the needs of groups within the community with special needs.

Document delivery services are also 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.

Major Achievements for 2004-2005

To improve Western Australians' access to public libraries.

Better Beginnings is an early intervention family literacy program developed by the State Library of Western Australia. A pilot of the program has been successfully established in eleven Western Australian communities this year. *Better Beginnings* focuses on working in partnership with families to provide positive influences for children in their first three years of life by supporting children's early literacy and learning. It is designed to build on parent's existing knowledge and children's experiences in the home to encourage and support the vital role of parents as their child's first and most important teacher. *Better Beginnings* provides a crucial early base for lifelong literacy, success in formal schooling and improved life chances.

A series of linked strategies designed to encourage strong language, literacy and child development practices underpin this universal program. Strategies have been designed to be flexible and varied enough to connect with all families, including those that do not share a reading culture and whose children are at the greatest risk of not developing good early literacy skills.

The State Library of Western Australia has undertaken extensive research and development work and early reports from the communities piloting the project, as well as results from the formal evaluation conducted in partnership with Edith Cowan University, is presenting early evidence of the success of the program with reports showing that parents are reading to their babies earlier and more often and that families are making increasing use of public libraries. This success has paved the way for the program to be expanded State-wide over the next four years. A financial commitment by the State Government along with that of local government, and funding from the Rio Tinto WA Future Fund will enable *Better Beginnings* to be rolled-out to communities across Western Australia commencing in 2005-06.

2004 - 2005 Annual Report

Services to Public Libraries

Following the State Library's review of the impact of the proposed BHP Billiton Ravensthorpe Nickel Project (RNP) on library and information services within the Shires of Ravensthorpe and Esperance, the Department of Industry and Resources has allocated \$200,000 for enhancements to physical and technological library services infrastructure within both Shires.

Two new public libraries were opened this year, taking the total number of libraries to 240, with 69 in the metropolitan area and 171 in regional areas. The Clarkson Library is stocked with over 45,000 books and will service the growing northern suburbs in the City of Wanneroo, while the Dalyellup Public Library in the Shire of Capel will cater for the growth in population along Geographe Bay between Bunbury and Busselton.

To extend the range of State Library and other information services provided 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 State Library was successful in obtaining an additional \$10.3 million over four years for the purchase of stock. This has enabled a significant improvement in the number of items purchased and saw an additional 148,000 items processed, bringing the total to 381,000 this year. These resources included regular print books, large print books, audio cassettes, video cassettes, spoken word CDs, DVDs and CD-ROMs. MP3 CDs were added to the range of formats purchased for public libraries for the first time.

Twenty-eight local governments now access the *Australian and New Zealand Reference Centre* online database as part of a consortium arrangement, with the State Library undertaking the role of central billing agent. This is an increase of 40% over last year. Over sixty public libraries in the State have access to the database through this arrangement with more expected to gain access next year.

The State Library, in partnership with public libraries, now provides State-wide access to *Britannica Online*, the online version of Encyclopaedia Britannica. This is the first State-wide license for an online database provided to Western Australian public libraries and the subscription for this resource has been renewed for 2005-06. It is anticipated that a second database, *Health & Wellness Resource Centre*, will be made available early in 2005-06.

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

The *Framework Agreement Between State and Local Government for the Provision of Public Library Services in Western Australia* was signed on 20 December 2004, marking the completion of a long consultation process to set the strategic directions for the Western Australian public library system in the future. Signatories to the Agreement were the Hon Sheila McHale, Minister for Culture and the Arts; Cr Bill Mitchell, President of the WA Local Government Association (WALGA); Ms Ricky Burges, CEO WALGA; and Ms Susan Feeney, Acting CEO, State Library of WA. The Agreement is an important milestone in the relationship between State and local governments.

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The extensive annual visit program to libraries in both metropolitan and regional areas of the State continued, with 82 visits this year. These visits are an important element of the support provided to library officers, particularly those in rural and remote areas. In addition, to build on its relationship with local government, the Library Board held two of its Board meetings in the cities of Belmont and Albany. Following the meeting, Library Board members visited the public library and held discussions with local government officials.

A program of training courses aimed at providing opportunities for the professional development of public librarians commenced. This Professional Development Training Program supplements and complements the Library Officer Skills Training courses and fosters partnerships and cross sector cooperation. Run on a cost recovery basis, the courses assist public librarians to develop their professional skills in the promotion and delivery of library services. Courses entitled *Collection Development* and *Discover How to Prepare Winning Grants Proposals* were conducted this year and a course titled *Reference +: Enhanced Reference Skills* is planned for early next year. The success of the program is evident by attendance numbers and the demand for repeat courses.

To provide resources in the most timely and efficient manner possible.

A new tender for the supply of library materials was negotiated and instituted during the year with a panel of suppliers being appointed. The purchase of library materials is a major portion of the State Library's budget, and many hours of staff time went into the evaluation and selection work involved in such a large tender. For the first time, Contract Management Plans have been produced and endorsed by the suppliers and a Buyers Guide has been produced to assist in managing the panel contracts. Much of the latter half of the year was spent working with suppliers to introduce more electronic ways of working and this will continue.

To improve the timeliness of the distribution of new adult non-fiction and adult fiction best selling/popular print titles to public libraries, new strategies were put in place. Materials purchased from overseas suppliers (previously delivered by sea-mail) were delivered using airfreight and the timeliness of supply improved by up to six weeks. Once received, these titles and others deemed urgent were given priority cataloguing and processing to ensure public libraries receive them in the most efficient manner possible.

As part of the ongoing Improved Service Delivery Project, new methods to enhance electronic infrastructure are being implemented. Loading electronic files of new title information from vendors enables faster receipt of this information while also negating the need to re-key the information into the library management system (LMS). In addition, orders generated from pre-publication title information means that stock is delivered very soon after publication, there is a significant reduction in the number of orders cancelled, and public library staff are provided with a greater range of titles for selection.

Another new process is the ability to send orders to vendors electronically. Vendors receive orders instantly with no re-keying required, reducing the risk of error. This ensures that orders make the first print run for new titles, speeding the delivery of stock to public libraries, and also eliminating a large amount of manual handling by State Library staff.

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Services to Public Libraries

The automation of the Multi-Language Resource Collection (MLRC) sees these items 'exchanged' in the same way as English language materials. As a result, public librarians have far greater control over the MLRC materials held in their collections. Electronic catalogue records are now delivered as exchange data to be loaded into public library systems, thus saving the public library from having to create a record. The collection has been transformed from a static collection mainly housed in the Alexander Library Building into a dynamic collection housed in public libraries and available for direct inter-library loan.

Staff have been working towards implementation of WebSelect, a product developed in partnership with Innovative Interfaces, that will replace the current paper-based Advanced Order List (AOL). WebSelect will enable more titles to be offered and more information about titles provided to selectors so they can make better selection choices. Using the Internet, public library selectors will be able to view a large 'pool' of titles that are available for selection and then place and change orders online until an order cutoff date, eliminating the need for State Library staff to manually input copies required for each library. WebSelect will complete the change from paper-based ways of working to an electronic environment and will provide benefits to all parties and new opportunities for the way selectors work and the collections that can be built.

Additional efficiencies were identified and implemented in the cataloguing, accessioning, processing, exchange and repair of resources resulting in a more timely and efficient supply of resources to libraries. Contracted cataloguing agencies for resources in languages other than English have also been better utilised.

Following a feasibility study, the library has decided to implement VDX (Virtual Document eXchange) software for interlending and document delivery administration. The implementation of VDX will result in substantial performance improvements including a faster and more effective service and reduced costs. End users will be able to submit interlending and document delivery requests.

A stocktake of public library stock held in the Alexander Library Building was undertaken. This will improve the efficiency of the inter-library loan system as well as improving the integrity of the SLWA catalogue by the removal of titles no longer in stock.

Western Australian Documentary Heritage Collections and Information Services

The J S Battye Library of West Australian History 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.

Services provided

Collections of published and original materials are maintained and developed in accordance with the Battye Library's *Collection Development Policy*. By cataloguing, indexing and digitising collections, access is provided to books, newspapers, periodicals, ephemera, electronic resources, maps, photographs, manuscripts, private papers, films and oral histories. Clients are assisted in meeting their information needs and accessing those collections, as well as community and government information. Advice is given on the management of collections of Western Australian materials held elsewhere.

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

Major Achievements 2004-05

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

Much interesting and valuable material was received by the library during the year. Some notable acquisitions include:

- Gnowangerup Aboriginal Mission records, 1927-1962, including considerable information concerning residents, which will assist Indigenous family history research.
- Lefroy collection of letters, representing an important agricultural and political family of Western Australia, and the donation of two fine oil paintings of early Western Australian settler Henry Maxwell Lefroy and his wife Annette.
- Records of the Western Australia Secession 2001 Association. Western Australia has a long history of secessionist movements and these records complement those already held of earlier movements.
- Records of the Commercial Travellers' Association of Western Australia, 1899-1979, an association covering the welfare of a socially and economically important employment field in Western Australia.
- Records of the Community Kindergartens Association, 1973-1990, covering the management of community kindergartens throughout Western Australia.
- Records of the Western Australian Naturalist's Club, 1924-1970.
- The Freemasons movement in Western Australia continues to make significant donations of Lodge archives.
- The Midland Railway Workshops archival project was finalised in December 2004. A ceremony was held at the Workshops to mark the end of the project with the archives collected transferred to the Battye Library.

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Western Australian Documentary Heritage Collections and Information Services

- An album of photographs taken during the 1917 North-west Scientific and Exploration Expedition led by E J Stuart.
- A collection of pre-Federation glass negative views of Western Australia 1870-1901.
- An album of photographs compiled by Ethelfreda Bedford, daughter of Sir Frederick and Lady Ethel Bedford, taken during her father's time as Governor of Western Australia 1906-1909.
- A collection of photographs illustrating the life of Gordon Reid, former Governor of Western Australia, for the period 1915-1980.
- A collection of 428 videos were received from Screenwest. They include ScreenWest supported productions such as *Aussie Animal Rescue*, *Dinosaur Dealers*, *Shipwreck Detectives*, *the Mary G Show*, *Let's Get Skase*, *Bungarun Orchestra*, *No Milk No Honey* and *Pilbara Pearl*.
- The Oral History Unit received donations from the Geraldton and Bunbury Oral History groups; a significant contribution of 35 interviews from Dr Colleen O'Grady on the North West River Basin; interviews for a project *Arts in the Outback* recorded during a weekend in Cue for an arts festival, and donated by Maxine Tonkin; 5 interviews of senior public servants donated by the Department of Premier and Cabinet; and a series of interviews for a project *People for Nuclear Disarmament*.

During the course of the year the Battye Library's published collections increased by 5,200 books, 28,456 serial and newspaper issues, 2,116 items of ephemera and 580 maps. As well, some 6,145 index entries were added to the online database, providing improved access to information for our clients.

To make Western Australian information accessible through the Internet.

Following the successful display of Battye Library treasures in David Jones Hay Street store in July, the *Treasures of the Battye Library* website was launched in November 2004. Twenty rare items are displayed on the website, ranging from Pelsaert's 1647 account of the wreck of the Batavia to D H Lawrence's letters to Western Australian author Mollie Skinner in the 1920s. The website was funded by the Maude Sholl bequest, which is administered by the Friends of Battye Library. It includes illustrations of the treasures and histories and descriptions of items.

More than 14,000 online images have been made available to clients through digitisation programs enabling wide access to important heritage materials. Another important project is the PANDORA Archive, an ongoing cooperative project with the National Library of Australia to collect and preserve electronic publications and websites so that they are accessible once the originals have disappeared from the Internet. This year, 188 Western Australian electronic publications and websites were archived. The archiving process is much more complex and labour-intensive than for traditional library resources and with the number of electronic publications rapidly increasing, much irreplaceable material may be at risk of being lost.

Nearly 600 new entries were added to the Infolink Government and Community Information Database, which provides referral information to over 7,000 government agencies and community organisations. Links to 3,728 of these organisation's websites are also included in the database. In addition, the online calendar contains details of 419 dates of special interest. Staff are working continually to ensure the accuracy and completeness of these entries.

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Batchlink, a system whereby materials are entered onto the State Library's online catalogue Innopac and then uploaded onto the nationwide Kinetica database, was introduced at the end of June 2004. Cataloguing material directly onto the State Library's database saves time as it is more responsive, leading to increased productivity and efficiency and improved and more timely access to collections for our clients.

Some testing of the Cataloguing module of Millennium, the new web-based version of the library management system, was carried out this year. The use of this product will provide greater functionality in the area of database management and will provide opportunities to manage electronic information in a more timely fashion. The research phase is complete and the system will be fully implemented in 2005-06.

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

The provision of reference services based on Western Australian material is a key service of the Battye Library. Enquiries are received in different ways, by personal visits, telephone, letter, and email. In 2004-05 staff answered 48,485 enquiries, a slight decrease from the previous year. Given the number of people now satisfying their information needs via the internet, this result shows that the Battye Library remains a key service for people seeking information about Western Australia.

This year the Photographic Public Orders service, which provides prints and digitised images from the collections for publication, private research or display, supplied 2,227 items as prints or digitised images on CD. Many clients now prefer to obtain high resolution digitised copies rather than photographic prints. Fees for this service did not increase during the year.

Young, Old and In Between, an oral history teaching resource kit, was revised and updated during the year. It is an invaluable tool for people contemplating oral history interviewing and consists of a CD and booklet. The kit was funded as part of a program to celebrate Western Australia's 175th anniversary and will be distributed to all metropolitan and regional libraries and high schools.

To preserve documentary heritage materials for present and future generations.

Stocktakes of the Battye Library's rare book collection and the private archive materials security stack were carried out this year. Every item in these collections was accounted for, and the check resulted in the removal of some archival material to more appropriate storage and the location and cataloguing of some previously unlisted material. Many duplicate rare books and some duplicate runs of serials were boxed and moved to an off-site storage facility providing appropriate environmentally controlled conditions. As well, legal deposit rare books were moved to a newly created rare books security room.

Currently there is no legal deposit legislation in Western Australia, the only Australian State or Territory in this situation. Because of the excellent relationship between Western Australian publishers and authors and the Library, problems in acquiring material have so far been few and we are grateful for this goodwill. The lack of such legislation, however, could hamper the State Library's ability to collect published Western Australian material in the future. It is hoped the principle of legal deposit can be enshrined as a legislative right at some point in the near future.

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Western Australian Documentary Heritage Collections and Information Services

The Historical Records Rescue Consortium

The Historical Records Rescue Consortium (HRRC) was established in August 2003 "To submit an application to Lotterywest for funding to rescue and make available the most at risk and in demand historical records held in the J S Batty Library of West Australian History, and to effectively manage the funds granted." HRRC includes representatives from nine incorporated bodies:

- The Royal Western Australian Historical Society (Inc.)
- The Western Australian Genealogical Society (Inc.)
- The Friends of Batty Library (Inc.)
- History Council of Western Australia (Inc.)
- Ethnic Communities Council of Western Australia
- Western Australian State Library Custodians (Inc.)
- Professional Historians Association (WA) (Inc.)
- Oral History Association of Australia (WA Branch) (Inc.)
- Australian Mining Association (Inc.) and
a representative from private donors to the Batty Library.

Lotterywest enabled a community consultation phase to determine if there was support for significant funds for preservation, and to establish priorities. The results demonstrated enthusiastic community support for the proposal and an application for funding was submitted in June 2004.

After discussions between the Consortium and Lotterywest, an interim grant was approved in March 2005 to ensure that ongoing work on microfilming newspapers and digitising deteriorating negatives could continue for four months until the outcome of the HRRC application was known. This interim project has ensured the preservation and microfilming of early 20th century editions of the *West Australian* and the digitising of negatives. So far some 3,629 images have been scanned and 402 made available online, 14,810 negatives have been assessed and 28,891 newspaper pages have been collated for microfilming.

In June 2005 the Lotterywest Board approved funding for a large two-year project to preserve films and photographic negatives, and microfilm newspapers. The project will begin in August 2005.

Preservation Information Sessions

The Preservation Services team provided a range of workshops on the preservation of family and community history collections, and preventive and preservation issues. The training included:

- Caring for your Family Archive during Seniors Week.
- A talk and tour on preservation issues to Information Studies students from Curtin University.
- The storage, handling and transporting of materials for staff of the Department of Culture and the Arts.
- Participated in the Australian Institute for the Conservation of Cultural Materials (AICCM) Conservation Clinic as part of Conservation Awareness Week.

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- A tour for environmental microbiology students from the University of Western Australia to give them an understanding of biological threats to heritage materials.

Conservation

Conservation services include conservation treatments and preventive conservation for materials that are at high risk or of high priority and for selected valuable and rare materials in the State Library's permanent collections. Some of this work is for single items but mainly collection level conservation, including treatment of bound and unbound items, maps, prints, manuscripts, drawings, books and photographic materials.

Some of the special work completed by Preservation Services is listed below.

- Conservation of panoramas of Coolgardie, Fremantle, Albany and Boulder for an SBS documentary *Sons of the Goldfield*. Before the Coolgardie panorama could be used, however, it had to be stabilised. This necessitated cleaning to remove dirt, the removal of its linen lining to allow access to the back of the photograph to realign and repair tears, humidifying, flattening and mounting so it could be safely stood up for filming.
- Treatment carried out on newspaper sheets, including washing by immersion in de-ionised water, tape removal and flattening in preparation for microfilming the *West Australian* for the Lotterywest interim project through the Historical Records Rescue Consortium.
- Preparation of items for the *National Treasures from Australia's Great Libraries* touring exhibition commencing at the National Library in Canberra in December 2005.

Microfilming

The Library provides in-house microfilming of material for the Battye Library and the State Records Office including material from State Government agencies and local government. Services provided include 16mm and 35 mm filming, scanning up to A0 size, processing, photographic duplication, archival film testing, quality control, microfiche and aperture card preparation.

In 2004-05, 29 microfilm programs were undertaken producing 477 original microfilm reels, 361,022 frames, 2,108 duplicate reels and 2,354 microfiche.

Major Achievements for the year were:

- The newspaper program resulted in the filming of 7 titles, producing 323 reels of microfilm for preservation and access. Newspapers filmed were the *Albany Advertiser* (1994-2002), *Armada News* (1970-1975), *The Possum* (1887-1890), *Kalgoorlie Miner* (1995-2003), *Warren Blackwood Times* (1979-1985), the *West Australian* (1900-1906) and the *Sunday Times* (1902-1938).
- Microfilming from the Battye Library Private Archives collection produced 16 reels and included the *Newbold Family*, *Coalminers Industrial Union*, *Gnowangerup Aboriginal Mission*, *Weekly Notice* and the *Bussell Family* papers.

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- The State Records Office program resulted in the microfilming 12 consignments producing 137 reels of permanent records for preservation and access. Some of the records filmed were the Halls Creek/Elvire Creek Police Station records, City of Stirling ratebooks, Claremont Asylum registers, Supreme Court indictment files, Department of Indigenous Affairs personal cards and Department of Local Government election returns for Roads Boards and Municipalities.
- 868 unique Public Plans from the Department of Land Information were scanned in colour on a special map scanner. These plans are heavily used by the public and access is now available on CD-ROM at the State Records Office.

Photographic Services

Photographic services include prints for public orders from the Pictorial Collection, maintaining motion picture films, photographic negative and audiovisual heritage collections. Some key outcomes for the year were the handling of 707 public print orders, the production of 349 digital images for public orders, the production of 440 preservation copy negatives, condition reporting on 363 reels of motion picture film and processing 1347 original negatives from the Pictorial Collection which were transferred into low temperature archival storage.

Partnerships to collect and preserve Western Australian heritage.

The Battye Library is a partner with universities and other organisations in three major Australian Research Council (ARC) grants which will add to the collecting and preservation of Western Australian documentary materials.

- *Vite Italiane: Italian lives in Western Australia* explores the history of Italian migrants and their descendants. The three-year project involves researchers from the University of Western Australia and aims to build a permanent archive of oral histories, images and documents to be housed in the Battye Library. The project will also produce publications and an exhibition and is supported by the State Library, the Western Australian Museum, the Italo-Australian Welfare and Cultural Centre Inc., the Office of Multicultural Interests, the Cassamarca Foundation, and the Italian Consulate in Perth. Since its inception there have been some significant archival collections deposited in the Battye Library. Information about the project can be found from the website <http://www.italianlives.arts.uwa.edu.au>.
- In June it was announced that a grant to undertake the study of Gwalia, Leonora and their histories had been approved. The research to be undertaken by the University of Western Australia will result in the creation of a comprehensive oral history record, as well as the collecting of photographs and private papers for deposit in the Battye Library.
- Staff of the State Library were involved in advising academic staff from Curtin University in their preparation of an application for a grant which will be considered by the Australian Research Council late in 2005. The proposal is to develop an extensive and detailed Internet accessible index to the Western Australian content in microfilmed reels of papers from the Australian Joint Copying Project held in the Battye Library. The majority of these records are from the British Colonial Office which was responsible for all correspondence between the Governor of Western Australia and the British Secretary of State throughout the 19th and early 20th centuries.

Reference and Information Services

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

Services provided

The staff of the State Reference Library provide reference and information services utilising resources held in the Alexander Library Building 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.

Clients access these reference services through personal contact, telephone, email, interactive reference services and traditional mail services. In addition, a wide range of self-help resources are made available such as the State Library website, catalogues and indexes, empowering clients to find information for themselves. Specialist services and collections include music and performing arts, film, Australian children's literature, family history and business information.

Major Achievements for 2004-2005

To improve Western Australian's access to information, regardless of location

The State Library of Western Australia continued to be a major contributor to the *AskNow!* service, a partnership between the national and state libraries offering online professional reference assistance to clients regardless of location through the use of chat software and web resources. The National Library of New Zealand and the Library Board of Singapore also participate in resourcing this service.

With the spread of libraries providing this service, the hours the service is available are expanded beyond those that any single library can offer. The Western Australian community has access to a service from 7am to 5pm (WST). Four public librarians from the cities of Bunbury, Stirling and Swan also assist the State Library in operating this service.

The Library experienced some operational problems in providing the *AskNow!* service due to inadequate bandwidth within the State Library. However, an increase in bandwidth toward the end of the year has overcome these connection issues. Despite these problems the librarians have managed to provide a first class service with the 2004 national client survey indicating 75% of clients rated the service as excellent with 95% indicating they would use the service again.

Young people, particularly those under 16, continue to be the major users of the service (60% of survey respondents under 24). Plans are in place to stream general public and student services so that more tailored responses can be provided to different types of clients. A web page specifically for students is being finalised which alerts them to useful online resources and defines the type of service provided.

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Reference and Information Services

MusicAustralia, a project initiated by the National Library to provide digitised access to sheet music from all over Australia, was launched in March 2005. The State Library of Western Australia digitised nearly 60 uniquely Western Australian scores, with access being provided from the *WA Musical Memories Online* website.

The range of electronic databases and information tools available within the Alexander Library Building and through the State Library website continues to expand. Over the last year there has been a significant increase in the number of searches on electronic resources. In 2003-04 just over 50,000 searches were recorded on electronic resources, while in 2004-05 this has increased to over 180,000. This is due in part to clients' changing information needs and also to the increase in online resources available to clients.

As well as Britannica Online, other significant new resources are listed below.

- *The Times Digital Archive 1785-1985*
This resource provides access to every page published in *The Times* newspaper over a 200-year period, covering political, legal, business and social news. It includes all articles, editorials, birth and death notices, advertisements, illustrations and photographs.
- *Book Review Digest Plus*
Reviews current English-language fiction and non-fiction books for children and adults that have been published or distributed in the United States or Canada.
- *Informit databases*
Three new databases have been added to the suite of Informit databases - *A+ Education, Family and Society Plus* and *Informit E-Library* which provides Australian full-text, cover to cover, access to journals, monographs, conference proceedings, and other research material. These new databases have proved popular with total usage of this suite of databases more than six times that of last year.

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

The State Library's websites and catalogue, which are maintained as part of the integrated library management system software (Innopac/Millennium), continue to be the primary searching tools to access the Library's information resources.

Under the direction of State Supply Commission procurement guidelines, the Library has commenced implementation of a procurement review for the Library Management System with a full needs analysis and market assessment scheduled over the next few years.

The information gateways and hot topic categories within the website continued to be updated and developed. These offer topical guides to key information resources, including both free and subscribed resources to assist clients seeking information under broad subject areas such as business or government. A number of new music and business hot topic categories including celtic music, percussion and middle eastern music were added this year.

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The redesign of the web-based catalogue was completed providing improvements in the ease of use, navigation and the elimination of "LISWA" badging. The Library web page was also given a new look to provide easier searching and as a lead in to a complete redevelopment.

Apart from upgrading the web-based catalogue, a number of projects relating to searching and enhanced information provision from the online catalogue were completed including an enhancement of keyword searching. *My Millennium* is a service for music patrons who borrow musical scores and is a first step toward registered patrons being able to check items they have borrowed online.

Another major enhancement has been the introduction of links between journal titles in the catalogue and titles available online through electronic subscription databases. In some cases this link can be found both from the catalogue and the electronic title to reflect older issues in print held by the library. This will greatly enhance accessibility of information for all clients and this project will continue in 2005-06.


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

Staff from the Business and Management library again promoted the extensive business resources of the State Library through a stand at the *Business Expo*, held in June at the Burswood Convention Centre. Over 120 in-depth business related queries were received through this exposure. The Expo was invaluable in raising the awareness of small business managers to the free information resources available to them from the State Library and resulted in an immediate increase in business enquiries. Seminars for investors and small business clients were also conducted following this seminar and in support of the @ your library campaign.

During 2004-05 staff continued to provide training modules to public librarians visiting the State Library with the emphasis on business and genealogical resources.

The Alexander Library Building is an important building within the Perth Cultural Centre, and provides significant support for education. There continues to be a steady demand for tours of the Building and its specialised collections by high school groups. In addition, staff provided numerous training sessions to coincide with significant events. During Seniors' Week seminars were provided in areas such as family history research and using online research resources. For the Australian Innovation Festival free talks on digitisation were conducted to raise community awareness of this new development in information provision. In total over 70 tours and training sessions were provided to clients by State Reference Library staff, more than double that of the previous year. This reflects the changing focus on promoting and raising awareness of our services.

Work continued on a review of closed access storage areas (the stacks). The State Library has also participated in a review of stack management policies by the Council of Australian State Libraries (CASL) and outcomes of this review will provide valuable background to further storage management planning.



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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 metropolitan and country discard book sales.

Major Achievements for 2004-2005

Public Programs

@ your library

In July 2004, as part of the State's 175th celebrations, a special *@ your library* exhibition was held in the David Jones City Store titled *Treasures @ David Jones*. This was one of the many events held in 2004 for this campaign. It is the first time a city store has made its facilities available for such an exhibition, with treasures displayed in a gallery on the third floor, in display cases by each escalator and in the Hay Street Mall shop front window. Over 2,000 visitors visited the exhibition and it was deemed a tremendous success. There was considerable staff effort taken in the selection of over 200 items for the exhibition. Material displayed included rare and valuable books, maps and plans, photographs, diaries, logbooks, letters, ephemera, silk and manuscript newspapers and objects. Additional treasures from the John Curtin Prime Ministerial Library, Murdoch and Edith Cowan Universities, and the University of Western Australia were also on display.

WA on Show

Not only celebrating the State's 175th Anniversary but also the opening of the new Perth Convention and Exhibition Centre, *WA on Show* saw many thousands of people visiting the new venue to see a wide range of displays showcasing Western Australian services and products. The Department of Culture and the Arts agencies joined together in one large display area, with much of the design work undertaken by the State Library's Public Programs team.

Exhibitions

The first major exhibition for the year was *Kangaroo and Map - an advertisement for Australia*, a Post Master Gallery Travelling Exhibition. This exhibition from Australia Post tells the story of the first stamp to represent the Commonwealth of Australia after federation. It included a full set of the *Kangaroo and Map* stamps and, from the Chapman Collection, rare coloured proofs of four original envelopes with the *Kangaroo and Map* stamps attached. It also featured many other archival objects relating to the development of the stamp.

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Public Programs and Business Development

*Perth Society of Artists
Art Exhibition*



Following from the successful display of Chinese photographs last year, a touring exhibition entitled, *Chinese Script*, consisting of 40 panels showing the history and development of the Chinese calligraphy script, was displayed.

Over 450 photographs from suburban and regional press photographers were featured in the *Press Photographer of the Year* exhibition, our most successful exhibition. Audiences were held captive as they experienced a photographic journey of the events of the past 12 months. Another popular photographic exhibition was the ABC's *Australian Snapshot* display. The product of an ABC project, people throughout Australia submitted photographs of their local community, with fifty of the best photographs portraying a unique slice of Australian life from the eyes of the people who live there.

Several groups used State Library facilities for art exhibitions. The first, in October 2004, was the *As We Are* exhibition, which celebrates and promotes the unique work of artists with an intellectual disability. Coordinated by the CATA Disabled group, the Hills Community Support Group and Nulsen Haven, the exhibition contained 134 entries and was opened by the Hon Sheila McHale MLA. This exhibition will return next year but for a longer period. The Perth Society of Artists returned for their Annual Art Exhibition, and the Library also hosted a colourful exhibition titled *The Art of Sri Chinmoy*.

In May 2005, the Association for the Blind's *Technology Expo*, which showcases the latest technology available to the visually impaired, was again held in the Library. Seminars and public lectures were held to complement this important community event.

Book launches and exhibitions were combined on two occasions with an exhibition of photographs by Frances Andrijich from her latest book *Perth*, which was launched by Liam Bartlett, and the exhibition titled *The Art of the Wanjinia* presented by the Challen & Rafferty Art Gallery with many works of art from the Mowanjum Community on display.

Following its success in 2003-04, the re-designed *Sandakan* display by the Borneo Prisoner of War Relatives Group was again shown in the Library. Once again, many school groups attended the talks and discussions held by veterans of prisoner of war camps.

The enduring character of Alice and her magical world, created by Lewis Carroll 140 years ago, were celebrated in the exhibition *Alice in Wonderland*. This display contained treasures from the Research Collection of Children's Literature and included variant editions of Lewis Carroll's works by different artists and in different languages. The exhibition also featured a tea party scene from the Museum of Childhood

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Public Programs and Business Development



Art of the Wanjina
Art exhibition

collection and 3 Charles Blackman limited edition etchings from his Alice series. Children visiting the exhibition had the opportunity to enter an Alice-themed colouring-in competition, and during Children's Book Week, the *Make Your Own Story Book* winners were on display.

We are fortunate to represent the National Library of Australia's touring exhibition *Bunyips* in Western Australia. To date the exhibition has been displayed in Albany, Karrinyup, Manjimup and Riverton libraries, with Kalgoorlie, Port Hedland and Broome booked into next year.

National Treasures from Australia's Great Libraries

Staff have been involved in planning for the *National Treasures from Australia's Great Libraries* exhibition, which will open at the National Library of Australia in December 2005 and then tour Australian capital cities, arriving in Perth in April 2007. Items for the exhibition from the State Library were chosen based on their uniqueness or importance to Australian history. They are John Septimus Roe's 1817 logbook, Pelsaert's 1647 published account of the wreck of the *Batavia*, Pellion's 1818 watercolour sketch of de Freycinet's Shark's Bay encampment, Lt Ray Stewart's World War II diary written on a toilet roll while a prisoner of war of the Italians, drawings of Billinge, an Aboriginal man from Broome, which were presented to Governor Bedford by Daisy Bates in 1907, a map of Western Australia published by the Japanese in World War II and believed to be for an invasion, and a songbook autographed by Dame Nellie Melba.

Western Australian Premier's Book Awards

On Friday 20 May 2005, Arts Minister Sheila McHale announced Gail Jones as the winner of the \$20,000 Premier's Prize for her book *Sixty Lights* in the annual Western Australian Premier's Book Awards. Anthony Barker's book *Behind the Play*, which tells the history of football in Western Australia from 1868, won the West Australian History Award. This new award is for a significant historical work that makes a major contribution to the understanding of Western Australia's past. The Non-Fiction Award winners were *Conversations with the Constitution* by Greg Craven and Kate Lance for *Redbill*. Gail Jones won the Fiction category for her novel, *Sixty Lights*; the Poetry category was won by Miriam Lo for *Against Certain Capture*; Anthony Eaton won the Writing for Young Adults category with *Fireshadow*; the Children's Book category was won by Joanne Crawford and Grace Fielding for *A Home For Bilby* and the Script Award was won by Jolly Read for *Yandy*.

Family History Fair

This popular weekend fair, including the exhibition *Routes to our Roots*, returned in 2004 in conjunction with a number of organisations connected to family history research. Over 20 organisations participated in the Fair and several public lectures were conducted over the weekend.

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Public Programs and Business Development

Chinese Script
Artifacts on display



Community Access

Highlighting our role as a major community space in Perth, the Library accepted small external displays from the Small Business Development Corporation, the Nurses Board of Western Australia, Engineers Australia (WA Branch), the Walk Find 30 campaign, Schizophrenia Awareness Campaign and Transperth's SmartRider Awareness.

Public Lectures

For the third consecutive year the State Library sponsored the *Landscape Series* of lunchtime lectures featuring John Kinsella. These popular public lectures are organised by the Edith Cowan University International Centre for Landscape and Language, and held in the State Library Theatre.

Business Development

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

State Library Sales

A number of community discard book sales were conducted during the year providing opportunities for both metropolitan and regional Western Australians to purchase discarded library books at affordable prices. Five country discard sales were conducted in Carnarvon, Port Hedland, Broome, Albany, and a combined Mandurah/Pinjarra sale. The country discard sales were conducted in partnership with the local public library and local government authority in each region and proved very popular with local communities in each region.

During 2004-05 significant donations of discarded library books were made to international community aid organisations including Teach India. These donations make a valuable contribution to the construction of community libraries and learning centres in war-torn or impoverished countries and the re-construction of libraries devastated by natural disasters. Donations of discarded library materials were also made to local retirement villages and volunteer community learning centres.

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Public Programs and Business Development



The new State Library Shop.

The State Library Shop

During 2004-05 The State Library Shop was relocated and combined with The Discard Book Shop on the ground floor of the Alexander Library Building. The new shop commenced trading in March 2005 and will support 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. The shop also provides customers with a range of stationery and Australian merchandise, State Library merchandise, and a seven-day a week sales outlet for discarded public library materials.

The State Library Shop, in partnership with leading publishers, provided books for sale at events during the year including:

- 2004 Western Australian Premier's Book Awards - Supporting bookshop on award night and shop window display of short listed authors works and winning books.
- Supporting bookshop for the five-day long *WA On Show* Exhibition to celebrate the opening of the Perth Convention and Exhibition Centre, the 2004 Kinsella Landscape Lectures, and the Family History Fair.
- Book launches for *From Australia with Love* by Juliet Flesch (Curtin University Books), *My Natives and I* by Daisy Bates (Hesperian Press), *James Stirling and the Birth of the Swan River Settlement* by Pamela Statham Drew.

Maximising returns from Venues

Significant increases in venue bookings and sales revenue were achieved. Contributing factors included venue promotion, customer referrals and the excellent range of centrally located venues and facilities at the State Library. A new seating fit-out in the Theatre, as well as upgrades to its equipment, attracted new business for film evenings and matinees, as well as conferences, seminars, product launches and presentations.

Pages Café continued to attract customers with a relaxing dining atmosphere and good food and beverage services. They supported many shop promotions, book launches and literary events held at the State Library throughout the year.

WA State Library Custodians

The Western Australian State Library Custodians Inc. are influential members of the community who assist the State Library in promoting public awareness and facilitating financial support, sponsorship, and partnering. The two principal objects of the Custodians are to:

- attract and encourage donations to or for the benefit of the State Library to further development of library collections for, and services to, the people of Western Australia; and
- support the State Library in raising funds to acquire, preserve, record and present to the public rare and valuable materials relating to Western Australia, including but not limited to books, film, recordings, paper and photographs.

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

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

During the year a further \$40,000 was raised for the *Save Our Film* campaign, which was launched in 2000 to assist in preserving historic Western Australian films.

Friends of Battye Library

The Friends of Battye Library (Inc.), which was established in 1981, supports and promotes 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. Mrs Ruth Reid AM, is its patron, Professor Geoffrey Bolton is Emeritus President and Dr Pamela Statham Drew is President. The *Friends of Battye Library Newsletter* is produced quarterly and sent to members and supporters. The full text of the newsletter is available on the State Library's website at www.liswa.wa.gov.au/frbattnews.html.

This year the Friends of Battye Library volunteers contributed 6,367 hours - up from 5,798 last year. As in past years, the greatest proportion of volunteer time was spent in work on the Private Archives and Pictorial collections but work in other areas contributed to documenting and accessing the collections.

2004 - 2005 Annual Report

Public Programs and Business Development

Significant Donations

The Maude Sholl bequest uses accrued interest from money that was willed to the Friends of Battye Library. This year funding was used to create the *Treasures of the Battye Library* website, mentioned elsewhere in this report, and to index the Post Office Directories which are in demand for family history research.

A generous private donation provided funds for the digitisation of the of the 1893 to 1949 Western Australian *Post Office Directory* volumes from the microfilm. To provide access to the directory contents, funds from the Maude Sholl bequest were used to appoint a consultant cataloguer to undertake the task of compiling an online index to each directory and linking from the records to the digitised pages. So far, eleven directories have been indexed and can be accessed through the State Library's website.

Community functions

There were four quarterly general meetings held in the State Library building.

- July's meeting was the Friends 22nd Annual General Meeting. The featured speaker was Dr Jenny Gregory, Director of the University of WA Press and the Centre for Western Australian History, and the author of *City of Light: a history of Perth since the 1950s*. Jenny gave a fascinating insight into the growth of Perth into a major city.
- The end of year function was held on 26 October and Dr Pamela Statham Drew spoke about her research for her two recently published books - *James Stirling: Admiral and Founding Governor of Western Australia*, and *James Stirling and the Birth of the Swan River Colony*. Dr Statham Drew also delighted the audience with the story of some of the amusing incidents that occurred during her research work for the books.
- In March, the recently retired Director of the Battye Library, Ronda Jamieson, gave an inspiring address, *Looking Back, Looking Forward*. Ronda recounted the history and role of the Battye Library and some of the challenges facing the Library to collect and preserve materials for the benefit of future researchers. Also at that meeting two 'Gems of Time' were awarded. Emeritus Professor Geoffrey Bolton was honoured for his lifetime of researching, writing and teaching Australian history as well as for his strong support for the State Library having been a member of the Library Board of Western Australia and one of the founding members of the Friends of Battye Library Inc. Margaret Medcalf received the other award for her premier role in the recording and preservation of the history of Western Australia as an archivist and manager. Margaret was State Archivist and Principal Librarian of the Battye Library from 1971 to 1989 and under her care the library grew in stature and importance to the community.
- The final meeting for the year was held in May and members were encouraged to bring historical items and objects they owned for a 'show and tell' session. Every family has something that has been handed down and has a story attached. The evening proved to be lively and at times moving.

An end of year lunch was held in December to celebrate the many achievements of the State Library's volunteers and to show appreciation for the excellent work they have accomplished throughout the year.

Resource Management



-
- *Managing Our People*
 - *Information Systems*
 - *Building Services*
 - *Financial Management*

2004 - 2005 Annual Report



Clarkson Library

Managing our People

Human resource services are provided by the Human Resources Unit within the Department of Culture and the Arts, with an outplaced manager located at the State Library. A broad range of services are provided including recruitment, leave management, payroll services, workers compensation management, workforce planning and employee relations.

Staffing Summary

The average Full Time Equivalent (FTE) staffing level for 2004-05 was 223.5FTE compared to an average FTE of 216 for the last financial year. The increase in FTE is a reflection of staff employed on projects such as the microfilming of newspapers, digitisation of images and the processing of additional stock for public libraries.

Staffing Profile

The staffing profile is based on the number of individual employees as at 30 June 2005 (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 2004		As at 30 June 2005	
	Number	%	Number	%
Wages	16	6.3	15	5.8
Level 1	84	33.1	92	35.8
Level 2	48	18.7	45	17.5
Level 2/4	55	21.5	59	23.0
Level 3	14	5.5	11	4.3
Level 4	3	1.2	6	2.3
Level 5	18	7.1	13	5.0
Level 6	10	3.9	10	3.9
Level 7	1	0.4	1	0.4
Level 8	4	1.6	4	1.6
Executive	1	0.4	1	0.4
Total	254	100%	257	100%

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

Table 2

Employment type	As at 30 June 2004			
	Women	Men	Total	% of total staff
Permanent full-time	106	58	164	66.1
Permanent part-time	49	5	54	21.8
Fixed term full-time	13	6	19	7.7
Fixed term part-time	9	0	9	3.6
Casual	1	0	1	0.4
Trainee	1	0	1	0.4
Total	179	69	248	100%

Age Profile of Employees

The State Library workforce profile shows that there are 143 mature workers (57.7%) in the 45 plus age group. Of these, 74% are women and 26% men. By comparison, the representation of youth is very low, with only 3.6% of the workforce less than 25 years of age.

This profile has significant implications for workforce planning at the State Library. In areas where there is a physical component to the work there can be significant numbers of staff unavailable due to sickness or injury. Therefore multi-skilling, flexibility and adaptability of staff, particularly in the State Reference Library, continued to remain important in order to ensure the ongoing provision of high quality reference services. There is also a need to harness their skills and knowledge. Online tools to aid in knowledge sharing by staff are being investigated to ensure a consistent, high standard of service from all staff.

Equally, the State Library must focus on strategies to encourage young workers and graduates to the organisation. Positions for training librarians are being examined to enable newly graduated applicants to gain skills through working at the Library.

Recruitment Initiative

To improve the efficiency of the recruitment for Level 1 officers it was decided to establish a pool of suitable Library Officers who could work in the three major directorates. The first step was to develop a common Job Description Form for Library Officers that would satisfy all the required duties in library work areas, followed by a large recruitment campaign to advertise and select the pool of suitable applicants. This process was jointly managed by staff from all three Directorates. There were 154 applicants with a pool of 51 suitable candidates selected, who will be matched to Level 1 Library Officer vacancies for the next 12 months.

2004 - 2005 Annual Report

Managing our People



Clients using the State Library's resources

Cultural Diversity

The State Library employs twenty-four staff from culturally diverse backgrounds, which comprises 9.7% of total State Library employees and is well positioned to provide services to its culturally diverse clients. An online database showing staff with Language Skills is available so that they can provide interpretation services for clients.

Occupational Safety and Health

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

Manual handling remains a significant risk for the State Library given the aging workforce, with its associated injuries and physical limitations. Staff are required to shelve library materials and undertake a range of related manual handling tasks. To raise awareness, skills and improve work practices in this area an independent trainer delivered workshops to all staff on manual handling issues. The workshops were a success and attended by 181 State Library staff. The State Reference Library (SRL) Manual Handling workgroup continued to be active. Following a major review of manual handling practice in SRL, a paper was presented to the OSH Committee and significant funds were allocated to a range of initiatives designed to reduce risks and improve work practices including the purchase of ladders, steps, shelving and the refurbishment of trolleys.

Staff involvement in OSH issues and representation on the OSH Committee is considered as an important element of OSH management at the State Library. The Committee welcomed three members. This included two new representatives who successfully completed their introductory training course and are now registered with WorkSafe.

From a management perspective the services of an independent accredited auditor were engaged to review the State Library's performance against the *Worksafe Plan* a common standard used by Government Agencies when evaluating OSH performance. The audit identified a number of recommendations which are being considered.

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Managing our People

A State Library client accessing resources using a special magnification screen



Workers' Compensation

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

	2003-2004	2004-2005
Frequency Rate <i>Number of LTI/D x 1,000,000</i> Total Hours Worked	2.35	6.77
Average Time Lost Rate <i>Number of working days lost</i> Number of LTI/D	4.7	17.89
Estimated Cost of Claims per \$100 payroll <i>Cost of Claims Incurred x 100</i> Total Payroll	\$0.38	\$0.62
Premium Rate Premium as a % of payroll	1.50%	1.58%
Rehabilitation Success Rate <i>Number of Rehabilitated Employees x 100</i> Number of Eligible Employees	N/A	N/A

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Restored and digitised image showing the Queen Mother's visit to Western Australia c1950s. Batty Library 85334P

Information Systems

The State Library relies heavily on complex technological systems to deliver and support its services. The demand for online services continued to increase and the number of page hits on the website climbed to over 16 million during the year, an increase of 4 million over 2003-2004.

Since the Department of Culture and the Arts assumed responsibility for the provision of information services in 2004 the State Library has worked closely with the Department on a number of initiatives to enable the delivery of new services in the future and ensure reliable service for clients and staff.

Infrastructure was improved and primary servers replaced. Additionally, with the anticipated commencement of the Historical Records Rescue Consortium project, planning began for the upgrade of its digital storage capacity to accommodate the increased volume of high quality preservation images. This upgrade will form the basis of a larger distributed network storage solution.

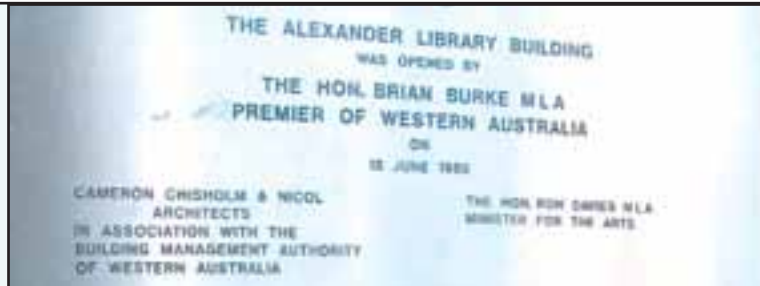
With the centralisation of procurement and the introduction by the Department of a planned purchasing cycle for personal computers, an audit of all PCs and their deployment was undertaken to ensure the optimum use of all computers.

Although overall IS resources for the Department has increased under the shared service model, the change has not been without its problems. The absence of dedicated expertise to support strategic systems and the competition for IS resources across the portfolio has caused tension at times, particularly in terms of determining service priorities.

The State Library retains responsibility for library specific functions through the Internet and Online Services Team who manage the Library Management System, the Intranet and the Library's websites.

2004 - 2005 Annual Report

Alexander Library Building turns 20



Building Services

The Building Services team provide 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, van dock receivables 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. The current Strategic Building Maintenance funding ceases in 2004-2005.

The process of upgrading the air conditioning systems in the building continued with the completion of stage three of a five stage program involving the replacement of defective pneumatic (compressed air) controls with digitally controlled variable air volume boxes. This is an important program designed primarily to improve air quality and comfort conditions within the building, but also offering additional benefits through the reduction in compressor run time and improved energy consumption.

Significant work on the essential services within the building was completed with repairs to the chillers and replacement of chilled water valves designed to extend system life, reliability and operation. Stage 2 of the fire services project was also commenced with the upgrade of the Early Warning and Communication System (EWIS) involving the rewiring and replacement of approximately 650 speakers and associated works. This project will ensure the continued operational effectiveness of the EWIS an integral system during emergency situations.

A major program of upgrade to furnishings in the building was commenced with the replacement of the Theatre seating. The program recognises the importance of furnishings from a safety, comfort and presentation perspective and reflects the fact that, twenty years after the opening of the building, much of the seating in particular has exceeded its economic life. Proposals have been developed to upgrade the general, venue and task seating using a phased approach with priority given to the public areas of the building.

2004 - 2005 Annual Report

Building Services

The State Library operates under the Government's Facilities Management framework, which is managed through the Department of Housing and Works. While there remains challenges with the system the majority of projects have been delivered to the agreed parameters of time, cost and quality. The allowance of additional resource at service arranger level has had a positive impact on both the service response level and quality.

Waste Recycling

All State Library staff are encouraged to recycle paper products via a system of clearly identified recycling waste disposal containers located throughout the Alexander Library Building. Waste paper containers are also 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 packaging materials, unpacked boxes for recycling, waste toner from photocopiers, recycling of printer and fax cartridges, recovery of silver film and the recycling of aluminium cans.

Additional initiatives were instigated during the year specifically to reduce the volume of waste directed to landfill. These have involved the separation of waste into streams. Containers for recyclable items such as glass, plastics and milk cartons were introduced and suppliers identified to collect books and cardboard products previously sent to landfill. Staff awareness sessions were organised where the waste management contractor introduced the new arrangements.

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.

The State Library has in conjunction with DCA and with the support of SEDO initiated an energy audit of the Alexander Library Building. The findings will identify further areas of potential savings, detail an implementation plan and costs with expected payback periods. Projects such as the retrofitting of light fittings, modifications to light bank switching, installation of power factor correction equipment and load shedding programs are seen as a priority when funding is available.

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Energy Smart Government Program	Baseline	2003-04	Variation
Energy Consumption (MJ)	22,265,986	17,742,324	20.3%
Energy Cost (\$)	\$630,949	\$469,741	
Greenhouse Gas Emissions (tonnes of CO ₂)	5557	4,212	
Performance Indicators: MJ/sqm MJ/FTE	693.56	552.65 67,719	

- 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 262 (DCA, 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.
- (4) Perth City Council car park no.11 and DOIT premises at 15 Harold Street Dianella are metered through the ALB and Dianella Repository metering systems. The above reported figures exclude the usage and costs associated with these sub metering arrangements.
- (5) Greenhouse Gas Emission figure derived from EDGAR return to SEDO.

Sustainability

In compliance with *The Sustainability Code of Practice for Government Agencies*, released in September 2004, the State Library developed a *Sustainability Action Plan* with strategies to respond to the goals and commitments outlined by the Code. This plan sits within the framework of the Department of Culture and the Arts Action Plan and many policies and procedures, particularly in the areas of finance, procurement, human resources and information systems, are common to all agencies within the portfolio. The Library is represented on the Department's *Sustainability Action Plan* Committee that was established to formulate, manage and share broad ideas and objectives to meet the sustainability agenda.

Achievements against the Library's *Sustainability Action Plan* are reported throughout this report.



Financial Management

Financial services are provided by the Financial Services Unit within the Department of Culture and the Arts, with an outplaced manager located at the State Library.

The State Library once again received an unqualified audit report from the Office of the Auditor General for the 2003-2004 financial statements.

A valuation of the rare books held in the State Reference Library collections was undertaken this year prompted by a revision of the Board's *Valuation of Library Collections Policy*. Additional resources were allocated to undertake this project and the review raised several issues in regard to maintenance and management of these valuable assets. A Rare Book Policy is now planned in order to address issues associated with the secure management and use of the collections.

In addition, following an audit of Asset Management, a *Library Collections Stocktake Policy* was approved by the Library Board, and the results of this policy are reported elsewhere in the report.

Corporate Governance



-
- *Members of the Library Board of WA*
 - *The State Library Executive Team*

2004 - 2005 Annual Report

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 Chairman of the Library Board is elected by the members annually in accordance with the *Library Board (Conduct of Proceedings) Regulations 1955*.

The following table indicates the date Board members were appointed, the nominating body and attendance at meetings in 2004-05.

	Eligible Meetings	Attendance at Eligible Meetings
Mrs Kay Poustie (Chairman) (Australian Library & Information Association) First Appointed 1991-93 and again in 1998	11	10
Cr Janet Davidson (Vice-Chairman) (City of Perth) First appointed January 2001	11	9
Dr Matthew Allen (Ministerial Nominee) First appointed June 2003	11	6
Mr Alastair Bryant (Department of Culture and the Arts) First appointed 2000 (Ex Officio)	11	6
Cr Milton Evans (Western Australian Local Government Association) First appointed August 2003	11	10
Mrs Pat Gallaher (Western Australian Local Government Association) First appointed December 2002	11	9
Mrs Helen Hewitt (City of Fremantle) First appointed June 2003	11	7
Cr Giuseppe (Joe) Marino (Western Australian Local Government Association) First appointed August 2004	10	10

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Corporate Governance

	Eligible Meetings	Attendance at Eligible Meetings
Mr Michael Murray (Ministerial Nominee) First appointed December 2004	6	4
Mr Rafael Niesten (Ministerial Nominee) First appointed January 2005	5	4
Dr Margaret Nowak (Ministerial Nominee) First appointed December 2002	11	7
Mr Glyn Parry (Ministerial Nominee) First appointed November 2000	5	3
Mrs Jan Rodgers (Department of Education and Training) First appointed May 2004 (Ex Officio)	11	8
Dr Ray Steedman (Ministerial Nominee) First appointed January 2001	6	4
Ms Terri-ann White (Ministerial Nominee) First appointed December 2002	11	7
* For those meetings when Mr Bryant was unable to attend, another representative from the Department of Culture and the Arts attended.		

Ms Margaret Allen, Chief Executive Officer and State Librarian was the Executive Officer to the Library Board of Western Australia from November 2004. In July and August Ms Claire Forte acted in this capacity and in September and October Mr Peter Lambert undertook this role.

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, Information Systems and Human Resource Services from the Department.

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Corporate Governance

Formal Committees of the Board

The Board has appointed two committees to assist it in the performance of its functions: a Finance Committee and an Audit Committee.

Finance Committee

The Finance Committee assists the Board in the effective discharge of its statutory responsibilities and provides strategic advice on other governance matters associated with financial management. The functions of the Committee include reviewing quarterly financial reports, annual budgets and annual financial statements, monitoring performance against financial objectives, and providing advice and recommendations to the Board on matters of policy, compliance and performance indicators relating to financial issues.

Membership:

Dr Margaret Nowak (Board Member), Chair
Councillor Janet Davidson (Board Member)
Mr Michael Murray (Board Member)
Ms Margaret Allen (CEO)
Ms Dawn Timmerman (Manager, Finance).

Audit Committee

The Audit Committee advises the Board on effectiveness of the State Library's internal control systems, risk management, matters of accountability, compliance framework and audit related matters.

Membership:

Mrs Pat Gallaher (Board Member) Chairman
Ms Jan Rodgers (Board Member) (2005)
Ms Terri-ann White (Board Member) (2004)
Mr Yawar Zoeb (Internal Audit Manager, Department of Health)

Observers:

Mr Don Cunninghame (Office of the Auditor General) (2005)
Mr Brandon Walker (Dept of Culture and the Arts, Manager of Audit and Risk Management)
Mrs Kay Poustie (Chairman, Library Board of Western Australia)
Ms Margaret Allen (Chief Executive Officer)
Mr Peter Lambert (Director: Corporate and Business Services) Executive Officer

Specific Corporate Governance Issues

Internal Audit

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 its role of assuring the Board of its compliance responsibilities the Board's Audit Committee reviewed the audit activity of the Department of Culture and the Arts and the effect of those recommendations on State Library activity.

Risk Management

Risk management strategies are designed to ensure the Library Board's obligations in relation to the Alexander Library Building, its staff, collections and assets are managed effectively and responsibly. The Risk Management Committee, which reports regularly to the Board's Audit Committee, has continued the process of establishing a working framework for application of risk management methodologies throughout the organisation. An audit of risks was conducted and the information prepared for loading to the RiskBase database provided by RiskCover. A Disaster Preparedness Plan for vital corporate records was completed with follow-up action to bring the Plan into reality being completed. Plans for the evacuation of the Alexander Library Building are continually being reviewed and refined.

Customer Complaints and Feedback

Client feedback is received from many sources and is used as a basis for improving services and monitoring the effects of changes to client services. The State Library's *Complaint Handling Policy* is available on the Library website and a Complaint Management System is maintained so that complaints can be tracked and information made available to management in a structured manner.

In 2004-05, the State Library received 157 complaints, a 36.5% increase on the previous year. An online complaint form was added to the website with a link from the Home Page, and the suggestion facility available through the online catalogue, used by some clients to register complaints, was redesigned to make this facility more visible.

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.

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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.

Vice-Chairman

Councillor Janet Davidson

Janet Davidson is a business woman, consultant and Executive Officer to The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (WA). 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 qualified teacher.

Councillor Davidson is Vice President (National and WA) to ALGWA (Australian Local Government Women's Association) and is an Executive member of the National Council of Women of Western Australia (NCWWA). She was appointed an Ambassador for the Year of the Outback and is on the WA Steering Group for Women on Boards.

Members

Dr Matthew Allen

Dr Allen is Associate Professor in Internet Studies at Curtin University of Technology and is responsible for managing and leading the ongoing development of teaching and research in this expanding field. Dr Allen is a Doctor of Philosophy (History) and has a Master of Arts, Literature and Communication, and a Bachelor of Arts, First Class honours in History.

Mr Alastair Bryant

Alastair Bryant is the Director General of the Department of Culture and the Arts, which with the Art Gallery of WA, the WA Museum, State Library of Western Australia, the Perth Theatre Trust, ScreenWest and ArtsWA comprises the Culture and Arts Portfolio. 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. He is also Chair of the Swan Bells Foundation and Chairs the Statistical Working Group of the CMC Standing Committee.

2004 - 2005 Annual Report

Members of The Library Board of Western Australia

Prior to his current appointment he held the position of Commissioner of State Revenue for six years. He holds a Diploma in Accounting, Bachelor of Business (Accounting) and a Master of Leadership and Management.

Councillor Milton Evans

Councillor Evans is a Justice of the Peace and has been a councillor for the City of Albany for 5 years. Councillor Evans is now retired after a long and successful career at Western Power. Very interested in the local community, he represents the City on a number of committees.

Mrs Patricia Gallaher

Patricia Gallaher has had over 40 years experience as a librarian in the UK and Australia and held the position of Regional Librarian for Geraldton for over 20 years. She has served on numerous boards and committees and was a Councillor with the City of Geraldton. 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. In the Australia Day Honours List 2003, she was awarded an OAM for services to the arts and to the community, particularly as a Regional Librarian.

Councillor Helen Hewitt

Helen Hewitt (MA) has a background in the arts as a teacher, curator and writer specializing in Western Australian visual art, public art, and craft. She also has experience as a specialty arts bookshop manager in the West End of Fremantle. Mrs Hewitt served as a Councilor with the City of Fremantle from 2001-2005.

Councillor Guiseppe (Joe) Marino

Councillor Marino has been a councillor at the City of Swan from 2001 and he also served from 1997-1999. During those appointments he has served on a number of committees particularly those concerned with financial planning, audit and procurement. He is Chairperson of the Eastern Horizons Taskforce and is a member of the Midland Redevelopment Authority Board.

Joe Marino is an accountant and is currently a Finance Analyst at the Department of Premier and Cabinet in the area that is delivering corporate services reform across Government. He has a close association with the State Library having worked as Manager of the Arts Portfolio Bureau Services from 1996-97.

Mr Michael Murray

Mike Murray is an international management consultant, specialising in strategic planning and performance improvement. After two decades of helping a wide range of complex organisations both locally and overseas, he now consults to selected clients on a part-time basis.

An avid reader, and a member of a number of local libraries, Mike's interests embrace genealogy, history, politics, the sciences, music, writing and film-making. Mike has accounting qualifications, was a Fellow Certified Practising Accountant and is a Fellow of the Australian Institute of Management.

Mr Rafael Niesten

Mr Niesten has recently completed his tenure as CEO and Chairmen at the Youth Media Society of Western Australia Inc, which operated the licence for youth community radio Groove 101.7FM. He is currently a director with Media and Entertainment Consultants Pty Ltd and is actively involved with the community, including as a former member of the OZ Day Council. His qualifications include a Masters in Marketing and a Bachelor of Commerce in Marketing, as well as a Bachelor of Arts (Media). He is looking to undertake a Doctorate of Business Administration.

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The State Library Executive Team

Dr Margaret Nowak

Professor Nowak retired as Director of the Graduate School of Business, Curtin University of Technology, at the end of 2003. She is now a principal researcher in the Governance and Corporate Social Responsibility Research Unit at the Graduate School. She has served on several Government and community boards and committees including Princess Margaret Hospital Board in the 1980s. She was a Commissioner, Lotteries Commission, from 1989-94 and Chair of the Gordon Reid Foundation for Youth, 1990-94. Between 1991-97 Professor Nowak was Chair of the Management Committee at the Fremantle Arts Centre.

Mrs Jan Rodgers

Mrs Rodgers is Manager, Planning and Executive Services, at the Department of Education and Training. Her qualifications include a Bachelor of Education with a major in Children's Literature.

Ms Terri-ann White

Terri-ann White is Associate Professor and Director of the Institute of Advanced Studies at the University of Western Australia. She is a fiction writer and has published widely. Terri-ann previously lectured in creative writing, was an independent bookseller, 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 Margaret Allen

Appointed: November 2004

Director: Public Library Services

Ms Susan Feeney

Appointed: February 2001

Director: J S Battye Library

Ms Jennie Carter

Appointed: March 2005

Dr Ronda Jamieson

(from March 1999 to March 2005)

Director: State Reference Library

Ms Barbara Patison

Appointed to Acting position July 2003

Director: Corporate & Business Services

Mr Peter Lambert

Appointed: May 1999

Compliance Reports



-
- *Compliance Reports*

Compliance Reports

Compliance with Relevant Written Laws

Enabling Legislation

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

Responsible Minister

The Minister for Culture and the Arts, the Hon Sheila McHale MLA is the responsible Minister.

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 2004-05 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 2004-05 the Library Board of Western Australia did not have any expenditure with advertising agencies, polling organisations or direct mail organisations. The Library Board contributed to the cost of the annual Arts and Culture Research Monitor by Patterson Market Research at a cost of \$828.

Media advertising organisations:

Advertising for events, sales, exhibitions and public announcements

- Media Decisions \$73,876
- Niche Media \$ 6,500

Advertising for staff recruitment

- Marketforce Productions \$10,608

Total advertising expenditure \$90,984

Advertising expenditure increased due to changes to the State Library Shop and additional book sales.

Compliance with the State Records Act 2000

The State Records Commission approved the Recordkeeping Plan for the State Library of Western Australia on 21 August 2003. Commitment was made to implement a Records Management Disaster Recovery Plan and in June 2005 the Plan was implemented to ensure the protection and integrity of vital corporate records with minimum disruption to service continuity.

Progress was made on the development of retention and disposal procedures and development of performance indicators to assess the effectiveness of the State Library's records management services. Work in these areas will continue in 2005-06.

The TRIM records management software was upgraded in May 2005. This upgrade provides the State Library with improved access to and control of corporate records. State Library staff were provided with training in the upgraded TRIM software and general records management principles by Corporate Information Unit staff throughout the year.

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Compliance Reports

Compliance with Public Interest Disclosure Legislation

As a service agency within the Department of Culture and the Arts, the State Library of Western Australia does not have separate responsibility for reporting under the *Public Interest Disclosure Act, 2003*. The Department has appointed a Public Information Disclosure Officer to the State Library of WA and documentation of guidelines and procedures relating to the obligations of the authority under the Act implemented. The State Library has adopted the Code of Conduct setting out minimum standards of conduct and integrity.

There were no disclosures made under the Act for the annual reporting period.

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.

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.

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. There are sufficient internal controls and processes to provide a reasonable assurance of compliance with the Public Sector Standards on HRM for the Recruitment, Selection and Appointment; Transfer; Secondment; Performance Management; Redeployment; Termination; Discipline; Temporary Deployment (Acting) and Grievance Resolution standards to satisfy me that the above statement is correct.

2004 - 2005 Annual Report

3. In relation to advertised vacancies, there were no breach applications lodged with regard to recruitment and selection at the State Library during 2004-05, nor in regard to non-compliance with the Code of Ethics and Code of Conduct.



Margaret Allen
Chief Executive Officer and State Librarian

Financial Statements



· *Financial Statements 2004 - 2005*



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion

In my opinion,

- (i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys, 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 30 June 2005 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
21 October 2005

2004 - 2005 Annual Report



LIBRARY BOARD OF WESTERN AUSTRALIA CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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 2005 and the financial position as at 30 June 2005.

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.

Mrs Kay Poustie
Chairman
Library Board of Western Australia

Cr Janet Davidson
Vice Chairman
Library Board of Western Australia

Ms Dawn Timmerman
Principal Accounting Officer

25 August 2005

**Library Board Of Western Australia
Statement of Financial Performance
for year ending 30 June 2005**

	Note	2005 \$000	2004 \$000
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	2	11,561	10,843
Supplies and services	3	1,956	2,044
Depreciation and amortisation expense	4	9,367	9,858
Borrowing costs expense	5	1,448	1,622
Accommodation expenses	6	1,728	1,516
Grants & subsidies	7	430	422
Capital user charge	8	10,499	10,095
Cost of sales	11	157	147
Carrying amount of non-current assets disposed of		7	12
Other expenses from ordinary activities	9	288	100
Total cost of services		37,441	36,659
Revenue from ordinary activities			
<i>Revenue from operating activities</i>			
User charges and fees	10	1,156	1,189
Sales	11	187	196
Commonwealth grants and contributions	12	243	204
<i>Revenue from non-operating activities</i>			
Interest revenue		10	5
Proceeds from disposal of non-current assets		1	3
Other revenues from ordinary activities	13	206	404
Total revenues from ordinary activities		1,803	2,001
NET COST OF SERVICES		35,638	34,658
REVENUES FROM STATE GOVERNMENT			
Service Appropriation	14	14,048	14,437
Assets assumed / (transferred)	14	(4)	(622)
Resources received free of charge	14	21,163	20,700
Total revenues from State Government		35,207	34,515
CHANGE IN NET ASSETS		(431)	(143)
Net increase / (decrease) in asset revaluation reserve		3,998	7,771
Total revenues, expenses and valuation adjustments recognised directly in equity		3,998	7,771
Total changes in equity other than those resulting from transactions with WA State Government as owners		3,567	7,628

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

Library Board Of Western Australia
Statement of Financial Position
as at 30 June 2005

	Note	2005 \$000	2004 \$000
Current Assets			
Cash assets		1,858	1,134
Restricted cash assets	15	6	125
Inventories	16	37	160
Receivables	17	298	281
Amounts receivable for services	18	7,977	8,877
Other assets	19	417	424
Total Current Assets		10,593	11,001
Non-Current Assets			
Amounts receivable for services	18	6,919	5,347
Property, plant and equipment	20	47,050	52,451
Works of art	20	2,102	2,102
Library Collections	20	95,265	84,168
Total Non-Current Assets		151,336	144,068
Total Assets		161,929	155,069
Current Liabilities			
Payables	21	619	426
Interest-bearing liabilities	22	1,390	1,348
Other liabilities	23	191	132
Total Current Liabilities		2,200	1,906
Non-Current Liabilities			
Interest-bearing liabilities	22	18,643	20,034
Other liabilities	23	6	5
Total Non-Current Liabilities		18,649	20,039
Total Liabilities		20,849	21,946
NET ASSETS		141,080	133,124
Equity			
Contributed equity	24	19,962	15,573
Reserves	24	56,622	52,624
Accumulated surplus / (deficiency)	24	64,496	64,927
TOTAL EQUITY		141,080	133,124

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

**Library Board Of Western Australia
Statement of Cash Flows
for year ending 30 June 2005**

	Note	2005 \$000	2004 \$000
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriations		4,499	4,477
Capital contributions		4,389	2,573
Holding account drawdowns		8,877	7,932
Net Cash provided by State Government		17,765	14,982
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(879)	(219)
Supplies and services		(1,724)	(1,921)
Borrowing costs		(1,431)	(1,619)
Accommodation		(1,686)	(1,412)
Grants and subsidies		(431)	(420)
GST payments on purchases		(1,279)	(1,134)
Other payments		(171)	(119)
Receipts			
Sale of goods and services		189	196
User charges and fees		1,160	1,293
Commonwealth grants and contributions		243	214
Interest received		10	5
GST receipts on sales		143	164
GST receipts from taxation authority		1,144	1,039
Other receipts		122	322
Net cash provided by / (used in) operating activities	25	(4,590)	(3,611)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of non-current physical assets		1	7
Purchase of non-current physical assets		(11,217)	(9,842)
Net cash provided by / (used in) investing activities		(11,216)	(9,835)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(1,348)	(1,308)
Net cash provided by / (used in) financing activities		(1,348)	(1,308)
Net increase / (decrease) in cash held		611	229
Cash assets at the beginning of the financial year		1,259	1,037
Cash assets transferred		-	(10)
Restricted Cash For 27th Pay			
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year		(6)	4
CASH ASSETS AT THE END OF THE FINANCIAL YEAR	25	1,864	1,259

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

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

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) Service Appropriations

Service 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.

(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.

(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.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Assets costing less than \$1,000 are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

(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.

During 2005 the State Reference Library Rare Book Collection was valued as a discrete collection for the first time, with \$5.9 million being added to the collections asset, with a corresponding addition to revaluation reserves.

(g) Depreciation and amortisation of non-current assets

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

Works of art, rare books and heritage collections controlled by the board 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, excluding rare books, is depreciated using a ten year useful life.

(h) Revaluation of Land, Buildings and Infrastructure

The Board does not have title to the Alexander Library Building. In 1989 a lease on the building was executed between the Board and the Minister for Works. The agreement is for 50 years from 1 July 1988 and yearly rental is one peppercorn payable if and when demanded. As the Board met the cost of constructing the building, it is recognised as an asset in the Statement of Financial Position.

The Board has a policy of valuing buildings at fair value. The annual revaluations of the Board's land and buildings undertaken by the Department of Land Information (Valuation Services) are recognised in the financial statements. A revaluation was conducted by the Department of Land Information (Valuation Services) during 2005, with the carrying value of the building being revalued accordingly.

(i) Leases

The Board has entered into a number of operating lease arrangements for vehicles 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.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

(j) 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.

(k) Inventories

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

(l) 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 uncollectible are written off. A provision for doubtful debts is raised where some doubts as to collection exists and in any event where the debt is more than 60 days overdue with the exception of local government authorities.

(m) Investments

Investments are bought to account at the lower of cost and recoverable amount.

The Board accrues interest on its interest bearing and foreign currency 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.

(n) Intangible assets

(i) Computer 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.

(ii) 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.

(iii) 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.

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.

(o) Payables

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

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

(p) Interest-bearing liabilities

Loans held with WA Treasury Corporation are recorded at an amount equal to the net proceeds received. Borrowing costs expense is recognised on an accrual basis.

(q) 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.

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. The Department of Culture and the Arts contributes to this accumulation fund on behalf of the Library Board in compliance with the Commonwealth Governments Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (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.

(r) Accrued Salaries

Liability for accrued salaries, representing the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year, is recognised by the Department of Culture and the Arts. The expense is recognised in the Statement of Financial Performance of the Library Board with a corresponding resource received free of charge.

(s) Resources Received Free of Charge or For Nominal Value

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

(t) Foreign Currency Translation

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 being the weighted average between the exchange rate at the date of the last currency purchase, and the rate at which existing cash balances are held. 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.

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

(u) Comparative Figures

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

(v) Rounding of amounts

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

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

	2005 \$'000	2004 \$'000
2. Employee expenses		
Wages and salaries	8,961	8,578
Superannuation	1,011	915
Long service leave	347	331
Annual leave	920	790
Other related expenses	322	229
	<u>11,561</u>	<u>10,843</u>
3. Supplies and Services		
Communications	282	288
Consultants and contractors	176	234
Consumables	366	353
Repairs and maintenance	234	265
Travel	53	53
Insurance Premiums	150	149
Lease/hire	72	97
Online Information Access Fees	293	308
Freight and Cartage	98	78
Other services	232	219
	<u>1,956</u>	<u>2,044</u>
4. Depreciation and amortisation expense		
Depreciation		
Buildings	1,122	1,001
Plant and Equipment	483	543
Library Collections	1,129	1,128
Total Depreciation	<u>2,734</u>	<u>2,672</u>
Amortisation		
Library Collections	6,633	7,186
Total Amortisation	<u>6,633</u>	<u>7,186</u>
5. Borrowing Costs Expense		
Interest paid	1,406	1,578
Guarantee fees	42	44
	<u>1,448</u>	<u>1,622</u>
6. Accommodation expenses		
Repairs & maintenance	838	593
Cleaning	246	234
Security	80	106
Utilities	558	575
Other	6	8
	<u>1,728</u>	<u>1,516</u>

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

	2005 \$'000	2004 \$'000
7. Grants and subsidies - recurrent		
Regional Subsidies	218	208
Association for the Blind	175	164
Sponsorship	1	1
Other grants and subsidies	36	49
	<u>430</u>	<u>422</u>
8. Capital User Charge	<u>10,499</u>	<u>10,095</u>

A capital user charge rate of 8% has been set by the Government for 2004/05 and represents the opportunity cost of capital invested in the net assets of the Board used in the provision of services. 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 of the Board.

	2005 \$'000	2004 \$'000
9. Other expenses from ordinary activities		
Loss on foreign currency exchange (i)	6	1
Bad Debts	2	2
Loss On Disposal of Assets	-	-
Assets Written Down (ii)	132	-
Write Offs (refer to note 34)	1	-
Recoup of Costs	74	14
Prizes paid	72	72
Other	1	11
	<u>288</u>	<u>100</u>

(i) This value represents the loss on the exchange rate difference between the rate at which foreign currency balances were held and the spot rate at 30 June.

(ii) Over a number of years, the State Library contributed to the development of a software solution for the management of interlibrary loans and document delivery. Costs associated with this development had been capitalised. During 2005, the asset value was written down to the current market cost of the software, with a write down expense of \$87,296. In February 2005, the State Library Shop was merged with the Discard Bookshop, and retail lines rationalised to include only West Australian publications and stationery. As a result, stock which did not fit with the new merchandise strategy was classed as redundant. A 'closing down' sale reduced some of this stock, with the remainder written down to estimated net realisable value. This stock will be sold as a job lot during 2005/06. The resulting write down expense was \$44,931.

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

	2005 \$'000	2004 \$'000
10. User charges and fees		
Tenancy Revenue	81	72
User Fees	419	470
Service Charges	193	152
Recoup Of Costs	74	81
Recoveries Lost and Damaged Books	385	410
Other	4	4
	<u>1,156</u>	<u>1,189</u>
11. Trading Profit		
Sales	187	196
Cost of Sales:		
Opening inventory	160	167
Purchases	79	140
Stock written off	(8)	(10)
Redundant stock written down	(45)	-
Closing inventory	38	160
Cost of Goods Sold	<u>149</u>	<u>136</u>
Trading Profit	<u>38</u>	<u>60</u>

In February 2005 the State Library Shop was merged with the Discard Bookshop and the scope of retail sales restricted to Western Australian materials and stationery. Redundant stock was written down to estimated realisable value at 30/06/2005 to be sold as a job lot in the 2005/2006 financial year.

12. Commonwealth grants and contributions

Department of Territories - Indian Ocean Territories Grant (I)	225	204
Other	18	-
	<u>243</u>	<u>204</u>

(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 recouped in 2004.

Opening balance of funds	2	(7)
Contributions received	225	204
Cost of providing services	(213)	(196)
Balance on hand	<u>14</u>	<u>2</u>

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

	2005 \$'000	2004 \$'000
13. Other revenues from ordinary activities		
Recoup of prior year expense	52	158
Workers' Compensation Recoups	14	30
Salary/Severance Recoups	-	6
Gain on Foreign Currency	-	4
Donations Received	1	1
Sponsorship	-	65
Subsidies	65	-
Sundry Revenue	47	77
Insurance revenue	1	5
Other	26	58
	<u>206</u>	<u>404</u>
14 Revenues from State Government		
Appropriation revenue received during the year :		
Service appropriation (I)	14,048	14,437
	<u>14,048</u>	<u>14,437</u>
The following assets have been transferred to other state government agencies during the financial year: (II)		
Department of Culture and the Arts	4	622
Total assets transferred	<u>4</u>	<u>622</u>
Resources received free of charge (III)		
Determined on the basis of the following estimates provided by agencies:		
Department of Culture and the Arts		
- Salaries and wages	9,671	9,690
- Superannuation	993	915
- Capital User Charge	10,499	10,095
	<u>21,163</u>	<u>20,700</u>

(I) Service appropriations are accrual amounts reflecting the full cost of services 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.

(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.

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

	2005 \$'000	2004 \$'000
15. Restricted Cash Assets		
Provision for 27th Pay	-	120
Tenancy Bond Interest Bearing Deposit (i)	6	5
	6	125
 (i) 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.		
16. Inventories		
Current		
Inventories held for resale at State Library Shop		
At Cost	33	160
At estimated realisable value	4	-
	37	160
17. Receivables - Current		
Trade debtors	148	138
Provision for doubtful debts	(2)	(11)
Sundry Debtors	1	9
GST receivable	151	145
	298	281
18. Amounts receivable for services		
Current	7,977	8,877
Non-current	6,919	5,347
	14,896	14,224
 This asset represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement.		
19. Other assets current		
Prepayments		
Acquisitions Serials	303	311
NLA Reference Centre	70	42
Other	44	71
	417	424

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

	2005 \$'000	2004 \$'000
20. Property, plant and equipment		
Buildings and Improvements		
At fair value (I)	44,796	49,854
At cost	1,244	1,248
Accumulated depreciation	(487)	(361)
	45,553	50,741
Furniture and Equipment		
At cost	608	522
Accumulated depreciation	(388)	(336)
	220	186
Office equipment		
At cost	3,584	3,544
Accumulated depreciation	(2,340)	(2,063)
	1,244	1,481
Motor Vehicles		
At cost	44	44
Accumulated depreciation	(11)	(1)
	33	43
Total Property, Plant and Equipment	47,050	52,451
Library Collections		
Public Library Services Collections at cost	38,655	35,493
	38,655	35,493
State Reference Library Collections		
At Cost	18,164	17,200
Accumulated Depreciation	(7,272)	(6,143)
	10,892	11,057
State Reference Library Rare Book Collection (II)	5,900	-
Heritage Collections at Valuation	39,818	37,618
Total Library Collections	95,265	84,168
Works of Art at Valuation (III)	2,102	2,102

(I) The revaluation of buildings was performed in June 2004 in accordance with an independent valuation by the Department of Land Information (Valuation Services). Fair value has been determined on the basis of depreciated replacement cost. The valuation was made in accordance with a regular policy of annual revaluation.

(II) The State Reference Library Rare Book Collection was valued for the first time in 2005 after a change in policy to make valuation methodology consistent across the reference collections. Valuations were carried out by experienced staff.

(III) The Works of Art were revalued in 2004 and are revalued as a class of assets on a three year rotation.

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

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.

	Buildings & Improvements	Plant Equipment & Vehicles	Library Collections	Works Art	Total
2005	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at start of year	50,741	1,710	84,168	2,102	138,721
Additions	-	363	10,800	-	11,163
Disposals	-	(7)	-	-	(7)
Assets Transferred	(4)	-	-	-	(4)
Assets Written Off		(87)			(87)
Revaluation increments(decrements)	(4,061)	-	8,059	-	3,998
Depreciation	(1,123)	(482)	(7,762)	-	(9,367)
Carrying amount at end of year	45,553	1,497	95,265	2,102	144,417

	2005 \$'000	2004 \$'000
21. Payables - Current		
Trade payables	500	338
Other payables	104	75
Unclaimed monies	14	14
	<u>618</u>	<u>426</u>
22. Interest-bearing liabilities		
Current : WA Treasury Corp Loans	<u>1,390</u>	<u>1,348</u>
Non-current : WA Treasury Corp Loans	<u>18,643</u>	<u>20,034</u>
23. Other Liabilities		
Current		
Income Received In Advance	33	65
Accrued expenses	158	67
	<u>191</u>	<u>132</u>
Non-current		
Tenant Bond	<u>6</u>	<u>5</u>
24. Equity		
Contributed equity		
Opening balance	15,573	13,000
Capital contributions (I)	4,389	2,573
Closing balance	<u>19,962</u>	<u>15,573</u>

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

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

24. Equity (cont.)	2005 \$'000	2004 \$'000
Reserves		
Asset revaluation reserve (I):		
Opening balance	51,903	44,705
Net revaluation increments:		
Artworks	-	426
Buildings	(4,061)	3,144
Collections	8,059	4,201
Reclassification to asset transfer reserve	-	(573)
Closing balance	<u>55,901</u>	<u>51,903</u>
Asset transfer reserve (II)	<u>721</u>	<u>721</u>
	<u>56,622</u>	<u>52,624</u>

(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(g).

(II) Asset transfer reserves relate to assets belonging to State Records Office transferred to The Department of Culture And the Arts.

Accumulated surplus/(deficiency)		
Opening balance	64,927	65,070
Change in net assets	(431)	(143)
Net initial adjustments on adoption of a new accounting standard (state which standard) or UIG consensus view	-	-
Closing balance	<u>64,496</u>	<u>64,927</u>

25. 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:

Cash assets (Operating account and cash held)	1,628	853
Restricted cash assets (refer to note 15)	6	125
Foreign Currency Bank Accounts	230	281
	<u>1,864</u>	<u>1,259</u>

Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005

25. Notes to the Statement of Cash Flows (Cont.)	2005	2004
	\$'000	\$'000
(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Net cost of services	(35,638)	(34,658)
Non-cash items:		
Depreciation and amortisation expense	9,367	9,858
Doubtful debt expense		-
Resources received free of charge	21,163	20,700
Asset Written off	53	10
Adjustment for other non-cash items	220	201
Net (gain)/loss on sale of property, plant and equipment	1	5
Net (gain)/loss on exchange rate	6	(4)
(Increase)/decrease in assets:		
Current receivables (III)	(11)	105
Current inventories	123	(3)
Prepayments	7	53
Prepayments in Assets	2	(36)
Increase/(decrease) in liabilities:		
Current payables (III)	193	(87)
Payables in Assets	(130)	115
Other current liabilities	59	65
Net GST receipts/(payments) (I)	8	69
Change in GST in receivables/payables(II)	(13)	(4)
Net cash provided by/(used in) operating activities	(4,590)	(3,611)

(I) This is the net GST paid/received, i.e.. 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.

26. Commitments for expenditure	2005	2004
	\$'000	\$'000
(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	48	105
Later than 1 year and not later than 5 years	-	-
Later than 5 years	-	-
	<u>48</u>	<u>105</u>

(b) Commitments for Library Acquisitions

The Board had A\$2.142M commitments outstanding at 30 June 2005 for Library collections acquisitions. All orders are expected to be received and invoices paid within 1 year.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

26. Commitments for expenditure (Cont.)	2005	2004
	\$'000	\$'000
(c) Non-cancellable operating lease commitments		
The Board has operating lease commitments in relation to photocopiers and motor vehicles, categorised as follows:		
Within 1 year	9	14
Later than 1 year and not later than 5 years	8	4
	17	18

27. 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	2005 Actual \$'000	2005 Estimates \$'000	Variance \$'000	
Employee expenses	(a)	11,561	12,187	(626)	-5.14%
Depreciation and amortisation expense	(b)	9,367	9,549	(182)	-1.90%
Capital User Charge	(c)	10,499	10,355	144	1.39%
Other expenses from ordinary activities	(d)	288	75	213	284%
User charges and fees	(e)	1,156	1,035	121	11.67%
Other revenue from ordinary activities	(f)	206	112	94	83.9%
Resources Received Free of Charge	(g)	21,163	21,360	(197)	-0.92%

(a) \$460,000 in accrued salaries from 2003/04 was included in the salaries budget for 2004/05 in error. \$86,000 in identified underspending was held in reserve for future employee entitlements.

(b) A devaluation of the Alexander Library Building was confirmed at 30 June 2004, after the depreciation budget for 2004/05 had been set. This resulted in a decrease in depreciation expense of \$62,000 in 2004/05. Delays to a number of capital projects reduced the expected asset values during the year, with a corresponding reduction in depreciation expense.

(c) Closing cash assets were \$1.7M greater than budgeted, contributing \$115,000 to this variance.

(d) Unbudgeted recoupable expense and write down of assets contributed \$206,000 to other expenses.

(e) \$73,000 was received from recoupable expenses. Revenue across a number of services was greater than budget, including microfilming, photographic reproductions and venue hire.

(f) Unbudgeted other revenues included \$52,700 in recoup of prior year expenses, \$36,000 in local government contributions to the Better Beginnings project, and \$14,000 in workers' compensation recoups.

(g) Variance in Resources Received Free of Charge resulted from capital user charge being greater than budget.

27. Explanatory Statement

(ii) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

27. Explanatory Statement (Cont.)

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	2005 \$'000	2004 \$'000	Variance \$'000	
Employee expenses	(a)	11,561	10,843	718	6.62%
Depreciation and amortisation expense	(b)	9,367	9,858	(491)	-4.98%
Borrowing Costs Expense	(c)	1,448	1,622	(174)	-10.73%
Accommodation Expenses	(d)	1,728	1,516	212	13.98%
Capital user charge	(e)	10,499	10,095	404	4.00%
Other expenses from ordinary activities	(f)	288	100	188	188%
Service Appropriation	(g)	14,048	14,437	(389)	-2.69%
Other revenue from ordinary activities	(h)	206	404	(198)	-49.01%
Assets assumed / (transferred)	(i)	(4)	(622)	618	-99.36%
Resources Received Free of Charge	(j)	21,163	20,700	463	2.24%

- (a) Award pay increases and staff resources for the processing of additional public library materials (\$340,000) plus associated on costs were the principal causes of the increase in staff costs.
- (b) Devaluation of the Alexander Library Building at 30 June 2004 resulted in a \$62,000 decrease in depreciation expense in 2004/05. Amortisation of Public Library Services stock was \$481,700 less than in 2003/04
- (c) Reducing interest expense has resulted from repayment of capital and the favourable interest rate differential on maturing loan portfolio lines which are reborrowed at current interest rates.
- (d) A number of strategic building maintenance projects funded in 2004 were conducted in 2005, resulting in a shift in the year of expenditure.
- (e) The addition of the State Reference Library rare book collection in the Library Collections Asset in 2005 and revaluation of the Heritage Collection resulted in an increase to this asset of \$8M, with a subsequent increase in capital user charge of \$460,000. Devaluation of the Building and a higher cash balance at year end also affected the capital user charge expense.
- (f) Write down of assets of \$132,000 and an increase in recoupable expense of \$60,000 were the significant causes of this variance.
- (g) Accrual appropriation for asset depreciation was reduced by \$411,000 in 2005 compared to the previous year.
- (h) In 2004 the State Library received a \$156,000 credit adjustment to 1999/2000 workers' compensation contributions from RiskCover.
- (i) On 1 July 2002, the State Records Office was separated from the State Library and transferred to the Department of Culture and the Arts. In 2003, physical assets belonging to the State Records Office were transferred to the Department. However, microfilm reels included in the Library Collections Asset of the State Library were overlooked. These assets were transferred during 2004.
- (j) Variance in Resources Received Free of Charge resulted from capital user charge being greater than budget.

	2005 \$'000	2004 \$'000
28. Resources provided free of charge		
Employee costs	217	292
Accommodation costs	241	107
Supplies & Services	17	70
	475	469

These services were provided to the State Records Office by the State Library under an administrative arrangement resulting from the transfer of the State Records Office to the Department of Culture and the Arts in July 2002.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

29. Financial Instruments

(a) Interest Rate Risk Exposure

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

2005

	Weighted average effective interest Rate %	Variable interest rate \$'000	Fixed Interest Rate Less than 1 Year \$'000	1 to 5 Years \$'000	Maturity More than 5 Years \$'000	Non- Interest Bearing \$'000	Total \$'000
Financial Assets							
Cash assets (international accounts)	3.40%	230	-	-	-	-	230
Cash assets		-	-	-	-	1,628	1,628
Restricted cash assets	5.06%	6	-	-	-	-	6
Receivables		-	-	-	-	298	298
		236	-	-	-	1,926	2,162
Financial Liabilities							
Payables			-	-	-	657	657
Interest Bearing Liabilities (WATC)	6.62%		1,391	7,630	11,013	-	20,034
			1,391	7,630	11,013	657	20,691
2004							
Financial assets		286	-	-	-	1,254	1,540
Financial liabilities	7.15%	-	1,348	7,399	12,635	426	21,808

(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.

30. 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:

	2005	2004
\$0 - \$10,000	12	12
The total remuneration of the members of the Board is:	\$831.00	\$152.00

No member of the Board received any superannuation benefits.

Remuneration of Senior Officers

The number of Senior Officers other than senior officers reported as members of the Board, whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are listed below.

	2005 \$'000	2004 \$'000
\$30,001 - \$40,000	1	
\$40,001 - \$50,000		
\$50,001 - \$60,000		
\$60,001 - \$70,000		
\$70,001 - \$80,000		
\$80,001 - \$90,000	1	1
\$90,001 - \$100,000		3
\$100,001 - \$110,000	4	
\$110,001 - \$120,000		
\$120,001 - \$130,000		
\$130,001 - \$140,000	1	
\$140,001 - \$150,000		1
The total remuneration of senior officers is:	684	522

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

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.

31. 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.

32. Output Information

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

33. Remuneration of the Auditor	2005	2004
	\$'000	\$'000

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

Auditing the accounts, financial statements and performance indicators	18	17
	<u>18</u>	<u>17</u>

Commencing with the 2003-04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003-04 audit will be due and payable in the 2004-05 financial year.

34. Supplementary Financial Information	2005	2004
	\$'000	\$'000

Write-offs		
Bad debts written off by the Board during the financial year	2	3
Trading Stock written off by the Board during the financial year	8	10
	<u>10</u>	<u>13</u>
Losses Through Theft, Defaults And Other Causes		
Losses of Public Property through Theft	-	1
Amount Recovered	-	(3)
	<u>-</u>	<u>(2)</u>

Gifts of Public Property

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

35. 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.

**Library Board Of Western Australia
Notes to the Financial Statements
for year ending 30 June 2005**

36. Impact of Adopting Australian Equivalents to International Financial Reporting Standards

Australia is adopting Australian equivalents to International Financial Reporting Standards (AIFRS) for reporting periods beginning on or after 1 January 2005. The State Library of Western Australia will adopt these Standards for the first time for the year ending 30 June 2006.

AASB 1047 'Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards' requires disclosure of any known or reliably estimable information about the impacts on the financial statements had they been prepared using AIFRS's.

The information provided below discloses the main areas impacted due to the effects of adopting AIFRS. Management have determined the quantitative impacts using their best estimates available at the time of preparing the 30 June 2005 financial statements. These amounts may change where the accounting standards and/or interpretations applicable to the first AIFRS financial statements are amended or revised.

(a) Reconciliation of total equity as presented under previous AGAAP to that under AIFRS

Under current interpretations it is expected that there will be no material impact on total equity. However some asset items will be reclassified.

	2005 \$'000	2004 \$'000
Total equity under previous AGAAP	141,080	133,124
Adjustment on transition to IFRS arising from changes to:		
Property, plant and equipment (I)	(344)	(464)
Intangible assets (I)	344	464
Restricted cash - Current (II)	(6)	(5)
Restricted cash - Non-current (II)	6	5
Total equity under IFRS	141,080	133,124

The adjustments are explained as follows:

- (I) AASB 101 requires Intangible assets to be presented on the face of the balance sheet. Intangible assets are currently included in Property, plant and equipment in the Statement of Financial Position.
- (II) AASB 101.57.d requires that an asset shall be classified as current when it is cash unless it is restricted from being exchanged or used to settle a liability for at least 12 months after the reporting date. Cash held in the tenancy bond account can only be distributed to the tenant at the end of the lease which is more than 12 months after the reporting date.

(b) Surplus/(deficit) for the period.

Under current interpretations there is expected to be no material difference in Surplus/deficit between AGGAP and IFRS for the period.

(c) Statement of Cash Flows

No material impacts are expected from adopting AIFRS with respect to the Statement of Cash Flows.

Performance Indicators



· *Performance Indicators 2004 - 2005*



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

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 30 June 2005.

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.

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

D D R PEARSON
AUDITOR GENERAL
21 October 2005

2004 - 2005 Annual Report

Performance Indicators

Outcome

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

Funds for the Library Board of Western Australia were included in the 2004-05 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.

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 library resources, consultancy and document delivery 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.
- 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 *Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia* was signed in December 2004. Under this agreement the parties agreed that the minimum standards for the provision of effective public library services in WA should be 1.25 items per capita and the provision of replacement stock at a rate of 12.5%.

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

2000-01	1.24
2001-02	1.19
2002-03	1.17
2003-04	1.15
2004-05	1.16

Note: (1) The stock in public libraries increased by 57,264 volumes in 2004-05.

(2) The population estimate of the WA population for 2004-05 is 1,998,400 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics December Quarter 2004)

2004 - 2005 Annual Report

The New Book Input Rate reflects the percentage of new stock added to the public library collections in 2004-05, as a percentage of the stock at June 2004.

New Book Input Rate

2002-03	10.13%
2003-04	10.84%
2004-05	16.83%

Note: The formula for calculation of the New Book Input Rate will be reviewed under the Framework Agreement as part of the development of appropriate performance indicators. This formula represents the current calculation method used by the State Library.

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 of the State Reference Library and the J S Battye Library of West Australian History. These clients are surveyed annually to determine their satisfaction with the services provided, with forms distributed over a seven-day period. In 2004-05, there were 736 forms returned from the 900 distributed, a response rate of 82% with a standard error rate of $\pm 1.54\%$. Of the forms returned, 643 responses provided an appraisal of our services (a 12.6% non-response on this question).

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

	June 2001	June 2002	June 2003	June 2004	June 2005	(Target)
Satisfied or very satisfied	89.5%	89.4%	89.8%	91.3%	91.1%	90%
Neutral	8.7%	4.8%	4.5%	7.7%	7.5%	6%
Dissatisfied	1.1%	1.3%	0.8%	1%	1.4%	1%
Did not respond	0.7%	4.5%	4.9%	See Note 2	See Note 2	3%

Notes: (1) The satisfaction rates for 2001 and 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) Satisfaction rates for 2004 and 2005 are calculated only on the survey forms which provided a satisfaction rating.

(3) 2004-05 satisfaction rates for individual areas were:

- 92% for the Battye Library
- 91% for the State Reference Library

2004 - 2005 Annual Report

Performance Indicators

Efficiency Measures

Service 2

Library and Information Services.

Delivery of library and information services through the Internet, the Alexander Library Building and the Public Library system. Support for Local Governments and associated bodies with leadership, resources, information and other services. Provision of programs to ensure that Western Australia's documentary heritage is collected, organised and preserved for access by future generations.

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, maintaining and repairing existing stock and therefore maximising use of the collections and providing access to a diverse range of knowledge and information.

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

2000-01	\$2.16
2001-02	\$2.16
2002-03	\$2.03
2003-04	\$1.84
2004-05	\$1.81

Note: 484,754 items were distributed in 2004-05, an increase of 123,886 compared to 2003-04. Staff and systems in the Public Library Services directorate were reorganised in 2003-04 with considerable efficiencies realised.

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 48,779 consultancies and enquiries, and the State Reference Library 58,989.

Cost per enquiry.

	J S Battye Library	State Reference Library
2000-01	\$10.07	\$11.24
2001-02	\$12.54	\$12.02
2002-03	\$13.17	\$16.15
2003-04	\$15.40	\$18.68
2004-05	\$15.64	\$23.25

Note: The increase in 2004-05 is due primarily to a decrease in the number of enquiries and consultancies, with a small decrease in the Battye Library, but a 10% decrease in the State Reference Library. However, the physical nature of the Alexander Library Building requires minimum numbers of staff to be on duty regardless of customer demand. While enquiries directly to staff are decreasing, the use of electronic resources by clients has increased by over 200% this year.

Cost of Acquiring and Maintaining the Collections

During 2004-05, \$10.655 million 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 item of acquiring and fully processing public library stock.

The Public Library Services Team acquires, processes and catalogues stock for public libraries in Western Australia. In 2004-05, 381,813 new items were processed, an increase of 147,883 items on the previous year.

2000-01	\$3.05
2001-02	\$3.32
2002-03	\$3.42
2003-04	\$3.86
2004-05	\$2.66

Note: The decrease in costs was due to a 63% increase in the number of items processed and an increase in the amount of processing undertaken by suppliers.

Cost per title of cataloguing stock for the permanent collections.

	J S Battye Library stock	State Reference Library stock
2000-01	\$52.14	\$30.52
2001-02	\$51.37	\$30.05
2002-03	\$46.67	\$28.26
2003-04	\$57.09	\$33.01 (\$34.86 Note 3)
2004-05	\$60.82	\$47.64

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) While catalogue records for some State Reference Library stock are readily available, they may require additional subject access, and there is a range of material that requires original cataloguing such as musical scores, recordings, videos and maps.

(ii) 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 records, 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.

2004 - 2005 Annual Report

Performance Indicators

Note 3: There was a 6% increase in the number of titles catalogued for the Battye Library collections in 2004-05 but staff costs also increased. The significant increase in the cost of cataloguing State Reference Library material was due to a decrease in the number of titles catalogued and an increase in costs. Source data for State Reference Library stock was found to be faulty for 2003-04 and was subsequently recalculated and the KPI amended accordingly.

Cost of maintaining the permanent collections

Cost per support staff activity

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

	J S Battye Library	State Reference Library
2002-03	\$1.81	\$3.06 (\$3.49)
2003-04	\$2.22	\$2.91 (\$3.36)
2004-05	\$2.57	\$3.61

Note: In 2004-05, the number of support staff activities in both the Battye Library and the State Reference Library decreased while staff costs increased in both the Battye Library and the State Reference Library. The mix of activities undertaken by support staff in the State Reference Library is changing and these were reviewed in 2004-05. The main change was to include the number of loans to clients, while removing "recordings listened to". The costs for 2002-03 and 2003-04 were re-calculated and the previous figures indicated in brackets.

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 2005.

Mrs Kay Poustie
Chairman
Library Board of Western Australia

Cr Janet Davidson
Vice Chairman
Library Board of Western Australia

25 August 2005

2004 - 2005 Annual Report



Appendices



- *Staff Members*
- *Staff Achievements*
- *Staff Awards*
- *Publications*
- *Workload Indicators*

2004 - 2005 Annual Report

Staff Members

The following people were employed at the State Library of Western Australia at 30 June 2005. 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

Margaret Allen

Senior Executive Assistant

Lesley Smith

Library Officers

Jane Masterman

Lindy Wallace

PUBLIC LIBRARY SERVICES

Director: Public Library Services

Susan Feeney

Administrative Assistant

Kathryn Bond

Business Management Workgroup

Managers

George Cowcher

Ian Kane

Orders Coordinator

Zofia Carter

Senior Library Officer

Deborah Jones

Library Officer

Patti Szabo

Customised Services Workgroup

Managers

Sue North

Pearl Tan

Library Consultants

Nola Allen

Joanna Andrew

Vicky Carlyon

Oliver Gatty

Michelle Gherghinis

Leonie Hayes

Sue Hunter

Karin Jones

Stephen McQuade

Yvonne Morant

Library Consultant: Electronic Infrastructure Support

Pat Hyde

Library Technician

Janice Fairhurst

Library Officers

Teresa Epps

Anne Oakes

Resource Management Workgroup

Managers

Hilary Hatfield

Ross Withnell

Librarians

Pena Atanasoff

Ewa Bieniawski

Sue Hegney

Joan McKenna

Urszula Wiejowski

Library Technicians

Sandra Jones

Sue McDonald

Wendy Monaghan

Jeanette Shepherd

Sally Stiglmayer

Senior Library Officers

Roger Ford

Anita Freeman

Kathy Wilkinson

Dianne Young

2004 - 2005 Annual Report

Staff Members

Library Officers

Phyllis Ang
Christabel Barnes
Alasdair Beer
Pam Beveridge
Kim Bucchino
Marie Claire Castello
Marilie Espe
Jenny Feehan
Antonetta Fernandes
Yvonne Grant
Tina Guariglia
Pam Gulley
Mark Hamilton-Jones
Julie Jennings
Lorraine Karas
Gregory Kirby
Helen Lysaght
Ivan Menezes
Deborah Micallef
Maria Milos
John Naturalny
Caroline Nightingale
Jo O'Connor
Pam Pilmer
Nicole Piontek
Clint Polman
Daniela Popiel
Kelvin Rabey
Lynsey Scott
Amrik Singh
Nicola Smith
Annette Stephens
Carl Studd
Peter Thackray
Kim Thompson
Sean Van Heygen
Brian Walker
Alan Wyncoll
Karen Young

Store Officers

John Fraser
Ben Hoper
Phillip Hough
Bengt Jorgensen
Catherine McIntyre

Brian Pratt
Samad Selamat

Van Drivers

Mark Hatton
Lee Jackson
Gary Obrecht

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY

Director: Battye Library
Jennie Carter

Administrative Assistant
Kelly Boxall

Battye Archival Collections Team

Manager
Steve Howell

Librarians
Julie Martin

Archivists
Gerard Foley
Sue Sondalini
David Whiteford

Secretary: Oral History
Valda Kiely

Library Technician
David Jones

Library Officers
Linda Davis
Gail O'Hanlon

Battye Published Collections Team

Manager
Brian Stewart

Librarians
Sue Byrne
Alison Hocken

2004 - 2005 Annual Report

Staff Members

Glenda Oakley
Carol Smith
Rachel Turner

Library Technicians

Maryon Craig
Mary Jones

Senior Clerk

Robert Reece

Library Officers

Trish Bond
Helene Charlesworth
Annette DelBianco
Rebecca Foote
Meredith Howell
Sandra Macintyre
Sue Osmond
Diana Ridge
Jenny Smith

Bibliographical Services Team

Manager

Monika Szunejko

Librarians

John Draffin
Robyn Edwards
Sai-Kee Kek

Senior Clerks

Helen Marsh
Pat Willans

Library Officer

Lucy Dal Busco

Preservation Services

Manager

Pat Griffiths

Senior Conservator

David Ashman

Conservator - Paper

Jonathan Schmidt

Conservator - Books

Timothy Cooke

Conservation Technicians

Susan Crockett
Ian Donaldson

Coordinator Micrographics

Lee Blackford

Micrographic Technicians

Jennifer Crabtree
Maria Jakovcich
Gayle McGlynn
Sandy McGlynn
Paul Mitchell
Donna Strickland
Carol Williams

Coordinator Photographic and Multimedia Services

Toni Munro

Photographic Technician

Robert Diggins

Library Officer

Shirley D'Cruze

Historical Records Rescue Consortium

Librarian (Assessments)

Fiona Caratozzolo

Photographic Technicians

Susan Anderson
Cynthia Coombs

Library Technician (Linking)

Mawghan Elverd

Collators

Lorna Gilchrest
Marina Gray
Debra Smith

2004 - 2005 Annual Report

Staff Members

STATE REFERENCE LIBRARY

Director: State Reference Library
Barbara Patison

Administrative Assistant

Wendy Mekisic

Arts Team

Team Coordinator
Cristina Rodriguez-Logie

Arts & Literature

Librarians

Marilyn Cacavas
Antionette Carrier
Julianne Clifford
Anne Keehan
Mary Lewin
Mary Magaraggia
Carol Rikli

Library Technician

Jenni Williams

Library Officers

Paul Buttsworth
Kay Commons
Stacey Smithers

Music & Performing Arts

Librarians

Allison Fyfe
Janet Hocken
Jane Jones
Mary-Anne Reid

Library Technician

Peter Edwards

Library Officers

Jennifer Jenkins
Gayle Roberts
Julie Sheren
Lisa Wallace

Bibliographic Services Team

Team Leader

Gaye Sweeney

Librarians

Pam Marciano
Kathy Rawlinson
Gabrielle Reynolds
Robin Robinson
Jeri Tatian

Serials Coordinator

Karen Godfrey

Library Officers

Betty Bilton
Linda Laycock
Glenys Oakes
Kerry Randall
Renata Roberts
Belinda Wood

Internet & Online Services Team

Manager

Vanessa Darrell

Consultant: Library Management System

Collette Richards (Maternity Leave)
Dixie Moore

Consultant: Web Services

Meghan Travers

Administrator: Library Management System

Andrew Macdonald

Administrator: Web Services

Illona Tobin

Social & Applied Sciences Team

Team Leader

Lesley DuBois

Team Coordinator

Virginia Burris

2004 - 2005 Annual Report

Staff Members

Business & Management

Librarians

Jude Cooper
Barry Dent
Frances Hammond
Pam Phelan
Jo Roberts
Salwa Soliman

Senior Clerk

Tanya Daddi

Library Officers

Di Coleman
Sue Gray
Rosemary Jones
Scott Smith
Adele Sugars

Science & Technology

Librarians

Peter Bloomfield
Andrew Black
Brenda Collins
Kate Eckersley
Justin Fairhead
Carmel McRobert
Jocelyn Sully

Senior Clerk

Sharon Pratt

Library Officers

Samantha Fairbanks
Jenny Leunig

Switchboard Operator

Evelyn Bullin

Social Sciences

Librarians

Laurie Allen
Russell Hamilton (Seconded)
Rebecca Saunders
Kylie Smith

Genealogy Librarian

Amanda DeCinque

Library Technician

May Pye
Senior Clerk
Jolanta Andres

Library Officers

Norm Brodal
Bill Hollis
Paulina Jones
Sue Ryan
Maria Vargas

CORPORATE & BUSINESS SERVICES

Director: Corporate & Business Services

Peter Lambert

Administrative Assistant

Tina Stockport

Consultant: Policy & Evaluation

Julie Ham

Building Services

Manager: Building Services and Facilities

Malcolm Mills

House Officer

Lorraine Beck

Van Dock Supervisor

Jeff Booth

Facilities Officer

Brian Howard

Van Dock Storemen

Ian McMenemy

Project Officer Venues

Naomi Bourne

2004 - 2005 Annual Report

Staff Members

Duty Officers

Sam Earnshaw
Rimar James
Mike Phillipsz
Tim Riley
Des Tonge

Business Development

Manager: Business Development
Greg Doehring

Manager: State Library Shop

Alyson De Souza

Coordinator Discard Sales

David Hodgson

Book Sales Officers

Maureen D'Rozario
Michelle Thompson
Alexa Wilkins

Financial Services

Manager

Dawn Timmerman (Outplaced)

Financial Officer Budgeting

Peter Tranter (Outplaced)

Supply Officer

Kim Armstrong (Outplaced)

Finance Officers

Krystyna Kudla
Fun Wong (Outplaced)

Human Resources

Manager: Human Resources

Louisa Marinozzi (Outplaced)

Corporate Information

Senior Corporate Records Officer

Melissa Okely

Officers

Grace Chiu
Win Wharam
Robert McDougall

Public Programs

Manager

Doug George

Promotion & Publication Officers

Adam Peterson
Dana Tonello

Sponsorship & Investment

Project Manager

Patrick Moore

Staff Achievements

Margaret Allen

Member, Council of Australian State Libraries (CASL).

Member, State Literature Centre Board.

Nola Allen

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

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

Jennie Carter

Committee member, History Council of Western Australia.

Committee member, Friends of Battye Library Inc.

"Here today, history tomorrow?", paper, Western Australia Twenty Twenty-Nine: a shared journey for the 175th Anniversary State Conference 17-19 November 2004.

Lesley DuBois

"Tracing your family tree using the resources in the Genealogy Centre", talk, Seniors Week, October 2004.

Janice Fairhurst

"Managing & developing your career", Central TAFE, 23 March 2005.

Treasurer, WA Library Technician Group, ALIA.

Susan Feeney

"Libraries - Growing Relationships with Telecentres", Annual Telecentre Conference, 16 September 2004.

Deputy Chair, Public Libraries Australia Board.

Member, Framework Agreement Negotiating Committee.

Gerard Foley

"The Long Arm in a White Glove - Archives and the Law", paper, Association of Moving Image Archivists Conference, Minneapolis, USA, November 2004.

Presentation to Australian Museum of Motion Picture Technology and Australian Cinematographers Society, State Library, 21 June 2005.

Member of the National Council, Australian Society of Archivists.

2004 - 2005 Annual Report

Staff Achievements

Allison Fyfe

Western Australian Representative, Executive Council, 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, City of Subiaco, Tim Winton Young Writers' Award.

Pat Griffiths

Member, Course Advisory Panel Certificate IV in Preservation Microfilming TAFE.

Julie Ham

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

Leonie Hayes

Committee Member, West Australian Young Readers' Book Award.

Janet Hocken

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

David Jones

Treasurer, Friends of Battye Library Inc.

Jane Jones

Convenor, WA Kinetica Users' Group.

Kinetica training agent for the State Library of Western Australia.

Member, Adult Learners' Week 2005 Steering Committee.

Anne Keehan

Reviewer, Australian Bookseller and Publisher.

2004 - 2005 Annual Report

Staff Achievements

Julie Martin

Paper about the archival value of photographs, Multicultural Archives Workshop, 23 September 2004
Committee member Friends of Batty Library (Inc.).

Carmel McRobert

Member: CASL Reference Issues Working Group (Ask Now).

Patrick Moore

Chairman, Advisory Board, Archives of the Roman Catholic Archdiocese of Perth.

Yvonne Morant

Member, Board, Narkaling (WA) Incorporated.

Sue North

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

Gabrielle Reynolds

Member, CASL Reference Issues Working Group.

Jonathan Schmidt

"Conservation principles: caring for papers and photographs", paper, Multicultural Archives Workshop, 23 September 2004.

Kylie Smith

"MusicAustralia", paper, Biennial conference of the International Association of Music Librarians (IAML), National Library of Australia, Canberra. Published in Continuo, vol 33, 2004.

Finalist: Edith Cowan University Early Career Achievement Award, Information Service category.

Assistant Editor: Continuo, journal of the International Association of Music Libraries, Australian branch.

WA Representative: International Association of Music Libraries (WA Branch).

Facilitator, ALIA Graduate Mentoring Program (GuMP), (WA Branch).

Member, ALIA WA Mentoring Committee.

2004 - 2005 Annual Report

Staff Achievements

Sue Sondalini

"The Battye Library and its role in preserving migrant archives: the Migrant Community Archives Project", paper, Multicultural Archives Workshop, 23 September 2004.

Brian Stewart

"Digitising your collections: strategies to unlock the door", paper, Multicultural Archives Workshop, 23 November 2004.

"Researchers, volunteers and other State treasures", Intersector, December 2004.

Gaye Sweeney

Evans, G., & Sweeney, G. (2005) Defining stack management. Library Collections, Acquisitions, & Technical Services, 29, 51-60.

Member, CASL Consortia and Licensing Working Group.

Member: CASL Stacks Management Working Group.

Convenor: ALIA Academic & Research Libraries (WA Branch).

Pearl Tan

"The Tyranny of Distance: providing books to isolated public libraries in Western Australia", paper, Second International Conference on the Future of the Book, Beijing, China, August 2004.

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

Member, Department of Culture and the Arts Regional Roundtable.

David Whiteford

"Selecting, accessioning and managing an archive: a guide to the operations and policies of an archive collection", paper, Multicultural Archives Workshop, 23 September 2004.

Member National Trust (WA) Rail Heritage Committee.

Ross Withnell

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 2004-05:

Anne Oakes
Gail O'Hanlon
Lee Blackford
Bengt Jorgensen

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 2004 Award was Fiona Caratozzolo from the Battye Library for her work in assessing photographic collections and for coordinating their education program.

Fiona worked on a major project to assess and select photographs from several important and unprocessed photographic collections, including the Kinder Scott collection of some 236,000 images, for retention or discard. Her expertise in appraising and assessing image materials coupled with her knowledge of the Battye Library's pictorial collections enabled her to recommend that the number of images in the collection be reduced for better manageability.

From her report on the collections, which makes fascinating reading, those photographs, either single or in a series, that should be retained to significantly add value to the pictorial collection were identified. Of equal importance are those marked for discard, since unprocessed photographs take up vital shelf space that will now be available for other collections. Her report and recommendations will guide management of this and future collections of similar type.

In addition, Fiona coordinates the Battye Library's education program in an efficient manner and with a minimum of fuss. This involves liaising with schools and teachers and targeting tours to meet the needs of these clients. Always cheerful, she takes many of the tours herself and is an ideal ambassador for the State Library. She is also involved with the Battye Library's component of NAIDOC and Seniors Weeks. As a further refinement Fiona has created "showbags" of helpful material for people undertaking tours.

2004 - 2005 Annual Report

Staff Awards



James Hammond Award 2004 winner
Fiona Caratozzolo

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 Batty Library of West Australian History. It was awarded for the first time in 2001 to mark Mollie Lukis' 90th birthday.

There were joint winners in 2004, an individual, Toni Munro, and the Recordkeeping Team of the State Records Office.

During 2000-2002, a review of the film and negative collections of private and government archives was undertaken, to determine the state of the collections and the extent of any deterioration. The next step was to determine the measures needed to address the problems identified. As Coordinator Photographics, Toni Munro was given the task of examining the motion picture film and pictorial still negative collections and making recommendations for their preservation.

Drawing on her technical knowledge, computer skills and intimate knowledge of the collections Toni has sorted, identified film base, arranged materials for archival storage, and developed condition-reporting layouts. She has undertaken much research and data collation from interstate and overseas institutions to arrive at the best solutions, drawing on her highly-developed analytical skills to highlight problems, apply corrective measures, and prepare progress reports for management.

Toni was a major contributor to the successful completion of the 'Save our Film' project sponsored by LotteryWest and the State Library Custodians. The copying of motion picture films and sound tracks is complex and Toni has overseen this project by preparing material and ensuring that all technical information and specifications are provided to contractors. Largely due to her efforts the Batty Library is one of the first institutions in Australia to provide DVD access copies to the public of the heritage film collection.

She has also been instrumental in developing specifications and guidelines to allow the preservation scanning of the pictorial negative collection into a digital format. Following a pilot program on the pictorial negative collection, instigated by Toni, tender specifications for a high-end scanner to cover all formats were developed. Preservation Services staff are now scanning this material under Toni's guidance.

Toni has at all times displayed enthusiasm, dedication and commitment to her work, a commendable attention to detail, and is tireless in producing a high-quality result. In addition, she guides and supports the Preservation Services team, Batty Library staff and volunteers in the preservation of film and photographic collections.

Gerard Foley
Megan Sassi Award winner 2004



Megan Sassi Award

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

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

In 2004 the Megan Sassi Award was presented to Gerard Foley from the Batty Library. Gerard has provided reference services since joining the staff in 1989 and is a very proficient researcher. He is welcoming and extremely helpful, giving a high level of service to all clients. With valuable knowledge of the intricacies of the many Batty Library collections he is able to steer clients along the appropriate research path and answers e-mail and written enquiries in a timely and professional manner.

Gerard's collection specialty is the State Film Archives and in this field his reference skills excel. His work in the film and video collection includes supervising the description and cataloguing of the collection which is essential for client access and reference work. The transfer of the State Film Archives catalogue from card to electronic format has largely come under Gerard's leadership.

Film is an exceedingly complex medium to work with and requests, whether to locate footage of a certain theme or to obtain copies of footage, often require lengthy study and negotiation. Gerard uses his extensive knowledge of the collection and his people skills to satisfy client requests, including those from Indigenous filmmakers and community custodians where culturally appropriate ways of making film available to a much wider audience need to be considered.

As a further testament to Gerard's reference and other skills, he has given many presentations on the film collection to staff, clients and specialist groups and he works closely with ScreenSound in the provision of information and film access.

In addition to direct client services, Gerard uses his knowledge of the film collection to locate suitable material that will add to the subject matter available to clients for the Save-our-Film and other conservation projects. These projects have a direct bearing on reference services, with one of the criteria for selecting the limited number of films that can be conserved being the value of the film to clients. This work, together with the general appraisal and selection work, enables the State Film Archives to be an important, accessible collection of the Batty Library.

2004 - 2005 Annual Report



Staff Awards

Maryann Gomes Award

Gerard Foley, the Archivist in the State Film Archives was also awarded the Maryann Gomes Award for 2004 by the Association of Moving Image Archivists (AMIA). The award honours the first director of the Northwest Film Archives in Manchester, England who had a passion for the power of moving images in portraying regional identity and issues.

The prize included US\$1000 travel assistance to enable Gerard to attend the AMIA's annual conference in Minnesota, USA, conference registration, attendance at a pre-conference workshop and individual membership of the AMIA for one year.

The award is an enormous honour for Gerard and the State Film Archives as the AMIA only grants one international award each year. The recognition gives credit to the work he and his team undertake in helping to ensure the survival of our film heritage.

Publications

Regular Publications

Annual report / The Library Board of Western Australia. (Annual)

A small number of printed copies of the Annual Report are produced. Electronic copies of the Annual Report from 1997-98 are available on the State Library website at: <http://www.liswa.wa.gov.au/arep.html>

Knowit: the official newsletter of The State Library of Western Australia. (Quarterly)

All issues of Knowit from 1998 are available in electronic format on the State Library website at: <http://www.liswa.wa.gov.au/knowit.html>

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

Katitjin: a guide to Indigenous records in the Battye Library (2003) (pdf format)

Compiled by Heather Campbell and published by the Friends of Battye Library with funding from the Maude Sholl Bequest. It is only available on the State Library website at: <http://www.liswa.wa.gov.au/pdf/katitjinsep03.pdf>

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

Strategic Directions 2002 - 2007: Discussion papers on potential future directions for LISWA (2001) at: <http://www.liswa.wa.gov.au/dpstratdir2002-07.html>

In 2001, the Senior Management Team developed a range of discussion papers on potential future directions for the organisation that were intended to generate debate from clients, professional colleagues and stakeholders.

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).

2004 - 2005 Annual Report

Publications

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.

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

Our Military Ancestors : a guide to sources in the J S 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. Revised edition (2005, 1 CD (70 min.), 1 book (24 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.

2004 - 2005 Annual Report

Workload Indicators 2004 - 2005

WORKLOAD INDICATORS 2004-05 (as at 30 June 2005)

Workload indicators for 2004-05 operations and stock levels are provided on the following pages, along with figures for the previous four years

OPERATIONS	2000-01	2001-02	2002-03	2003-04	2004-05
Visitors to the Alexander Library Building	688,988	656,862	634,498	589,749	527,763

PUBLIC LIBRARY SERVICES

Total public libraries and extension services	238	238	238	238	240
Additional volumes in public libraries - Development Program	23,412	26,056	43,069	66,988	65,982
Volumes despatched on Exchange Program	399,693	411,033	378,434	360,868	484,754
Volumes repaired in-house	27,388	25,906	21,159	15,244	14,687
Information enquiries	4,271	3,759	2,624	1,752	1,429
Number attending training courses	501	463	129	61	39

Document Delivery Services

Libraries using Document Delivery Online		185	210	219	227
Loans requested via Document Delivery Online		118,739	231,453	242,626	225,239
Number loan requests received	41,667	36,093	31,727	31,382	26,319
Number of copy requests received	1,213	985	996	948	889
Loans supplied	22,884	19,233	15,678	18,777	16,048
Copies supplied				750	805

WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES

J S Battye Library

Information enquiries and consultancy	60,825	56,577	50,722	48,971	48,779
New researcher registrations	667	582	416	384	168
Material retrieved/reshelved after public use	140,645	141,617	142,516	134,971	131,589
New index entries	13,686	10,889	9,410	6,079	6,145
Infolink database records updated	6,182	8,248	8,690	7,132	5,888

Preservation Services

Reels of microfilm produced	1,234	916	1,122	1,042	1,142
Microfilm jackets produced	5,053	3,837	3,222	787	1,686
Negatives made for stock	833	2,467	1,981	12,296	1,787
Items produced for outside orders	1,656	1,653	1,758	1,759	2,083
Protective encasements	2,308	2,069	2,069	2,164	1,683
Public enquiries	86	151	120	93	120

REFERENCE AND INFORMATION SERVICES

State Reference Library

Information enquiries	103,740	92,346	80,950	66,469	58,989
Stock reshelved after public use	304,151	285,758	257,739	219,195	199,000
Direct loans to clients (videos, scores, cassettes, scripts)	41,994	38,731	37,058	34,754	33,950
Films / videos viewed in the Library	3,117	3,722	2,226	862	590
Total membership of Music & Performing Arts Library	7,234	6,835	6,524	8,244	9,243
Total membership of State Film and Video Library	1,806	1,332	1,296	1,356	1,405

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WORKLOAD INDICATORS 2004-05 (as at 30 June 2005)

	2000-01	2001-02	2002-03	2003-04	2004-05
USE OF INFORMATION TECHNOLOGY					
Searches on State Library Database	2,732,892	2,783,230	2,858,525	4,684,968	5,683,745
Hits on the State Library Website	5,926,272	9,975,293	11,591,612	12,361,926	16,531,429
Searches on Electronic Resources	147,653	54,091	45,941	48,313	190,417
Number of Internet sessions booked	41,113	42,663	43,955	45,456	44,756
Number of records on the State Library database	927,619	965,956	986,638	1,035,847	1,085,653
Number of items linked to the database	3,300,656	3,246,450	3,288,321	3,369,045	3,432,339
Number of index entries in the database	92,840	111,938	135,231	154,358	173,490
Digital images available		8,564	8,941	10,524	11,902
Electronic resources archived to Pandora			59	103	188
BIBLIOGRAPHICAL SERVICES					
Acquiring stock					
Number of orders raised	32,962	26,898	28,663	32,976	35,035
Items processed for Public Library stock	233,105	232,175	245,702	233,930	381,813
Serial issues processed for permanent collections	74,741	69,276	62,833	60,120	53,924
Cataloguing stock					
Total number of titles catalogued	37,108	37,108	37,108	32,626	40,259
Titles catalogued for Public Library Services	23,713	22,905	20,133	19,378	28,724
Titles catalogued for State Reference Library	7,511	7,789	6,690	7,169	5,081
Titles catalogued for J S Battye Library	5,884	6,414	8,030	6,079	6,454
PUBLIC PROGRAMS					
Exhibitions / displays mounted	68	80	78	50	53
Total number of items published or printed	188	214	651	862	1,040

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WORKLOAD INDICATORS 2004-05 (as at 30 June 2005)

STOCK	2000-01	2001-02	2002-03	2003-04	2004-05
PUBLIC LIBRARY SERVICES					
Adult non-fiction	924,963	866,436	856,911	853,256	895,283
Adult fiction	663,780	664,736	662,174	663,333	698,587
Junior	700,150	697,673	685,735	688,608	731,972
Total stock	2,350,586	2,291,274	2,266,941	2,268,578	2,325,842
Multi language resources collection	61,352	62,088	61,780	70,486	74,390
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES					
J S Battye Library					
Monograph titles	58,418	61,556	65,533	68,514	72,099
Monograph volumes	92,459	96,600	101,996	106,340	111,458
Serial titles	13,768	14,014	14,350	14,632	14,889
Newspaper titles	856	862	873	875	877
Microfilm (reels)	13,422	13,750	14,265	14,656	14,980
Microfiche (metres)	14.6	15.2	15.2	15.2	15.2
Cartographic items	26,361	26,990	27,730	28,326	28,634
Ephemera (items)	70,104	73,540	77,490	80,251	82,367
Pictorial images	420,570	427,419	456,831	462,778	469,813
Pictorial collections	5,497	5,587	5,967	6,143	6,917
State Film Archives film and video reels	5,094	5,179	5,581	5,663	5,712
Oral history hours of tape	11,874	12,117	12,412	13,027	13,249
Oral history transcripts	2,778	2,871	3,006	3,492	3,638
Private archives (metres) *	1,417	2,721	2,818	2,917	2,993
Government and community information					
Infolink database records	8,185	9,064	9,040	8,998	9,365
REFERENCE AND INFORMATION SERVICES					
State Reference Library					
Monographs (volumes)	361,958	368,838	373,027	377,569	381,120
Current serials and newspaper titles	8,472	8,566	6,718	6,298	6,228
Microfilm (reels)	12,713	12,898	13,112	13,322	13,545
Microfiche (metres)	198.1	207.7	209.6	212.0	212.3
Scores	40,458	40,977	41,267	41,512	41,803
Musical sound recordings	15,202	15,202	15,262	15,230	15,206
Cartographic items	22,293	22,293	22,429	22,697	23,280
Film and video titles	13,753	13,865	13,983	14,088	14,234

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