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OF WESTERN AUSTRALIA
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ANNUAL
REPORT
2010 - 2011

State Library
OF WESTERN AUSTRALIA

The State Library of Western Australia

ANNUAL REPORT
2010—2011

of **The Library Board of Western Australia**

59th Annual Report of the Board

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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

Public Holidays

Closed

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Statement of Compliance

Hon John Day MLA
Minister for Planning; Culture and the Arts; Science and Innovation

In accordance with Section 61 of the *Financial Management Act 2006*, 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 ended 30 June 2011.

This Report has been prepared in accordance with the provisions of the *Financial Management Act 2006*, Treasurer's Instruction 903 and the *Annual Reporting Framework 2010-2011* issued by the Public Sector Commission.

Professor Matthew Allen
Chairman
Library Board of Western Australia

Cr Joe Marino
Vice Chairman
Library Board of Western Australia

1 September 2011

Highlights

Increased Usage

For the sixth consecutive year the Library has enjoyed steadily growing visitor numbers. Almost 1.5 million people visited the building (an increase of 5.5%) and of these, 1.14 million people visited the Library's collections and services (a 10% increase). This evidence of community support continues to make the Library the most visited cultural institution in Western Australia.

Digitisation for Access and Preservation

Collecting and digitising significant Western Australian heritage material continued to be a priority, to improve access and preserve these valuable items for the future. The purchase and installation of additional equipment enabled the creation of 41,549 digital images (an increase of 76%).

After completing construction of two purpose-built sound studios, over 1,420 hours of oral history interviews were digitised (552 interviews). This was achieved in partnership with the **Oral History Records Rescue Group** (OHRRG) who received funding from Lotterywest to digitise approximately 50% of the oral history collection. The project will preserve 7,500 hours of oral history interviews, with 200 voices made available online.

The **S**tate Library's **L**imber and **U**seful **R**eformatting A**p**plication (SLURP) continues to drive the Library's presence in the virtual world of information. This application enables digital versions of unique collection items such as photographs and diaries to be quickly made available to the public through the Library's database. Enhancements this year included improved display of images to allow easier movement between images in a collection, the ability to view more detail using a 'zoom' function, and encouragement for users to add comments or additional information to individual images. Community comment enables the addition of previously unknown information, misinformation to be corrected, and a different perspective of the image to be told, thus enriching the story. Unrestricted images can now be easily shared through social media, providing opportunities for these images to be used in new and exciting ways.

Family Literacy

The Better Beginnings program continued to extend its support for Western Australian families to provide positive home literacy practices. With a four year commitment from the State Government, including funds from the Royalties for Regions program, as well as a continuation of the important partnership with Rio Tinto, the birth to five year old program grew to reach over 45,000 families. In addition, following the successful pilot of the Indigenous program, 30 remote communities are now participating.

To empower culturally and linguistically diverse families and Indigenous communities to create and publish their own stories, the Library has a partnership with Kids' Own Publishing to deliver a community writing and publishing program. This program involves creative cross-sector partnerships with artists.

5.5%

Almost 1.5 million people visited the building *(an increase of 5.5%)* and of these, 1.14 million people visited the Library's collections and services *(a 10% increase on previous year).*

76%

The Library created 41,549 digital images *(an increase of 76%).*

Highlights

Important collections acquired

Nearly 200 images created by **Frederick Flood**, an artist and photographer from the 1920s to the 1950s, were acquired. Flood captured people and places in Perth and many country areas through photography, drawings and water colours. Images include local sporting events, aerial photographs of several country towns, scenic images of the hills, children playing in the flooded streets of suburban Jolimont, building interiors and much more. His photographic work in the Western Mail, is of singular beauty, and his artist's eye and aptitude for design and composition make his work particularly attractive, as well as providing an excellent record of Perth and many country areas in the early-to-mid twentieth century.

Western Australian letters and postcards from the 19th century, collected by philatelist and postal historian **Cecil Walkley**, were another important addition. They include correspondence to or from members of the Bussell family, G. W. Leake, J. S. Roe, and George King, as well as some rare convict letters. The contents of these letters, together with rare picture postcards and attractive illustrated advertising covers, provide valuable insight into life in the Swan River Colony and will be a great asset to the State Library's heritage collections.

Relationship with Public Libraries

The Library continued to work with local governments and public libraries to implement the recommendations from the structural reform agenda. This year saw the development and implementation of a new funding allocation model based upon demand and disadvantage criteria, the review of the collection of statistical information, endorsement of a revised regional model for service delivery, and a review of the financial aspects associated with the possible transfer of library materials from the State Government to local governments.

Library Board of Western Australia Award for Excellence

The City of Wanneroo was announced as the inaugural winner of the Library Board of Western Australia Award for Excellence at a function during Library and Information Week 2011. Their **Books in a Bag** program, which provides sets of resources book clubs can access, impressed the judges with the scope of the project and its reach to include book clubs in remote areas and from other library systems. The Award recognises excellent achievement relating to the provision of library services by any person, library or organisation in Western Australia and carries prize money of $5,000.

Exciting Exhibitions

Two major exhibitions showcasing the Library's unique Western Australian collections were held. **Vite Italiane: Italian Lives in Western Australia** highlighted the hardships of immigration, the struggle of integration into the community and the triumphs of family, business, sport and entertainment. This exhibition demonstrated the importance of oral history as a key tool for documenting the State's heritage and is now touring regional areas. **Mapping Memory** was a collaboration between Wendy Lugg (textile artist), the Royal Western Australian Historical Society and the State Library. In addition to Lugg's own memorabilia and artworks, artefacts, maps, ephemera and documents from these two important heritage collections were brought together to create a rich layering of personal family story, collective memory, and landscape.

Other important exhibitions were the revamped **2010 Western Australian Press Photographer of the Year Awards**, which included enlarged printed images of the winners and runners-up and with all entries digitally displayed on a monitor at the

Highlights

entrance to the exhibition, and the **Library of Nearly Lost Moments** interactive exhibition presented in partnership with the Awesome International Arts Festival. This exhibition inspired members of the public to rummage through bags, pencil cases and pockets to share and capture a moment almost lost in time. More than 600 school students visited the Library of Nearly Lost Moments, and over 400 items and their stories were captured for the ephemera collection.

Western Australian Premier's Book Awards

The 2008 and 2009 Western Australian Premier's Book Awards were run concurrently last year following a review of the Award process. With the broadening of the eligibility criteria to create a national award, a record number of entries were received and judges were invited from around Australia. Winners were announced by the Premier in September 2010, with the 2008 Premier's Prize worth $25,000 won by Chloe Hooper for The **Tall Man** (Penguin Group), and the 2009 Premier's Prize won by Shirley Barrett for her script **South Solitary**. The complete list of winning titles and authors is available at

http://www.slwa.wa.gov.au/about_us/premiers_book_awards

Premier's Prize winners Chloe Hopper (2008) and Shirley Barrett (2009) with the Hon Colin Barnett, Premier of Western Australia

Chairman's Report

Libraries are, today, one of the most important cultural, creative and community institutions in our world. They safeguard knowledge from the past for the future, serve as a meeting place for minds and ideas, and are the birthplace for the stories of today and tomorrow. Libraries have served their communities over many centuries, establishing proud traditions of excellence in feeding the creativity of authors, sparking the curiosity of readers, and inspiring and sustaining the work of scholars and inventors. Yet libraries are themselves innovators and creators, rapidly responding to changes in social needs and technologies to remain at the cutting edge of information and communication.

Like other libraries across the world, including the British Library which I was fortunate enough to visit this year on behalf of the Board, the State Library of Western Australia sustains these traditions of preservation and change, to better serve the citizens of this state and to meet their changing expectations and needs. We face the same challenges and opportunities as elsewhere, but at a time when more and more is demanded of us by the citizens we serve, as they hunger for knowledge and the opportunities it brings.

In an increasingly connected and online world, the State Library is transforming itself to collect, preserve and make available heritage materials in digital form, while also preserving 'born digital' materials for future generations. For example the Library is working with the Oral History Records Rescue Group to convert to digital format some 7,000 hours of our unique oral history collection. To achieve this the Library, through the Leah Jane Cohen Bequest, purchased digital sound preservation equipment, and the State Government provided funding to create high-quality sound studios. This significant project will make many unique Western Australian voices, and the compelling stories they tell, available to everyone, wherever they are, via the Internet. While well over a million people visit the library building each year, twice that number visit it virtually through the web.

While a few people may think the Alexander Library Building in the Perth Cultural Centre is simply a place for books, most Western Australians know better. The building is a place of community interaction, either in the transformed open-plan ground floor, always a hive of activity, in the quieter scholarly environs of the Battye Library, or in the cheerful Children's Zone where play combines with stories, learning with fun. Moreover, every person who uses a local public library, from Leonora to Cottesloe, Esperance to Derby, is using the State Library at the same time, because of the way the Library leads and sustains those local services. The Library is truly everywhere. Better Beginnings, the Library's extensive family literacy program, spreads far across the state helping every new child in our community begin their journey in life with reading skills. Yet it is also here, in the centre of our great city of Perth, a vibrant community-oriented building both drawing people to the city and engaging them when they arrive.

Our partnership with local government's 233 public libraries continues to ensure Western Australians have access to effective and convenient library services. This year, following significant consultation with local government and in line with the agreement reached in 2010 between local and state government, a new Funding Allocation Model was agreed and implemented and work is underway to reform and improve regional service delivery. The Board expects that significant improvements will continue to be achieved, but warns that the expanding state population, as well as the need to invest resources in library management infrastructure to boost productivity and efficiency, will require appropriate increases in local library funding from both state and local government. This partnership must be one of shared concern for the value libraries provide, with contributions from both.

Original artwork by Moira Court titled Bilby and Jeans from the children's book Miss Llewellyn-Jones by Elaine Forrestal purchased for the Peter Williams Collection.

The Board is very conscious of its special role and the importance of understanding the issues facing local public libraries. Board members visited the Goldfields region in late 2010 including Kalgoorlie, Coolgardie, Kambalda, Laverton, Leonora, Leinster and Menzies. These visits emphasise the intrinsic and important relationship between the State Library and local councils in the provision of public library services throughout the state. The Board also convened one of its regular Board meetings at The Grove Library, a joint service for the Towns of Cottesloe and Mosman and the Shire of Peppermint Grove. This environmentally sustainable, community-focused facility, with its strong concentration on education, innovation and support for creativity shows us all the future for library buildings and what can be achieved through partnerships, planning and wise investment.

This year the Board publicly recognised the outstanding contributions of four individuals to the State Library, Western Australian public libraries, and more generally the library profession. We conferred the status of Fellow of the Library Board of Western Australia on Kay Poustie OAM (posthumously), Lennie McCall AM, Dr Lynn Allen and Pat Gallaher OAM. All four have made significant and lasting contributions to library services in Western Australia and beyond. The Board also noted with sadness the passing of another Fellow of the Board, David Hickson, who was integral to the design and successful establishment of the Alexander Library Building.

The Board is also pleased to report that it has established the Library Board of Western Australia Award for Excellence to recognise achievement relating to the provision of library services by any person, library or organisation in Western Australia. The inaugural winner was the City of Wanneroo for its Books in a Bag project that encourages book clubs and reading within the city.

On behalf of the Board, I wish to thank warmly the Minister for Culture and the Arts, the Hon John Day, for his strong support of the State Library and his recognition of the importance of libraries in society that he fosters across the Government and in Parliament. I would also like to express the deep appreciation that the Board has for the accomplished and professional work of every member of the State Library, and particularly the State Librarian Margaret Allen. Their tireless efforts to improve the Library, respond to public need and contribute to the wider role of the government in supporting culture and the arts are to be applauded, particularly given the constant pressure they are under because of limits on public expenditure.

I thank all members of the Library Board for their enthusiasm and commitment and for giving their time so generously for the benefit of the Library and all Western Australians. Kris Bizzaca, Janet Davidson, Brett Davies, Milton Evans, Imogen Garner, Deb Hamblin, Sue Lapham, Allanah Lucas, Joe Marino, Mike Murray and Margaret Nowak continued to serve this year and we welcomed Marie-Anne Keeffe to the Board for the first time. I would like to acknowledge Mike Murray and Joe Marino for serving in the role of Vice Chairman in the past twelve months, and to those members who contributed additional time on the Finance, Audit and Policy and Legislation committees.

In conclusion, let us never forget the critical significance which the State Library has for our state. Western Australia prospers mightily from the great natural resources with which we are blessed, whether for agriculture, mining and energy, or tourism. But, if we are to ensure our prosperity for the long term, then the fruits of this natural bounty must also be invested in the central resource of our future success: the people of Western Australia. Libraries store and disseminate the knowledge that is the foundation of education for economic innovation. Libraries help create and make available the stories which are the inspiration for our cultural creativity. Libraries therefore are essential to the human development of Western Australia. I look forward to working with the Minister to secure an increased appropriation for the State Library necessary to meet the demands of a growing population, greater community need, and to sustain the successes we have had in the past year. The money the government spends on the State Library is a wise investment in our future. The Board would argue that a strong investment in libraries today, even at a time of financial constraint, makes compelling economic sense because the dividends that accrue in future outweigh significantly the cost of that investment.

On behalf of the Library Board of Western Australia, I am pleased to submit the Annual Report for the year **2010-11.**

Professor Matthew Allen

Chairman of the Library Board

About the State Library of Western Australia

Responsible Minister

The **Hon John Day MLA** *(Minister for Planning; Culture and the Arts; Science and Innovation)* is the Minister responsible for the Library Board of Western Australia which manages the State Library of Western Australia.

Enabling Legislation

The Library Board of Western Australia is constituted under the authority of the Library Board of Western Australia Act 1951, listed as a statutory authority by Schedule 1 of the Financial Management Act 2006, and is subject to the provisions of the Public Sector Management Act 1994.

The State Library of Western Australia is responsible to the Library Board through the Chief Executive Officer / State Librarian, who is the Executive Officer of the Board. Since 1997 the State Library has also been a portfolio organisation within the Department of Culture and the Arts.

State Library Mission

The mission of the State Library of Western Australia is:

To enrich the lives of Western Australians by:

- enabling access to resources for information, learning, enterprise and recreation
- collecting and preserving our social and documentary heritage for current and future generations.

Strategic Directions

Our **Strategic Directions 2009 – 2011** represents our aspirations and focus as we continue to evolve our services in an increasingly complex digital information world. This document can be found at:

http://www.slwa.wa.gov.au/about_us/who_we_are/strategic_directions

Values

State Library staff embrace the following values in the way they work and when planning and delivering services.

- Access for all
- Generosity of spirit towards our clients and colleagues
- Cherishing our stories
- Sharing expertise
- Fostering excellence in all that we do
- Embracing learning and knowledge

Agency Structure

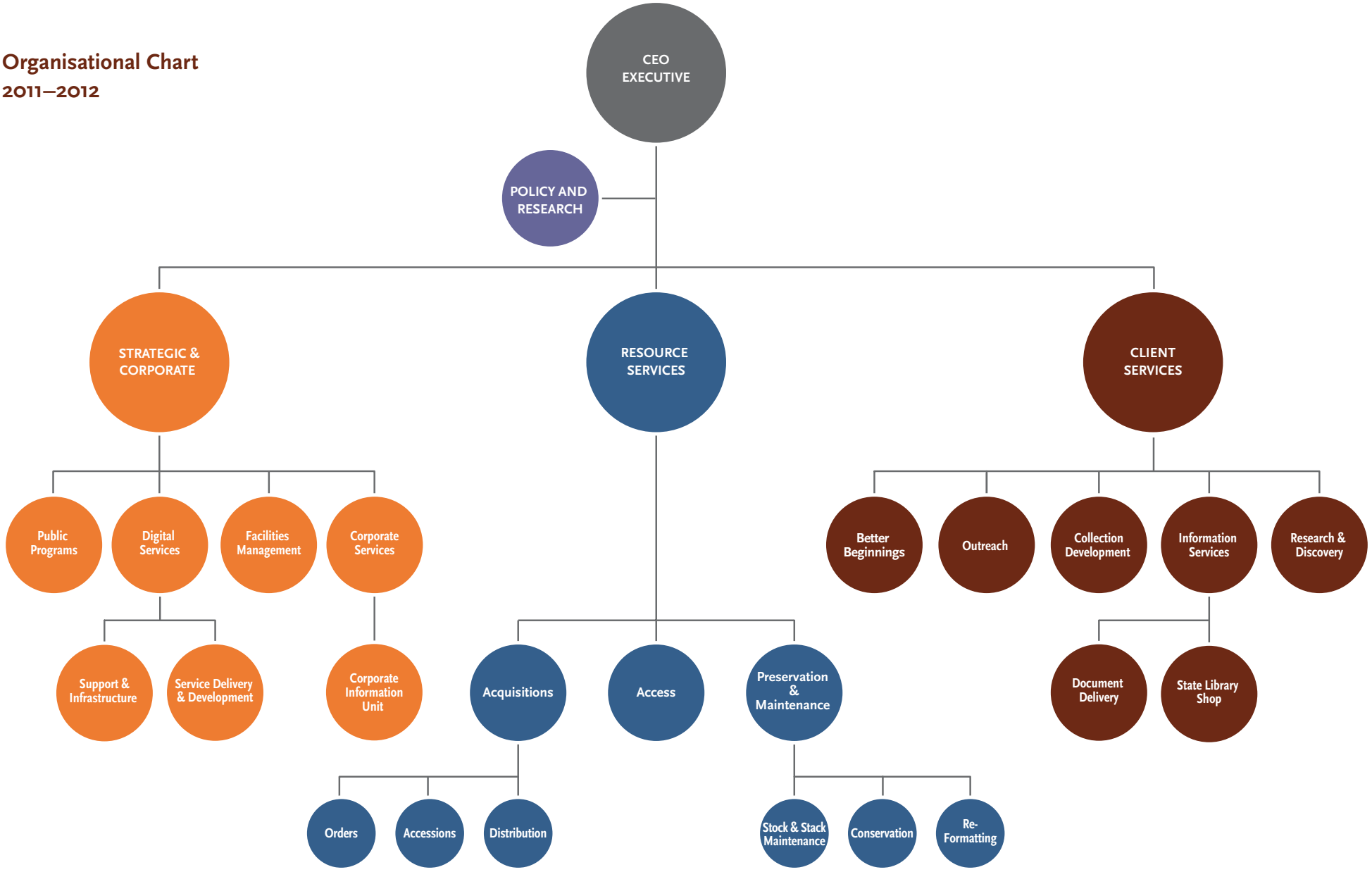
The State Library's strategies and outcomes are delivered through three directorates: Client Services; Resource Services; and Strategic and Corporate Services.

Client Services leads the development and delivery of services to State Library clients through developing the Library's collections, delivering reference and document delivery services, and delivering services and programs to engage and enrich clients' experiences in connecting with the Library's resources.

Resource Services leads and develops the procurement, processing, storage, preservation, management, distribution and accessibility of all State Library collections, both physical and digital.

Strategic and Corporate Services support the organisation in the areas of budget planning, marketing and communications, information and communication technology, corporate services and building management. Finance and human resource services are provided in collaboration with the Department of Culture and the Arts and Shared Services.

Organisational Chart
2011–2012



While State Library staff are employees of the Director General,
Department for Culture and the Arts, they are managed by the CEO and State Librarian

The Library Board of Western Australia

The Library Board of Western Australia Act 1951 states that the Board shall comprise thirteen members. Board members are appointed by the Governor for a period of four years and 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.

Ms Marie-Anne Keeffe joined the Board in December 2010 to fill a vacancy. Cr Joe Marino, Cr Deb Hamblin, Dr Margaret Nowak and Ms Imogen Garner were all reappointed to the Board. No further appointments were made during the reporting period.

The Board met on eight occasions and carried out its responsibilities in line with an approved Code of Conduct for Government Boards and Committees.

Professor Matthew Allen
Chairman

Professor Allen is Head of Department, Internet Studies, at Curtin University of Technology. With a background in cultural studies and history, in 1999 Professor Allen established the Internet Studies program at Curtin, providing innovative education and research programs in this leading-edge field of study. Currently Matthew is engaged in doctoral supervision and research in the broad field of Internet Studies and in developing innovative approaches to online education. He is an Australian Teaching and Learning Council Teaching Fellow, and was recently elected to the Board of Directors, Internet Industry Association.

Professor Allen gained the degree of Doctor of Philosophy from the ANU in 1991 and also has a Master of Arts, Literature and Communication (Murdoch University), and a Bachelor of Arts, First Class Honours in History (University of Sydney). In 2000 he received an Australian Award for University Teaching. He is the author of two books and several academic chapters, papers and articles. He has served on the Library Board of Western Australia since 2003.

Councillor Joe Marino
Vice Chairman

Joe Marino is an accountant and is currently the Manager, Policy, Reporting and Training at the Shared Service Centre within the Department of Treasury and Finance. He has a close association with the State Library having established and worked as Manager of the Arts Portfolio Bureau Services in 1996–97. Joe has been a Councillor for the City of Swan from 1997–99, then 2001 to the present.

Ms Kris Bizzaca

Kris Bizzaca is a professional historian and has worked as a consultant in Western Australia's heritage industry since 1998. She has a Bachelor of Arts double-majoring in History and English and Comparative Literature, an Honours degree in History, and a Master of Arts degree in Public History.

Kris takes an active role in Western Australia's history and heritage community and this is reflected in the positions she has held on various non-profit organisations including the President of the Professional Historians Association (WA) (2003–07; 2010–11).

Kris was a committee member of the Historical Records Rescue Consortium which, with the assistance of a $3 million grant from Lotterywest, recently completed a significant project to preserve and make accessible at-risk archival material held at the J. S. Battye Library of West Australian History. She is currently the chair of a group of like-minded organisations that received funding from Lotterywest to partner with the State Library in a project, which will digitise approximately 7,500 hours of oral history tape recordings held in the library's collection.

Members of the Library Board of Western Australia. Jackie Allen (far right) proxy for Allanah Lucas. Sue Lapham, Marie-Anne Keeffe and Milton Evans not in photograph.

Councillor Janet Davidson OAM JP

Janet Davidson is a business woman, consultant and Executive Officer to The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (WA). She has been on the City of Perth Council since 1998, was the Deputy Lord Mayor for 2009, holds a Master's Degree in Management from the University of Western Australia, and is a Graduate of the Australian Institute of Company Directors (GAICD). Mrs Davidson is also a Justice of the Peace and a qualified teacher.

Councillor Davidson is National Vice President of ALGWA (Australian Local Government Women's Association) and is also a member of the Perth Theatre Trust Board and the Australia Day Council.

Mr Brett Davies

Brett Davies was 15 years of age when he wrote his first book. At 16 Brett appeared on the front page of the Daily News as one of the youngest authors in Australia, however, this was bad news for the newspaper as he successfully sued them for misreporting - a fitting background for a lawyer. Brett has three law degrees from The University of Western Australia and is one of only a handful of lawyers to have completed a Masters in Law in the area of tax, and a Masters of Business Administration in accounting and tax. He is currently completing his Doctorate at The University of Western Australia.

Mayor Milton Evans

Mayor Evans has been a Councillor for the City of Albany for 11 years, holds qualifications in small business management and has undertaken Law studies in conjunction with Justice of the Peace functions. He is now retired after a long and successful career at Western Power. Mayor Evans represents the Western Australian Local Government Association. He is a member of the Albany UWA Friends Executive and is Patron of the City of Albany Band, Chairman of Albany (WA) Community Financial Services Limited, and Chairman of Regional Development Australia -Great Southern WA.

Ms Imogen Garner

Imogen Garner is the University Librarian at Curtin University of Technology and Director of the John Curtin Prime Ministerial Library. She is a member of the Council of Australian University Librarians (CAUL) Executive. She has also worked at The University of Western Australia Library, and for the Department of Education and Training.

Imogen has held various positions in the Australian Library and Information Association (ALIA), including President in 2004-05, Chair of the Board of Education 2000–02 and currently Chair of the Editorial Board for the journal Australian Academic and Research Libraries. She was made a Fellow of the Association for her record of exceptional achievement and leadership in the field of library and information science in 2006. Her qualifications include a Masters in Education, a Bachelor of Arts and a Graduate Diploma in Management.

The Library Board of Western Australia

Councillor Deborah Hamblin

Deb Hamblin manages the Rockingham Regional Campus Community Library. She has worked for Murdoch University, one of the joint-use library partners, since 1978 in a variety of roles. These have included positions outside libraries such as Manager Regional Development and Director Workplace Learning.

Deb is passionate about joint-use libraries and assists other Australian libraries investigate the opportunities that joint-use can offer. She has been a member of a variety of management boards including Kwinana Industries Education Partnership, Kolbe Catholic College, SCALES Legal Service, Peel Education and TAFE Campus and Murdoch University's Academic Council. Deb is currently a local government Councillor with the City of Rockingham. She is also an Associate member of the Australian Library and Information Association.

Ms Marie-Anne Keeffe

Marie-Anne Keeffe is a strategic media consultant with extensive experience in television, radio and print. An award-winning journalist, she has worked as a producer and reporter on some of Australia's top rating programs and has intimate knowledge of life behind and in front of the camera and microphone. Marie-Anne's management, organisational skills and analytical ability saw her become the first female producer of Channel Seven's primetime current affairs program, Today Tonight. Now Managing Director of Gobsmaked Media, Marie-Anne continues to create top rating television at Channel 7 as well as helping Western Australian business people become media savvy through a highly effective system of key messaging for profile and profit. Her interest in the legal and ethical aspects of today's media saw her take up a law degree, and in 2009 she graduated from Murdoch University with honours. Consulting to leading Perth public relations companies, delivering entertaining and inspiring speeches, MC duties, facilitating and providing media commentary on news panels and forums are all in a day's work for this married mother of two young boys, who is also a long standing Board Director of Breast Cancer Care WA.

Ms Sue Lapham

Sue Lapham is the Executive Director, Service Delivery with the Department of Training and Workforce Development. She has more than 20 years experience as a senior manager in the public sector. As part of her broad service delivery portfolio Sue provides services to the Department of Education and by arrangement, represents the Director General of Education on the Library Board.

Ms Allanah Lucas
(Ex Officio)

Allanah Lucas is the Director General of the Department of Culture and the Arts. She has over 25 years experience as a professional arts administrator, a performing arts producer, presenter and practitioner, researcher, consultant, and tutor. In the past eight years Allanah has worked within the Culture and Arts Portfolio, firstly as the Director of ArtsWA, as the Acting Director of the WA Museum in 2004, and then as Executive Director, Development and Strategy. Allanah has a Bachelor of Arts, Diploma of Education and MA in Arts Administration.

Mr Michael Murray

Mike Murray is a former international management consultant specialising in strategy and performance improvement. After two decades of helping a wide range of complex organisations both locally and overseas he recently moved away from the consulting profession. In a complete career change he now runs a successful genealogical and historical research business with his wife Lesley.

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 business and accounting qualifications and in an earlier life was a senior executive in the WA mining industry.

Dr Margaret Nowak

Margaret Nowak is an academic economist with interests in labour market economics and corporate governance. She was the founding Director of The Graduate School of Business, Curtin University of Technology, a position she held from 1993 to 2004. Margaret is currently a principal researcher in the Governance and Corporate Social Responsibility Research Unit at the Graduate School. Margaret has served on several Government and community boards and committees including Princess Margaret Hospital Board in the 1980s. She was a Commissioner, Lotteries Commission of WA, from 1989-94 and Chair of the Gordon Reid Foundation for Youth, 1990-94. From 1991 to 1997 Professor Nowak was Chair of the Management Committee at the Fremantle Arts Centre. She is a Fellow of the Australian Institute of Company Directors.

Formal Committees of the Board

The Library Board of Western Australia has appointed three committees to assist it in the performance of its functions. The formal committees of the Board, their terms of reference and membership (as at 30 June 2011) are listed below.

Finance Committee

Role

To act on behalf of the Board to assist in the effective discharge of its statutory financial responsibilities and provide strategic advice on key performance measures and financial matters associated with the strategic objectives and operations of the Library. The Committee has the key role of ensuring that a suitable framework is in place in the Library to manage finances appropriately, in accordance with relevant Western Australian Government directives and legislation.

Members

Margaret Nowak *(Chairman, Board Representative)*, Janet Davidson *(Board Representative)*, Mike Murray *(Board Representative)*, Margaret Allen *(Chief Executive Officer, SLWA, Observer)*, Mark Woodcock *(Director, Strategic and Corporate Services, Observer)*, Satvinder Sekhon *(Finance Business Manager, Department of Culture and the Arts, Observer)*.

Audit Committee

Role

To act on behalf of the Board to oversee the audit and risk management functions of the Library. In doing so, the Committee has the key role of ensuring that a suitable framework is in place to manage risk appropriately, in accordance with relevant Western Australian Government directives and Auditing Standards.

Members

Deb Hamblin *(Chairman, Board Representative)*, Kris Bizzaca *(Board Representative)*, Brett Davies *(Board Representative)*, Paul Jost *(Director, Special Projects, Office of the Auditor General)*, John Griffiths *(Committee Member)*, Mark Woodcock *(Director, Strategic and Corporate Services, SLWA, Executive Officer)*, Margaret Allen *(Chief Executive Officer, SLWA, Observer)*.

Policy & Legislation Committee

Role

To advise the Board on matters affecting Library Board of Western Australia legislation; ensure a suitable framework is in place in the Library to manage policy development; monitor the policy framework; and ensure a systematic review process for State Library policies

Members

Imogen Garner *(Chairman, Board Representative)*, Brett Davies *(Board Representative)*, Margaret Nowak *(Board Representative)*, Margaret Allen *(Chief Executive Officer, SLWA)*, Julie Ham *(Manager Policy & Research, SLWA, Executive Officer, Observer)*

Executive Management Team

Chief Executive Officer and State Librarian

Ms Margaret Allen

Director Client Services

Ms Susan Ashcroft

Director Resource Services

Ms Alison Sutherland

Director Strategic and Corporate Services

Mr Mark Woodcock

Key Legislation

Legislation and Regulations Administered by the Library Board

- Library Board of Western Australia Act, 1951
- Library Board (Conduct of Proceedings) Regulations 1955
- Regulations for the Conduct of the State Library 1955
- Library Board (Registered Public Libraries) Regulations 1985

Other Key Legislation Impacting on the Authority

In the performance of its functions, the Library Board of Western Australia complies with all relevant State and Commonwealth legislation.

Key Western Australian Acts impacting on the Authority include:

- Auditor General Act, 2006;
- Disability Services Act, 1993;
- Equal Opportunity Act, 1984;
- Financial Management Act, 2006;
- Freedom of Information Act, 1992;
- Occupational Safety and Health Act, 1984;
- Public Interest Disclosure Act 2003;
- Public Sector Management Act, 1994;
- State Records Act, 2000;
- State Superannuation Act, 2000;
- State Supply Commission Act, 1991;
- Workers Compensation and Injury Management Act, 1981;
- Workplace Agreements Act, 1993.

Key Commonwealth Acts impacting on the Authority include:

- A New Tax System (Goods and Services Tax) Act, 1999;
- A New Tax System (Pay as you Go) Act, 1999;
- Copyright Act, 1968;
- Copyright Amendment (Digital Agenda) Act, 2000;
- Disability Discrimination Act, 1992;
- Fringe Benefits Tax Act, 1986;
- Privacy Act, 1988;
- Trade Practices Act, 1974;
- Workplace Relations Act, 1996.

Evening in the Discovery Lounge

Performance Management Framework

Outcome Based Management Framework

Changes to Outcome Based Management Framework

The Library Board of Western Australia's outcome based management structure did not change during 2010-11.

Relationship to Government Goals

Broad high level government strategic goals are supported at agency level by more specific outcomes. The table below illustrates the relationship between the agency's Strategic Directions and desired outcomes, and the most appropriate Government goals.

More specific achievements against these outcomes are detailed in the State Library's Performance Report.

GOVERNMENT GOAL	AGENCY DESIRED OUTCOME
Stronger Focus on the Regions Greater focus on service delivery, infrastructure investment and economic development to improve the overall quality of life in remote and regional areas.	• Making collections more accessible. • Enhancing the public library network.
Social and Environmental Responsibility Ensuring that economic activity is managed in a socially and environmentally responsible manner for the long-term benefit of the State.	• Capturing the Western Australian story. • Enriching client experiences. • Developing partnerships and community connections.

Shared Responsibilities with Other Agencies

The State Library is a portfolio organisation within the Portfolio for Culture and the Arts and works with the Department and other portfolio agencies on cross portfolio issues. Financial and human resource services are provided by the Department. The Library works with the portfolio agencies where there are synergies in terms of service delivery, such as joint promotion of exhibitions.

Public library services in Western Australia are delivered through a partnership with Western Australian local governments, including Australia's Indian Ocean Territories.

The Library is working with the Department of Commerce and the Department of Regional Development and Lands on the Remote Indigenous Public Internet Access (Closing the Gap) program. This is a Federal initiative which provides improved access to basic information and communication services as well as IT and literacy training to remote Indigenous communities in Western Australia. In partnership, the State Library provides tailored computer and information literacy training to a number of communities throughout the State.

The Better Beginnings program is delivered by the State Library of Western Australia, however, the Library acknowledges the assistance of the Department of Health, and specifically the Child and Adolescent Health Service, Child and Adolescent Community Health and the WA Country Health Service, for the provision of the reading packs to families. In addition, representatives from the Departments of Indigenous Affairs, Communities and Education sit on the Better Beginnings Steering Committee.

Chief Executive Officer's Review

This past year has been one of transition as we continue to further and more fully embrace the digital world. We are increasing the rate of creation of digital copies of our unique heritage collections, developing new heritage collections through the capture of material that has only ever been created in digital format, and supporting the innovative and creative use of digital materials. To do this we continue to review and rethink our processes to find capacity to deal with this significantly increased information in digital form.

We have worked more closely with our book suppliers this year to reduce the delivery time of materials to public libraries, so that new material is available to the public as soon as possible after publication. Our online service delivery continues to grow with the number of clients accessing our resources online outnumbering clients using services in the building. This shift in client preference on how they access our services provides us the opportunity to rethink our service delivery model. Work has begun on trialing new service desk arrangements with increased use of technology within the Library.

In recent years we have established an active school education program linked to curriculum, and this year our program reached capacity with 1941 students participating. The success of this program has led to the creation of a space called The Education Centre that will be used as the base for students visiting the Library. These programs encourage a new generation to connect with our history, develop valuable research skills and experience the welcoming and supportive environment of their State Library.

2010-11 saw Better Beginnings become Australia's most extensive family literacy program reaching over 45,000 Western Australian families. The program was extended to four and five year olds and delivered over 8000 books and reading packs to these children and their families throughout metropolitan and regional areas. For the first time, the program worked with Indigenous community councils, medical services and schools to offer a range of literacy resources. Its success was recognised with funding of $6.812 million, including $2.812 million from the State Government's Royalties for Regions scheme. In addition, Rio Tinto is providing almost $1 million over four years, to ensure the continuation and expansion of Better Beginnings as well as the development of new initiatives to further support the literacy of Western Australian families.

Our sixty-year partnership with local governments to deliver public library services continued and, together with public library staff, we worked to further develop services that meet community requirements. A review of the way in which rural and remote public libraries are supported was undertaken and the resulting recommendations will be implemented in the coming year.

The Library values the many partnerships it has made to further our work in the community and our partners include public libraries across Western Australia, community groups, corporations, government agencies, schools, child health services and others.

Our volunteers remain an important part of our organisation and this year saw a significant increase in the number of hours contributed to the Library. Volunteers have supported our programs and service delivery, helped to process collections, and in doing so, have added to the richness and diversity of the Library. I would like to acknowledge their significant contribution.

Staff across the Library continue to work creatively and innovatively, developing new programs, ideas and ways of working and I thank them for their contribution. This annual report provides a comprehensive record of the achievements of staff from across all areas of the Library and I commend their efforts in serving the Western Australian community. I also acknowledge the support and assistance of the members of the Library Board who give freely of their time and expertise.

Margaret Allen

Chief Executive Officer and State Librarian

Ian Boulton, Ace Stamp Auctions and Margaret Allen, CEO with the Padbury letter.

Achievements Against Strategic Directions

PRIORITY AREA 1

We will capture and preserve the Western Australian story by:

1.1 Recognising the strengths in the collection and prioritising areas for enhancement

Significant Collection Acquisitions

The Library's heritage collections were enriched by a number of significant archival additions including:

Private Archives

- Manuscripts and papers from **Lighthouse Girl** by children's author Dianne Wolfer.
- Manuscripts, including unpublished manuscripts, from Mary and Elizabeth Durack.
- Cecil Walkley postal history collection: 38 letters and postcards, 1832 -1912, including rare convict letters and correspondence from prominent Western Australian settlers.
- Records of the Warana Music Club, 1959-2007.
- Records of the Western Australian Shipbuilders Association, 1994-2011.
- Papers of Owen William Williams (1893-1973), WA school teacher and headmaster, including early school reports and certificates from England, World War 1 diaries, correspondence, photographs, ephemera (including a 1919 menu signed by WM Hughes), and realia.
- Silver Medal for Humane Assistance awarded to Laurence N. Bruce by the Royal Netherlands Government for his role in saving several wounded Dutchmen during an enemy attack on Broome, 3rd March, 1942 and correspondence from 1945 relating to the award.
- Oldham & Cox architectural plans, including the Perpetual Trustee Building in St George's Terrace (c. 1905) and the Club Building in Geraldton (c. 1913).
- Letter sent in 1840 to Walter Padbury from his brother discussing 1050 acres of land on the Swan River.
- Letters written in 1937 from Irish immigrant Michael Clyne who was farming at Bonnie Rock to a friend in Ireland encouraging him to come to Western Australia.
- 1906 Miner's Right granted to Robert Leeder Clarkson.

Pictorial Collection

- Peter Williams Collection – the existing Collection was complemented by original children's illustrations, including:
  - Seven original illustrations - Front cover illustration from **Old Tom Man of Mystery**; "Spring turned to summer" from **The Trouble with Dogs** by Bob Graham; "The Great Riding Hall" from **Running with Horses** Alison Lester; "This once was our Bora ground" from **Shake a Leg** by Jan Ormerod; "Front cover and title page" from **Scratch Kitten and the Treasure Island** by Mitch Vane; "Ants, Ant Hill.." **Possum and Wattle** by Bronwyn Bancroft; **Tall and dark stands the Brown Bear** by Andrew Joyner.
  - "Cover illustration" from **The Odditoreum** by Shaun Tan (one limited edition print).
  - Complete set of twelve (12) original illustrations from **Maui and the Big Fish** by Frané Lessac.
  - Complete set of nineteen (19) original illustrations and papers, pencil drawings showing the whole development of the story **A Crash of Rhinos** by Patricia Mullins.
- Collection of photographs of the descendants of Percival Armstrong and Grace Ethel Throssell, including a small photograph of "San Dalmas", Percy Armstrong's home in Lawley Crescent, Mt Lawley.
- Hardie family photographs: family and local scenes in Peppermint Grove and Swanbourne, taken by Elsie and Bruce Hardie, 1905–14 and 1933–38.
- Hettner family photograph collection of early farming scenes in the Katanning district, 1930s.
- Copy of Governor Frederick Bedford's diary, containing photographs, post-cards and watercolour paintings of scenes on his voyage from London via the Suez Canal to Fremantle; his appointment as Governor of Western Australia in 1903; and his travels around Western Australia, 1903–06.
- Large collection of photographs and water colours created during the 1930s and 1940s by photographer and artist Frederick Flood.

Rural scene in watercolour painted by Frederick Flood

- Two school photographs taken in 1946 and 1947 at the now closed Newcastle Street Infants School, West Perth.

1.2 Acknowledging the diverse nature of society in Western Australia and ensuring that our collection represents this diversity

Developing Oral Histories

A number of oral histories were added to the collection reflecting the diverse nature of the Western Australian community. These included an interview with Mrs Jan Pascall who was raised at Valencia Winery, and interviews with five retired railway men whose careers stretched from the 1940s to the 1970s. Six interviews were also commissioned by the State Library to explore the history of the now-defunct town of Lakewood on the Goldfields Woodline. Many of the workers and their families were Italian or Yugoslav and three are included in these interviews. Furthermore, in partnership with Curtin University of Technology, the State Library undertook an interview with Rolf Harris. This interview covers Harris' life as artist and entertainer, with a particular focus on his return from London to Perth in 1959 to take part in the first Western Australian TV channel – TVW 7.

WAITOC Agreement

The State Library and the Western Australian Indigenous Tourism Operators Committee (WAITOC), the peak Association representing Indigenous tourism in the State, developed a Memorandum of Understanding that forms the framework for preserving and making available, where appropriate, WAITOC's archival material.

The organisations will identify and preserve WAITOC's significant archival records and put in place appropriate protocols for access determined by the cultural sensitivity of the records. The agreement is a potential blueprint for the State Library to work with other Indigenous organisations.

Library materials in languages other than English

To recognise the cultural diversity of Western Australian society the Library provides access to nearly 70,000 library materials in 49 community languages. These materials are made available through public libraries to support the needs of ethnic or linguistic groups in their community and facilitate equity of access to information regardless of culture and language. Significant improvements were made to the supply of these materials to create efficiencies including shelf-ready supply and the use of approval plans by suppliers.

The Library's **Reconciliation Action Plan** (RAP) continues to guide its Indigenous services and programs. The RAP has been the catalyst for positive enhancement of the Library's collections and services, and to date, many of the Library's defined RAP actions have been achieved. The Library's commitment to building relationships, strengthening respect and creating opportunities for Indigenous Australians is reflected in our participation in a number of events. At the NAIDOC (National Aboriginal and Islander Observance Committee) Week Opening Ceremony in East Perth, the Library hosted an interactive stall allowing families to experience a range of the Library's e-resources and other online information, including different literacy resources, family history guides and health information. Resources from the Better Beginnings program developed specifically to reach remote and culturally isolated families were also available for families on the day. For the 2010 Indigenous Literacy Day, a range of workshops and readings from WA Aboriginal authors and illustrators, including Cheryl Kickett-Tucker and Sally Morgan, were held. This was a joint initiative with Fremantle Arts Centre Press, the Art Gallery of WA and the Western Australian Museum.

"Over the past 12 years I have been working on a number of projects – the State Library has been of enormous help for my research."

feedback from a client

1.3 Raising the profile of the library as a trusted custodian of precious community stories

Exhibitions telling Stories

Exhibitions are developed to showcase the Library's collections and the stories they tell for the community to explore, understand and appreciate the State's cultural heritage. In 2010-11 several important exhibitions used these resources to tell the story of families or groups from the wider community, including the Durack exhibition depicting that family's influence on the State's history; Vite Italiane, telling the story of Italian migrants to Western Australia; and Mapping Memory showing a family's history through major events.

1.4 Encouraging people to develop and contribute their stories to enrich our collection

Community Liaison position

A specialist position of Community Liaison was created to proactively engage with the community and encourage individuals and groups to contribute their stories and collections. Their work includes talking to potential donors, including ethnic, community and professional groups; delving into the stories that go with a donated collection to find out the biographical details and other memories that enhance a donation; and commissioning oral histories to ensure that these memories are not lost.

The Library of Nearly Lost Moments was created in partnership with the Awesome International Arts Festival and ran from November 2010 to February 2011. This interactive exhibition invited the public to share their own stories and memories and displayed some of the Library's extensive collection of ephemera. The ephemera exhibited showed that everyday items, such as ration cards, wine licences and student registers, reveal stories not captured in history books; moments that make up our lives which would otherwise be lost. Visitors to the exhibition were invited to leave something behind writing a short description, and bundling it with the item into a cellophane bag. The resulting collection of stories and items is being reviewed and some will be added to the collection.

PRIORITY AREA 2

We will enrich client experiences by:

2.1 Understanding and responding to the needs of library clients and the wider community

Surveying our Clients

A client survey was conducted in June 2011 to gather feedback on our services and facilities. Overall client satisfaction levels remained high with a figure of 91% recorded for this area. Customer perceptions of staff friendliness (89%) and staff knowledge (85%) also remained high.

The Library's public computer services are very popular and are heavily used by clients with a satisfaction rate of 87%. Other areas to record high levels of satisfaction include the general study areas, the Leah Jane Cohen Reading Room and the Exhibition Area.

Online surveys were also used to ask clients specifically about their use of the Library's online catalogue and website. The online survey format provided feedback about the Library's online presence, what clients are using, what they are not using, and how the website and catalogue can be improved. There was a high response rate to the survey and the results, when analysed, will inform and improve the Library's online services.

Connecting with our Clients

The Library is always looking at ways to engage with its clients and provide more targeted services. With the increased delivery of online services, the requirement for clients to be registered so that they can interact with Library systems has become more important. In order to make registration easier, in November 2010, a new online patron registration system went live, enabling clients to register from home to become members of the Library. Once registered, clients are able to use their library card to retrieve materials from stack areas, borrow items from the library and access e-resources from home. With the same card they can book a computer or add value to it enabling them to use the copying and printing services. From January to June 2011, 5051 clients joined the library to access Library services.

Borrow Direct

Borrow Direct, a service enabling clients to borrow items that previously would only have been available on inter-library loan, commenced in January 2011. To implement this new service, the operation of all public lending services was centralised at the Welcome Desk on the ground floor. There has been a steady increase in usage and in six months, 14,915 items were loaned to clients, with loans increasing 20.5% between April and May 2011. When comparing loans with the same period last year there has been a 73% increase.

2.2 Constantly improving our presence in the digital environment

Visits to our Website

The website continued to be well used with a 3% increase in visits recorded in 2010-11, and with people lingering to register over 2.4 million page views.

Expanding the Library's virtual presence and providing more services, collections and products available through the web continues to be a key priority in service delivery.

AskNow!

For many years the Library participated in the AskNow! online reference service, a collaborative real-time chat service provided by Australia's national and state libraries, and accessible throughout Australia. This has been a popular and valued service, but there was a notable decline in usage over recent years.

A review into this national collaboration service was undertaken and a decision made to discontinue the service from 17 December 2010. Instead of a one-to-one service the libraries will work towards improving assistance to clients through a one-to-many approach to the delivery of online reference services including improved online information guides and community participation in the reference process through functions such as tagging.

AskUs

AskUs, the Library's email reference service, provides another online avenue for clients to obtain information on services, collections and resources. Nearly 1400 email reference enquiries of varying complexity were handled by this service demonstrating West Australians' wide ranging interests – from details of an attempted crossing of Australia by an RAAF crew in a hot air balloon in the late 1960's, to information on a variety of "missing" Laurel and Hardy films, to requests for photos of people, landscapes, events and buildings.

Using Social Networking to connect to clients

The Library's Facebook page has become a valuable tool for the promotion of events, activities and collection materials. Now linked to the Library's blog, which provides more detailed information about events and collections, the Facebook page allows the Library to engage in a dialogue with clients and respond to comments and queries as appropriate. A Twitter account has also been established to raise awareness of events and provide commentary about events in which the Library is involved, for example #libraryhack and #xmedialab. It has also proved useful to send out short urgent messages about network outages, and to respond to questions from followers.

"We needed somewhere safe to pass an hour so we came to 'The Place', and had a wonderful time! So great, that it was hard to leave."

from the Visitors' Book , The Place

Improved 'discovery' of resources

To improve the discovery of Western Australian resources throughout Australia, the State Library's resources are included in Libraries Australia (the national online catalogue). This reporting allows all these resources to be indexed by internet search engines such as Google. To ensure that all resources are included, and accurate, the Library is joining with the National Library of Australia to refresh these holdings by the removal of all old data and the provision of up-to-date files.

2.3 Ensuring regular training in collection knowledge, information literacy and library matters so that clients receive a superior service and the library maintains its specialist knowledge

Staff Training

Front line staff received training in a range of areas to ensure clients receive the best level of service possible. In 2010-11 staff undertook courses in people management, cultural awareness, and new technologies being employed by the Library.

There have been opportunities for staff to attend and contribute to seminars and conferences locally, nationally and internationally. These are an essential part of maintaining and contributing to their professional knowledge as well as keeping up to date with trends in the information industry and fostering best practice in service delivery.

Education Programs

Supporting formal education by engaging students with the Library's collection is a core role for the Library. A range of educational programs for pre-primary, primary and secondary students are offered, facilitated by the Library's qualified and experienced Education Officers. Fifty-seven curriculum-based programs were delivered to nearly 1950 students.

The Library also provides professional development sessions for teachers and other educators. Two sessions about the State Library's resources were developed and delivered with the Library's portfolio organisations in the Cultural Centre, and a special conference session for members of the History Teachers' Association of Western Australia was held in response to the inclusion of history to the new national curriculum.

Preservation Skills Workshops

Training and tours for students and the public on handling, preventative maintenance, preservation and digitisation of unique and valuable items were provided. A public lecture was also held on the conservation treatment carried out on the items displayed in the Durack Dynasty Exhibition.

2.4 Maintaining a welcoming building, suited to the needs of its clients, collections and services

Access to information technology

The refurbished area on the ground floor of the Library, the Discovery Lounge, continues to be heavily used by members of the Western Australian community and clients continue to respond favourably to the services provided (81%).

Over 100 PCs are available for clients throughout the building and they continue to be popular. Usage data shows that the 20 minute express terminals are used to 63% of capacity with the bookable terminals at 46% capacity. The PC booking system recorded a 69% satisfaction rate and the Library's Welcome Desk received a 81% satisfaction rating.

New technologies such as touch screen service points to enable clients to request assistance as and when it is required were introduced this year.

The Place

Since opening two years ago, The Place, a dedicated space on the mezzanine floor for children and families, has gone from strength to strength. With so much to occupy visitors, from puppets, dress-ups, jigsaws and e-resources, as well as the wide selection of books, it is frequently difficult for parents and carers to persuade children to leave!

"I just wanted to pass on how grateful I am that 'The Place' exists – it is truly a haven of safe, child-friendly fun in the city, totally unique and just so comfortable and entertaining."

from the Visitors' Book , The Place

Events and activities are scheduled frequently in The Place. Weekly Wednesday Storytime attracted a growing and regular audience of parents, carers and young children, and free school holiday activities were very popular, with topics linked to original illustrations from the Peter Williams collection exhibited in the area, or a featured book or author. A highlight was the celebration to acknowledge Dianne Wolfer's generous donation of manuscripts.

The 'Books Moo-ve Me Cow', which features local children's books and was painted by Western Australian members of the Society of Children's Book Writers and Illustrators, was positioned at the entrance to The Place for the past year. It has attracted many children and families, leading clients to discover the many resources and activities available. The Cow was also featured as part of a Telethon 2010 cheque handover filmed at the State Library, and as an ABC Online story, providing increased promotional activity for The Place.

The cow with the authors and illustrators who are featured on the cow

Storing our collections

The first phase of projects to progress the findings from the report on Collection Measurement and Storage at the State Library of Western Australia is being implemented. This report highlighted that the Library's current collection storage facility for its extensive and valuable collections is almost at capacity. The key projects identified to implement the report will have immediate benefits by making better use of existing storage spaces. They will also create automatic flow on effects including merging collections into one logical sequence, with consistent collection sequence direction, and storage standards across the library.

"The access to computer and internet is a much needed service that is lacking in the CBD."

from the Visitors' Book

PRIORITY AREA 3

We will make our collections more accessible by:

3.1 Developing a digitisation strategy which is regularly updated

Digitising significant Western Australian heritage material ensures increased access to, and preservation of the Library's valuable collection. Researchers throughout Australia, and indeed the rest of the world, can have access to relatively scarce, and in some cases physically vulnerable materials, in a way not previously possible. Following the purchase and installation of additional equipment in 2009-10, 41,549 digital images were created during 2010-11, an increase of 76%.

Some of the items digitised in this year's program were:

- a collection of various WA food and drink labels;
- *the Journal of Paul Joseph Gaimard* 1817-1819;
- the *Case of the people of Western Australia: in support of their desire to withdraw from the Commonwealth of Australia*...(1934);
- Journals of several expeditions made in Western Australia during the years 1829-1832, under the sanction of the governor, Sir James Stirling...(1833);
- *The History of the north west of Australia: embracing Kimberley, Gascoyne and Murchison districts* (1915);
- *Western Australia's centenary 1829-1929*...(1929);
- *Australia's fighting sons of the Empire: portraits and biographies of Australians in the Great War* (1920);
- *The Catalpa expedition* (1897);
- *Fremantle Boys' School Magazine* 1914, 1935–37;
- *Perth Boys' School Magazine* 1913-1916, 1933–34;
- the Ron Elsegood collection of lantern slides on early WA in the 1900's; and
- the Portman collections of photographs on various WA missions 1950–59.

In addition, microfilm reels of the *Geraldton Guardian* (1906-–50), *Albany Advertiser* (1897-1950), *Inquirer: A Western Australian Journal of Polities & Literature* (1840–55), *Inquirer & Commercial News* (1855-1901), were supplied for digitisation to make them accessible online via the Australian Newspapers site.

http://newspapers.nla.gov.au

Oral History Records Rescue Group Project

The Library has partnered with the **Oral History Records Rescue Group** (OHRRG) to digitise approximately 50% of the Library's oral history collection. An initiative of the Friends of Battye Library Inc, in collaboration with the **Oral History Association of Australia** (WA Branch), the project has been funded by Lotterywest with support from the State Library. The move to a digital format will improve access and preserve the original voices for future generations.

The project will preserve 7,500 hours of oral history interviews, with 200 voices made available online, and will ensure the preservation of this significant collection, which is held in a now redundant format – cassette tapes. Selection of the oral history interviews for digitisation was done by the OHRRG working group in collaboration with Library staff. Since the project commenced in December 2010 over 1,420 hours (552 interviews) have been digitised for preservation.

Two purpose built sound studios were constructed and equipped with specialised digital sound equipment from Germany funded by the **Leah Jane Cohen Bequest** to provide a top-class facility for the Library to digitise sound recordings to a high standard and to build capacity for the digitisation of sound in the future. The recruitment and training of staff for this project will also build the skill capability.

This project has brought into focus the importance of ensuring that information about copyright owners and permissions are included in agreements when items are donated to the Library so that there are clear guidelines about how collections can be used.

Western Australian Biographical Index

In late 2010 the Friends of Battye Library approved a generous grant from the Sholl Bequest to assist the State Library in digitising the Western Australian Biographical Index (WABI) cards, and creating an enhanced user search function that will

Audio technician Kim Lofts working in the new sound studios

improve accessibility. The cards provide a valuable summary of the information relating to settlers arriving before 1914, including where they lived and worked, and their occupation.

Digital Image Service

This service provides reproductions of digital images from collections and has remained consistently popular with our clients. A total of 2146 digital image reproductions were made available through the public order service in 2010-11.

Microfilming Program

Over 160,000 pages of Western Australian newspapers were microfilmed including the *Avon Argus, Sunday Times, West Australian, Blackwood-Warren Sentinel, Bunbury Herald and Blackwood Express, Reformer, Southern Districts Advocate* and *Local Option Advocate*.

In addition, special projects were undertaken with external funding to microfilm the *Listening Post* (1921-2006), *The Post* (1991), and the *Southern Districts Advocate* (1913-1936).

3.2 Making our catalogue and other finding tools easier to use

Searchable Lists of Original Materials

Finding individual items or subjects within a large collection of original materials such as archives, oral histories or photographs can be time consuming. One of the projects in the National and State Libraries Australasia (NSLA) Re-imagining Libraries Program was to investigate the issues involved in making the lists that describe collections searchable online at the national level, and to recommend models for converting the lists for this purpose. In Western Australia one of the 'List' project models is being used to quickly process uncatalogued photographic collections and some oral histories awaiting cataloguing.

Presentation of our digital resources via the Online Catalogue

To improve the navigation and presentation of digital resources within the online catalogue, the display of images was enhanced to allow easier movement between images in a collection, view more detail using a 'zoom' function, and encouragement for users to add comments or additional information to individual images. Capturing community comment has enabled the Library to add information that was previously unknown, correct misinformation and provide a different perspective to images and so enrich the story being told.

3.3 Capturing and preserving 'born digital' material

Digital Asset Management

Les Tucker, Imaging Officer using the Hasselblad Multi Shot Digital Camera

The **S**tate **L**ibrary's **L**imber and **U**seful **R**eformatting **A**pplication (SLURP) continues to drive the Library's presence in the virtual world of information. This application enables digital versions of unique collection items such as photographs and diaries to be quickly made available to the public through the database. Enhancements were undertaken to realise workflow efficiencies and improve access to digital resources that were digitally reformatted or born digital. Unrestricted images are now available to the public through social media such as Facebook and Twitter providing opportunities for these collection images to be used in new and exciting ways.

PANDORA

The Library's commitment to Pandora, the national digital archive dedicated to the preservation of and long term access to significant Australian online electronic resources, saw over 349 Western Australian websites archived during the year. These included:

- The website of award winning Western Australian landscape photographer Christian Fletcher
  http://nla.gov.au/nla.arc-123174
- The West Australian Music Industry Association
  http://nla.gov.au/nla.arc-125621
- WAITOC : Western Australian Indigenous Tourism Operators
  http://nla.gov.au/nla.arc-126251
- WA TV History – an unofficial site maintained by past and present staff of TVW, commemorating over 50 years of television in Western Australia.
  http://nla.gov.au/nla.arc-94741

With the introduction of national registration for health practitioners, the websites of the Chiropractors, Optometrists, Podiatrists and Psychologists Registration Boards, the Nurses and Midwives Board, and Dental Board of Western Australia were decommissioned, and their content, which is very significant for both historical and medico-legal reasons, preserved to Pandora.

3.4 Ensuring clients are aware of our collections and services

James Sykes Battye Memorial Fellow

The **James Sykes Battye Memorial Fellow** promotes the Battye Library as a centre of original Western Australian research and scholarship, and encourages the use of its unique collections for research, publication and discussion.

Dr Jane Davis is the second James Sykes Battye Memorial Fellow. Her project, *Longing or Belonging? Finding Home in Colonial Western Australia*, challenges the widely held assumptions about settlers and the Australian environment. To date, Dr Davis has undertaken extensive research into a number of colonists who settled in the south-west between 1829 and 1907, and has presented the extent to which they developed a sense of home and belonging through their relationships with the landscape in a beautifully depicted multimedia website. The website www.slwa.wa.gov.au/findinghome profiles library resources and is a useful starting point for those interested in Western Australia's colonial past and the environment. Dr Davis has also presented a number of public talks, sharing her research, methodology and findings.

Libraryhack

The State Library of Western Australia joined other state and territory libraries in **Libraryhack**, a national mashup and apps competition aimed at encouraging the creative and innovative re-use of library data and digital content. Each library made some of their digital collections and data freely available for the competition to expose these collections to new audiences.

To engender interest in the National Libraryhack Competition, the Library hosted its first Day of "Hack" in April. The event brought together a diverse mix of people, including technical experts, coders and those just interested in learning more about "mashups". Speakers included Myles Eftos (President of the Australian Web Industry Association) on Yahoo Pipes, Darren Mottolini (from Landgate) on SLIP, and Steven Miles and Nick Cowie (from the State Library) on projects with library data including creating research tools for the Police Gazettes and overlaying "then" and "now" photographs with Google maps. The final session explored what participants want from libraries in terms of data.

Vite Italiane Exhibition

An exhibition which highlighted the contribution of Italian immigrants to Western Australia was held from October 2010 to January 2011. **Vite Italiane** demonstrated the importance of oral history as a key tool for documenting the State's heritage. A season of films in the Italian language was shown in the State Library Theatre to complement the exhibition.

In a successful collaboration with the University of Western Australia Press, the State Library hosted the book launch of the accompanying publication, an event enlivened by Le Gioie Delle Donne (The Joys of the Women), a unique, authentic women's choir singing Italian folk songs.

The Library of Nearly Lost Moments

From November 2010 to February 2011 the State Library presented the **Library of Nearly Lost Moments** interactive exhibition in partnership with the Awesome International Arts Festival. It inspired members of the public to rummage through bags, pencil cases and pockets to share and capture a moment almost lost in time. Over 400 items and their stories were captured. The eclectic selection of ephemera included train tickets that inspired memories of happy travels, a ring from relationships past, a tea bag for all occasions, a pair of 3D glasses from two young women determined to change the world, and a beautiful badge created in 1986 as part of the 150th Bunbury bicentenary celebrations. More than 600 school students visited the exhibition and many new and contemporary items were added to the Library's extensive ephemera collection.

Western Australian Press Photographer of the Year Awards

From 26 February to 3 April 2011 the Library hosted the annual Western Australian Press Photographer of the Year Awards exhibition which showcased the talents of press photographers from metropolitan and regional newspapers around the State.

Le Gioie Delle Donne performing at the launch of the Vite Italiane Italian Lives exhibition

Guests viewing the World War 1 display at the opening of the Mapping Memory exhibition

Mapping Memory

From 9 April to 10 July 2011 the State Library hosted a joint exhibition with the Royal Western Australian Historical Society called **Mapping Memory: an exhibition exploring history, place and identity**. Textile artist Wendy Lugg created paths from the past to the present. The exhibition featured artefacts, maps, ephemera and documents from the historical collections of both organisations, and was based around family history and memory. Associated activities were planned to coincide with the exhibition, including a session on how to preserve your family photos, an evening film series of Western Australian movies, and a talk by the Library's Battye Fellow, Dr Jane Davis.

National Family History Week 2010

National Family History Week, held in August 2010, encompassed four days of tours, training, seminars and workshops including sixteen presentations - six by Library staff promoting the Library's services and specialist databases, and ten from invited speakers including professional historians and genealogists.

Tours

Scheduled and specific tours attracted a variety of student and community groups throughout the year. Introductory tours of the building and its facilities and services were provided for groups as diverse as the Australian College of Beauty Therapy, University of the Third Age, students of English as a Second Language, and the WA Guild of Craft Bookbinders. Particularly popular were behind-the-scenes tours of the conservation and preservation laboratories, and the regular Tuesday lunchtime tour **Maps, Music, Microfilm and More**.

At the State Library Newsletter

There were six editions of the **At the State Library Newsletter** with information on exhibitions, tours, events, programs and acquisitions. The Newsletter's readership found regular features on The Place, discard book sale dates, online resources and Borrow Direct. The newsletter is distributed to metropolitan public libraries and selected regional centres, and is also available within the Library and on the Library's website.
http://www.slwa.wa.gov.au/whats_on/newsletter

Accessing Electronic Resources from Home

A new development this year was increased remote access to the Library's digital information. Registered Library clients can now connect to a selection of databases and electronic resources, previously only available from within the Library, from anywhere with internet access. Searches can be undertaken for information and articles in online journals, magazines, e-books, or current and historical newspapers. An example of content available is the Berg Fashion Library which is the authority on world dress and fashion throughout history and provides integrated text and images on this subject.

"I was very impressed by the range of children's books (reasonably priced) and by the range of natural (Western Australian specific) history publications – they can be difficult to find in the state."

feedback from a customer of the State Library Shop

PRIORITY AREA 4

We will develop partnerships and community connections by:

4.1 Raising our profile and awareness in the private sector, community groups, government agencies and individuals as a cultural partner for mutual benefit

Volunteers

Implementation of the Library's Volunteer Policy continued with the completion of a successful trial that saw twelve student volunteers recruited to assist in the delivery of education programs. The Library welcomed 117 volunteers this year with the number and demographic of volunteers attracted by the Library increasing and broadening.

Volunteers undertook over 8300 hours of work during the year (a 27.7% increase), which assisted the Library in the delivery of programs and in improving access to collections.

State Library Shop

The State Library Shop continued its profitability through the sale of new stock, predominantly relating to Western Australia and family history research, as well as the provision of discarded public library stock. An expanded range of giftware, much of it sourced in WA, has also proven popular. The Shop continued its support and promotion of Western Australian literature, authors and publishers through displaying their books and supplying stock for events, book launches and exhibitions. This had the additional benefit of raising the Shop's profile as a niche supplier of Western Australian books. The range of children's literature available increased and is tailored to support the Library's literacy programs and as a source of quality books for the children and their carers visiting The Place. Seven Discard Book sales were held during the year, providing opportunities for clients to purchase from a wider range of books.

Displaying Children's Creativity

The Library continued its relationship with The West Australian newspaper's feature Newspapers in Education and the **Make it with Newspaper** competition. A teacher's workshop was held at the Library to promote the competition and the winning sculptures attracted many visitors when they were displayed during the summer school holidays. The Place also attracted primary students during May when Funny Sculptures from five participating primary schools were displayed as part of the Wild West Comedy Festival 2011.

Children's author Geoff Havell entertains children at the announcement of the winners in the Make it with Newspapers competition.

Perth International Arts Festival Writers' Festival

In conjunction with the Perth International Arts Festival Writers' Festival, the Library hosted a research and writing workshop with authors Amanda Curtin and Mark Greenwood who shared stories of how they had used the collections and resources of the State Library to inspire their published work. The Library also participated in the Writers' Festival Family Day for the fourth consecutive year. Held in the grounds of the University of Western Australia, Better Beginnings staff conducted rhyme and story sessions, demonstrated e-books and made hot-dog books with hundreds of children and their parents.

Western Australian Genealogical Society (Inc.)

The Western Australian Genealogical Society (Inc.) continued to be a valuable partner providing volunteers to offer research advice to family history researchers within the Library. In addition they made available several experienced indexers to work on the Western Australian Biographical Index to make it searchable online.

State Library of Western Australia Foundation

The State Library of Western Australia Foundation aims to raise the profile of the Library in the community, develop corporate partnerships, leverage trusts and foundations and raise funds to support the work of the Library. Since its establishment in November 2009, the Foundation has raised $1.2 million in-kind and cash for Library projects including two philanthropic grants to support National Year of Reading in 2012, and Lotterywest support for the "Our Page in History" community history portal. Major sponsorship for the Spelling Bee, a very popular online spelling competition for WA school students in years 5 & 6 and 7 & 8, was raised from Kinetic Education and *The West Australian* newspaper.

The Foundation continues to be a leader in the sector and in November 2010 won three Museum Australia Design Awards including best Fundraising appeal. They continue to build their capacity and have become the first Library Foundation to:

- accept online donations;
- have formal Codicil and Bequest documents available online;
- run an In-Memoriam campaign (for the Kay Poustie Scholarship); and
- have its own website and separate URL with E-commerce capability.

4.2 Working with other libraries to promote the role of libraries in democratic societies

Re-imagining Libraries

The Library continued its work to deliver new opportunities in service delivery for clients across Australia through the work it has undertaken in conjunction with its National and State Libraries Australasia (NSLA) partners on the nine projects at the heart of the five year national strategic plan Re-Imagining Libraries (2008).

Dr N Varaprasad, CEO of the Singapore Library Board and Margaret Allen exchange gifts

The **Collaborative Collections Project** worked towards the provision of a core set of electronic resources to all Australians through NSLA libraries. Work is also being undertaken to develop a collaborative framework using a distributed repository model to rationalise print reference material and realise storage efficiencies. This is connected to the **Delivery Project** that will see direct delivery of library resources to home or desktop, by request regardless of location. Its aim is to enable users to have improved choice about how, when and where they get content through NSLA libraries.

Do It Now Project was completed in March having developed new positive copyright messages to inform users about what and how they can use collections held by NSLA libraries. In addition, a copyright algorithm was released which provides assistance to identify the copyright status of collection materials. The Library is working to improve information about copyright on its website and clarify the copyright status of library collections.

Changing Capability and Culture Project was completed in July 2010 with a Statement of Intent by the participating libraries that will ensure the future needs of clients are met by a focus on collaboration, growing and recruiting a talented workforce, creating an agile culture, and committing to common values.

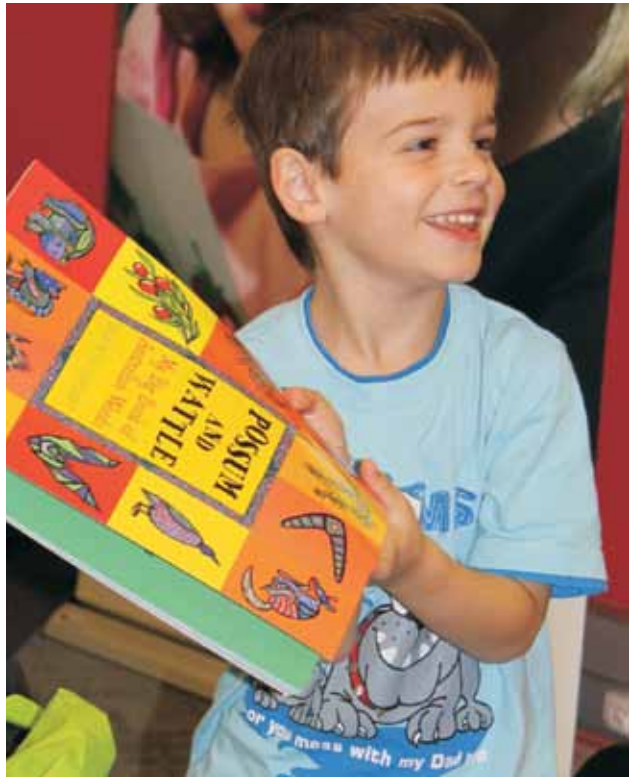
Through the **Virtual Reference Project** NSLA libraries have developed shared principles and guidelines for the delivery of reference services and these have been made available via the NSLA website. Another achievement was the agreement to acquire a shared client enquiry management system so that each library has the opportunity to collect and analyse client enquiries relating to its jurisdiction.

Services to Public Libraries

Services to public libraries continue to be a priority for the State Library, especially in rural and remote Western Australia. Training is provided to public library staff in rural areas via a web-conferencing application, enabling them to receive training without the need to visit Perth, with training for local public library staff provided in-house. The Public Libraries Online website, launched in 2009-10, has developed into a valuable communication resource between the State Library and public libraries throughout the State.

Singapore Study Tour

Interest in Singapore's innovative library services was raised following a seminar in early 2010 which featured Dr N Varaprasad, CEO of the Singapore Library Board. The State Library of Western Australia arranged a successful Study Tour to Singapore for September 2010 to allow librarians to see these developments for themselves. The tour group included participants from Western Australia, South Australia and Victoria, and was a mix of State and local government library staff. A very busy program of visits to major library services in Singapore was arranged.



Better Beginnings

- **29,000 reading packs to families of new born babies.**
- **Every public library in the State (233) participating.**
- **17,500 reading packs to children in kindergarten and pre-school**
- **206 schools in 49 local governments participating.**
- **30 remote communities participating.**

4.3 Working with partners on programs that promote literacy and information literacy

Better Beginnings Family Literacy Program

In 2010-11, Better Beginnings has continued to extend its support for Western Australian families to provide positive home literacy practices. With a four year commitment from the State Government, including funds from the Royalties for Regions program, as well as a continuation of the important partnership between the Library and Rio Tinto, the birth to five year old program has grown to reach over 45,000 families throughout the year.

The longitudinal evaluation of the Program continues to show that it is having a positive impact on early literacy practices in the home, with participants reporting that it contributes to their confidence and the regularity with which they share books with their children. Evidence from the evaluation also showed the need for targeted strategies for Indigenous and culturally diverse families.

Building on the successful pilot of the Indigenous program last year, 30 remote communities are now participating to sustain engagement with parents over a two year period. The program provides families and communities with resources to use with their children as well as opportunities for interaction between parents and children to provide critical home literacy practices that vastly improve their children's life quality and expectation.

Another initiative is a partnership with Kids' Own Publishing to deliver a community writing and publishing program with children and families to build readers for the future. This program aims to empower culturally and linguistically diverse families, and Indigenous communities, to create and publish their own stories through creative cross-sector partnerships with artists. The initiative harnesses digital print technology with a community cultural development approach to produce cost effective, culturally appropriate books for children. This was successfully piloted in Armadale and Katanning this year and will continue in 2011-12.

Research and development work for two new literacy programs for children aged from six to nine and adults have been completed. READ! Anytime, Anywhere, Anyhow has been developed as a two pronged literacy and reading program for adults to promote reading, strengthen and build family reading and literacy skills, and encourage emerging readers to have the confidence to further explore reading. The six to nine year old program will promote reading for pleasure to develop, strengthen and build family reading and literacy skills and encourage children to read independently and explore reading in its many formats. Both programs will be piloted in 2011-12.

Closing the Gap

- **22 indigenous communities received training**
- **155 people received training**

Closing the Gap

The Library continues its three year commitment to the Remote Indigenous Public Internet Access (Closing the Gap) program, an Australian Government initiative which provides technology and training to remote Indigenous communities in Western Australia. Under this national partnership agreement, the Library continues to develop and deliver tailored computer and information literacy training to a number of communities participating in the program.

In 2010-11, training was offered to a further 20 communities throughout Western Australia, and the Library continues to take this opportunity to digitally repatriate images of significance to the communities as part of the training.

PRIORITY AREA 5

We will enhance the public library network by:

5.1 Working with representative bodies and the Western Australian Local Government Association (WALGA) to implement the Public Library Structural Reform Project as a matter of priority

Framework Agreement

The second **Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia** has now been in place a full year. This Agreement sets out a shared vision for Western Australia's public library service as a sustainable and responsive network of vibrant and connected public libraries, and establishes a process for joint decision making between the State government and local governments in the future.

A joint steering group, the **Strategic Library Partnership Agreement Steering Committee** (SLPASC), continues to drive and develop strategic directions and opportunities for public library services in Western Australia.

Structural Reform of Public Library Services

Implementation of structural reform recommendations for Western Australian public library services continued during the year. Achievements included:

- development and implementation of a new funding allocation model based upon demand and disadvantage criteria;
- review of the collection of statistical information;
- endorsement of a revised regional model for service delivery; and
- review of financial aspects associated the possible transfer of library materials from the State Government to local governments.

The top ten reform priorities were reassessed by SLPASC in December 2010 with four priorities identified for further work:

- development of a strategic and collaborative approach to the development of literacy and learning communities;
- develop a strategic approach to the delivery of library services to Indigenous communities;
- review of the current exchange system; and
- endorsement of a new Funding Arrangement and local level agreements between the Library Board of Western Australia and local governments

Supplier Direct

Supplier Direct is a major business improvement whereby library suppliers deliver shelf-ready library materials direct to public libraries instead of the processing and delivery being undertaken by the State Library. This change to the Library's operational model began in January 2011, providing more expedient delivery of new library materials to public libraries and reducing the delivery time 90% (from 41 to 4 days). With an annual program of more than 300,000 new library materials requiring delivery to public libraries each year, this project has changed many processes and enabled the Library to reassign some staff to other sections of the Library.

Document Delivery

The Document Delivery Service enables people throughout the State to access over 3 million items from the statewide collection, as well as books and journal articles from around Australia and overseas. In the last financial year libraries around the State generated 325,599 incoming requests and 264,617 outgoing requests. In addition, 14,960 requests for loans from the State Library collections or external libraries were satisfied, compared with 16,103 requests for the same period last year. This decrease may be due to the implementation of the Borrow Direct service in January 2011 whereby clients can borrow items directly from State Library rather than placing a request at their local public library.

Two working groups exist to drive document delivery statewide, demonstrating the partnership that exists between public libraries and the State Library. The Interlibrary Resource Sharing Group focuses on improving the speed and efficiency of the inter-library loan service through continuous improvement, and at a strategic level ensure the inter-library loan management system is used to its full potential. Another group works at a more operational level and ensure the continual flow of materials.

5.2 Advocating for the key role libraries play in sustaining education, lifelong learning, information literacy and general well-being

The State Library continued to advocate on behalf of the library profession and the Western Australian library sector with submissions to federal enquiries through membership of National and State Libraries Australasia (NSLA) and the Australian Library and Information Association (ALIA). As one of the largest purchasers of books in Australia, the Library also provided a submission to the Book Industry Strategy Group which was exploring changes to the use, production and distribution of printed books and new digital book technologies. Staff also participated in the Supply Chain Workshop in Perth as part of this Enquiry.

Another key area of advocacy was for the acceptance by governments and the library profession for 2012 to be recognised as the National Year of Reading. This important initiative addresses the 46% of the Australian population who are functionally illiterate i.e. they struggle to meet the most basic literacy skills required to function in everyday life and work.

Significant Issues and Trends Impacting the Agency

Building Infrastructure

With the planned redevelopment of the Perth Cultural Centre precinct, it is timely to consider the service delivery needs of the Library to 2020 and beyond. Recent upgrades to facilities have been welcomed by clients, however they highlight the significant deficiencies in other areas of the building.

- There is clear customer demand for a museum quality exhibition space to exhibit unique and fragile heritage items and support travelling exhibitions.
- Existing storage facilities are no longer considered best practice for the preservation of collections of significance.
- There will be a need to expand the Library's digital storage, preservation and delivery capabilities as collection materials become increasingly electronic and require different management, storage and delivery infrastructure.
- Much of the building infrastructure is now over 25 years old, creating a number of critical maintenance issues that compromise client service including the roof, public and staff lifts, air conditioning and lighting systems.

Legislation – Legal Deposit

Western Australia currently lacks vital legal deposit legislation which obliges publishers to deposit copies of their publications in libraries in the State in which they are published. Government departments continue to supply copies of materials under the direction of a Premier's Circular, and print publishers have been generally cooperative and continue to deposit their publications. However many film, music and new media publishers are unaware of the importance of the systematic collection of Western Australia's cultural heritage, and suggested amendments will cover modern formats such as electronic publications. The Library has worked with the Government towards remedying this lack of legislation that continues to be of concern to the community. Once legislation is passed there will be a considerable workload upon the agency to set up systems to receive a wider range of materials and to educate publishers on the need to deposit their materials.

Relationship with Public Libraries

State and local governments have undertaken the provision of public library services in Western Australia since the 1950s and this was strengthened in June 2010 with the signing of a second Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia.

State and local governments in Western Australia are collaborating on implementing the reforms to the statewide public library system recommended in the 2007 report **Structural Reform of Public Library Services in Western Australia**. Many of the reforms will lead to fundamental changes to the model that has been in place, virtually unchanged, since the 1950s but can only be successfully implemented through a cooperative approach. The challenge for the State Library, and local governments, is to work together to create a better, contemporary public library system for the community.

Rights in the Digital World

Increased digitisation efforts aimed at opening access to unique material has created a disconnect between those digitising and those who have created or own the material. Creators have the right to economic gain for their efforts if they desire. The dilemma for libraries is how to offer digital access to material whilst remaining true to the rights of creators. The Library is examining Creative Commons licensing, which protects copyright but allows access to created materials.

For unique material, determining these rights and who owns them can be difficult for libraries, particularly if these were not clarified at the time of acquiring collection material. Orphan works, those items where copyright ownership is unclear or unknown, pose even greater difficulties. A position statement dealing with orphan works, **Reasonable Search for Orphan Works**, has been developed by National and State Libraries Australasia (NSLA) as part of its Re-imagining Libraries strategy. The Library assisted in the development of this statement and endorsed the approach that will assist all libraries involved in dealing with orphan works.

The Library will keep a watching brief, appropriately support and participate in national efforts to resolve this conflict through both ALIA and NSLA and take a risk approach to providing access to uniquely Western Australian documentary heritage.

E-Books

Estimates of the rate of change to digital publishing vary, with conservative estimates indicating that by 2020, only 25% of all titles worldwide will be published in print form alone, with 75% being only available digitally, or in both digital and print form. Changes in digital delivery have already impacted on other industries – film, newspapers, music and broadcasting – and the e-book momentum is impacting libraries.

Drivers for change are:

- technology and the emergence of portable readers, be they specific e-book readers or mobile communication devices such as smart phones;
- client preferences for easy and efficient ways to access content how and when they want it;
- the emergence of vast stores of scholarly and older books available for viewing, open access scholarly publications and direct links to authors and publishers via the web.

There are many business models for libraries to provide access to e-books, however there has been little progress to date within public libraries in Western Australia. The State Library predominantly provides electronic reference material, but will look to expanding this in the near future. Significant funding has been allocated to the purchase of e-books, and the development of a tender for e-book supply in the coming year will ensure this.

Changing Service Model

The increased computer literacy of our clients continues to place ever increasing demands on the services provided by the Library. The library will soon be catering to a generation of clients that have never known a world without the Internet. With easy access to freely available sophisticated search tools, these clients are likely to access online information resources and carry out their own research, preferring to use digital media with little need to see the original items, and little need or desire to visit the physical library. At the same time, it is likely that the 'traditional reader', though depleted in numbers, will still need to be catered for.

In line with other national and state libraries, reference collections continue to be reshaped to `digital preferred'. This provides many benefits including easy searching, multiple concurrent users, accessibility outside the library building, no shelving space required and provision of usage statistics. However not all resources are available electronically, they are often more expensive than print because of their wide accessibility, and there is still some community expectation that reference material is provided in hard copy. Familiarity and promotion are key factors which can influence usage of these resources.

For the library to remain relevant, it will need to anticipate the interests, demands and expectations of various age ranges of its clients in a way never before experienced. Libraries will increasingly need to provide expertise in whatever setting clients choose in the future.

The Community Helping Us

Libraries are part of an interconnected community and would not be able to deliver the programs and services required without the support of our partners. These partners may be other libraries, government agencies, private companies or other community organisations. They provide expertise and assistance, access to networks, funding and in-kind support, volunteers, donations of material and lobbying.

Building relationships will become important with a rise in complex frameworks of institutional partnerships. Long lasting relationships need to be built over many years, with resources allocated to maintaining the relationship so that both parties get benefits. Having staff with relationship building skills will be very important in the library of the future.

Financial Statements - Deficit for 2010-2011

The deficit of $1.909 million (2010: $4.959 million) is mainly attributable to the following:

- Shortfall in depreciation funding of $1.535 million (2010: $3.035 million) between the budget allocation of $10.949 million (2010: $9.804 million) and the actual depreciation charge of $12.484 million (2010: $12.839 million). The depreciation calculation is based on the accounting policy of the Library and the shortfall in depreciation funding is largely attributable to the calculation of the library collections amortisation and buildings depreciation. The amortisation of the library collections is affected by year on year variations in public library resource acquisitions made in prior years due to additional funding provided, whilst the depreciation of the library building is affected by the annual revaluation;
- Capital funds of $ 0.477 million (2010: $1.448 million) spent on online serials, building maintenance and minor works items. Capital funds are credited to equity in the balance sheet but when spent on 'expenditure' or 'non-depreciable' items rather than 'assets' they are debited to the income statement rather than the balance sheet.

Trends in Public Library Usage

Libraries have a key role in lifelong learning, literacy improvement and community development as well as facilitating the preservation and improved access to community heritage. In 2011, visiting a public library was the second most frequented arts and cultural activity in Western Australia after the cinema, with 56% of the Western Australian public visiting a pubic library in the last 12 months (slightly higher than in 2010 at 53%)[1]. However, increases in visitor numbers to some public libraries across the state are not being sustained and libraries have the challenge of remaining relevant to the community.

This is the second year in which the State Library has reported data collected from Western Australian public libraries following an agreement between State and local governments to report basic performance related data in time for this report.

An analysis of data received from 106 of the State's 233 public libraries reveals a downward trend in public library usage in 2010-11, with decreases in the number of loans, visitors and memberships. This is at odds with the survey data above and the upward trend for data received for 2008-09 and 2009-10.

	2008-2009	2009-2010
Loans	16,382,377	16,726,254
Visitors	9,336,836	9,977,776
Enquiries	1,049,836	1,226,214
Members	861,321	1,020,563

Changing use patterns

Loans and membership are no longer the main indicator of public library usage as many library patrons visit or use the services of the public library for purposes other than borrowing library materials, including children's storytime sessions, reading online news, participating in library programs and using the internet.

Membership figures were down by 8% for the sample libraries in 2010-11, while the number of library materials borrowed decreased only 2.5% and visitor numbers decreased by a similar amount (3%). This trend may reflect the increasing popularity and accessibility of e-books and other electronic resources which allow library patrons to access high-quality information from their home PC.

Enquiries

Enquiries from public library users saw a 12% increase across the sample in 2010-11 demonstrating that public libraries retain an important role in connecting people with high-quality, relevant content in a fast-paced digital world.

Public libraries' use of social media to handle virtual reference enquiries will continue to make the service more practical and accessible for library users.

The challenge for public librarians continues to be striking the balance between traditional public library services and the ongoing need to engage with new formats and technologies to meet the fast-growing demands for online service delivery.

1. *2011 Arts Monitor report*

State Library
OF WESTERN AUSTRALIA

DISCLOSURES & LEGAL COMPLIANCE

2010–2011

Certification of Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

THE LIBRARY BOARD OF WESTERN AUSTRALIA CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

The accompanying financial statements of the Library Board of Western Australia have been prepared in compliance with provisions of the Financial Management Act 2006 from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2011 and the financial position as at 30 June 2011.

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.

Satvinder Sekhon FCMA, FCPA(K)
Chief Finance Officer
1 SEPTEMBER 2011

Professor Matthew Allen
Chairman
Library Board of Western Australia
1 SEPTEMBER 2011

Dr Margaret Nowak
Member
Library Board of Western Australia
1 SEPTEMBER 2011

Independent Audit Opinion

Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Report on the Financial Statements
I have audited the accounts and financial statements of The Library Board of Western Australia.

The financial statements comprise the Statement of Financial Position as at 30 June 2011, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

Board's Responsibility for the Financial Statements
The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility
As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Board's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion
In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of The Library Board of Western Australia at 30 June 2011 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

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

The Library Board of Western Australia

Report on Controls
I have audited the controls exercised by The Library Board of Western Australia. The Board is responsible for ensuring that adequate control is maintained over the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Board based on my audit conducted in accordance with Australian Auditing Standards.

Opinion
In my opinion, the controls exercised by The Library Board of Western Australia are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions.

Report on the Key Performance Indicators
I have audited the key performance indicators of The Library Board of Western Australia. The Board is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing Standards.

Opinion
In my opinion, the key performance indicators of The Library Board of Western Australia are relevant and appropriate to assist users to assess the Board's performance and fairly represent indicated performance for the year ended 30 June 2011.

Independence
In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and the Australian Auditing Standards, and other relevant ethical requirements.

COLIN MURPHY
AUDITOR GENERAL
2 September 2011

Statement of Comprehensive Income

» FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 $000	2010 $000
COST OF SERVICES			
Expenses			
Employee benefits expense	6	13,291	13,680
Supplies and services	7	3,617	3,934
Depreciation and amortisation expense	8	12,484	12,839
Accommodation expenses	9	1,782	2,013
Grants and subsidies	10	426	470
Cost of sales	13	100	90
Loss on disposal of non-current assets	18	3	-
Other expenses	11	470	64
Total cost of services		**32,173**	**33,090**
Income			
Revenue			
User charges and fees	12	1,354	1,349
Sales	13	135	139
Commonwealth grants and contributions	14	579	617
Interest revenue	15	84	69
Bequest contributions	16	-	9
Other revenue	17	736	609
Total Revenue		**2,888**	**2,792**
Total income other than income from State Government		**2,888**	**2,792**
NET COST OF SERVICES		**29,285**	**30,298**
INCOME FROM STATE GOVERNMENT	19		
Service appropriation		13,431	12,573
Resources received free of charge		13,217	12,766
Royalties for Regions Fund		628	-
Grants and subsidies from State Government		100	-
Total income from State Government		**27,376**	**25,339**
(DEFICIT) FOR THE PERIOD		**(1,909)**	**(4,959)**
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	(2,870)	6,948
Total other comprehensive income		(2,870)	6,948
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		**(4,779)**	**1,989**

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Statement of Financial Position

» FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 $000	2010 $000
ASSETS			
Current Assets			
Cash and cash equivalents	31	5,309	3,247
Restricted cash and cash equivalents	20,31	201	241
Inventories	21	44	39
Receivables	22	462	416
Amounts receivable for services	23	11,190	11,334
Other current assets	24	560	356
Total Current Assets		**17,766**	**15,633**
Non-Current Assets			
Restricted cash and cash equivalents	20,31	1,466	1,466
Amounts receivable for services	23	8,940	10,975
Property, plant and equipment	25	63,356	66,856
Library collections	25	120,307	122,665
Intangible assets	26	-	6
Total Non-Current Assets		**194,069**	**201,968**
TOTAL ASSETS		**211,835**	**217,601**
LIABILITIES			
Current Liabilities			
Payables	28	1,789	1,918
Other current liabilities	29	15	14
Total Current Liabilities		**1,804**	**1,932**
Non-Current Liabilities			
Other non-current liabilities	29	8	7
Total Non-Current Liabilities		8	7
TOTAL LIABILITIES		**1,812**	**1,939**
NET ASSETS		**210,023**	**215,662**
EQUITY	30		
Contributed equity		57,230	58,090
Reserves		100,038	102,908
Accumulated surplus/(deficit)		52,755	54,664
TOTAL EQUITY		**210,023**	**215,662**

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

Statement of Changes In Equity

» FOR THE YEAR ENDED 30 JUNE 2011

	Note	CONTRIBUTED EQUITY	RESERVES	ACCUMULATED SURPLUS/(DEFICIT)	TOTAL EQUITY
		$000	$000	$000	$000
Balance at 1 July 2009	30	53,569	95,960	59,623	209,152
Total comprehensive income for the year		-	6,948	(4,959)	1,989
Transaction with owners in their capacity as owners:					
Capital appropriations		4,521	-	-	4,521
Total		4,521	6,948	(4,959)	6,510
Balance at 30 June 2010		58,090	102,908	54,664	215,662
Balance at 1 July 2010	30	58,090	102,908	54,664	215,662
Total comprehensive income for the year		-	(2,870)	(1,909)	(4,779)
Transaction with owners in their capacity as owners:					
Other contributions by owners		120	-	-	120
Distributions to owners		(980)	-	-	(980)
Total		(860)	(2,870)	(1,909)	(5,639)
Balance at 30 June 2011		57,230	100,038	52,755	210,023

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Statement Of Cash Flows

» FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 $000	2010 $000
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation		4,309	2,884
Capital contributions		120	4,521
Holding account drawdowns		10,949	8,363
Net Cash provided by State Government		15,378	15,768
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(317)	(110)
Supplies and services		(4,544)	(3,510)
Accommodation		(1,779)	(2,127)
Grants and subsidies		(419)	(499)
GST payments on purchases		(1,473)	(1,772)
Other payments		-	(51)
Receipts			
Sale of goods and services		141	139
User charges and fees		1,223	1,307
Commonwealth grants and contributions		579	664
Interest received		89	65
GST receipts on sales		244	213
GST receipts from taxation authority		1,274	1,588
Other receipts		801	537
Net cash (used in) operating activities	31	(4,181)	(3,556)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of non-current physical assets		-	-
Purchase of non-current physical assets		(9,175)	(12,197)
Net cash (used in) investing activities		(9,175)	(12,197)
Net increase/(decrease) in cash and cash equivalents		2,022	15
Cash and cash equivalents at the beginning of period		4,954	4,939
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year		-	-
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	6,976	4,954

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

1 Australian Accounting Standards

General

The Library Board of Western Australia's financial statements for the year ended 30 June 2011 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards" includes Standards and Interpretations issued by the Australian Accounting Standard Board (AASB).

The Library Board of Western Australia (herein after referred to as 'the Library Board') has adopted, where relevant to its operations, new and revised Standards from their operative dates.

Early adoption of standards

The Library Board cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Australian Accounting Standards that have been issued or amended (but not operative) have been early adopted by the Library Board for the annual reporting period ended 30 June 2011.

2 Summary of significant accounting polices

(a) General statement

The financial statements constitute general purpose financial statements which has been prepared in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board 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 Management Act and the Treasurer's instructions are legislative provisions governing the preparation of financial statements and take precedence over the Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

Where modification is required and has a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of buildings, works of art and heritage library collections which have been measured at fair value.

The accounting polices adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest thousand dollars ($'000).

The judgements that have been made in the process of applying the Library Board's accounting polices that have the most significant effect on the amounts recognised in the financial statements are disclosed at note 3 'Judgements made by management in applying accounting polices'.

The key assumptions made concerning the future, and other key sources of estimation uncertainty at the balance sheet date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed at note 4 'Key sources of estimation uncertainty'.

(c) Reporting entity

The reporting entity is The Library Board of Western Australia. No related bodies are recognised.

(d) Contributed equity

AASB interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entitles' requires transfers in the nature of equity contributions to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by Treasurer's instruction (TI) 955 'Contributions by Owners made to Wholly Owned Public Sector Entitles' and have been credited directly to Contributed equity.

Transfer of net assets to/from other agencies are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 30 'Equity'.

(e) Income

Revenue recognition

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership transfer to the purchaser and can be measured reliably.

Provision of services

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

Interest

Revenue is recognised as the Interest accrues.

Service appropriations

Service Appropriations are recognised as revenues at nominal value in the period in which the Library Board gains control of the appropriated funds. The Library Board gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the holding account held at Treasury. (See note 19 'Income from State Government').

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Library Board obtains control over the assets comprising the contributions, usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners 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.

Royalties for Regions funds are recognised as revenue at fair value in the period in which the Authority obtains control over the funds. The Authority obtains control of the funds at the time the funds are deposited into the Authority's bank account.

Gains

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

(f) Property, plant and equipment

Capitalisation/expensing of assets

Items of property, plant and equipment costing $5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment costing less than $5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Initial recognition and measurement

All items of property, plant and equipment are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land, buildings and infrastructure and historical cost for all other property, plant and equipment. Land, buildings and infrastructure are carried at fair value less accumulated depreciation (buildings and infrastructure only) and accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market-based evidence is available, the fair value of buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

In the absence of market-based evidence, fair value of buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Where the fair value of the buildings is determined on the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are restated proportionately.

Buildings are independently valued annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets. Refer to note 25 'Property, plant and equipment' for further information on revaluations.

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment, any revaluation reserve relating to that asset is retained in the asset revaluation reserve.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Asset Revaluation Surplus

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in note 25 'Property, plant and equipment'.

Depreciation

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

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

BUILDINGS	50 YEARS
FURNITURE AND EQUIPMENT	3 TO 10 YEARS
OFFICE EQUIPMENT	3 TO 15 YEARS
SOFTWARE *(a)*	3 TO 10 YEARS
MOTOR VEHICLES	3 TO 10 YEARS

(a) Software that is integral to the operation of related hardware.

(g) Library Collections

Capitalisation/expensing of assets

Four classes of Library Collections held by the Library Board have been identified for financial accounting purposes - Public Library Stock Collections, State Library Collections, Heritage Collections and Works of Art. All items added to the Public Library Stock and State Library Collections are capitalised at cost. Heritage Collections include monographs, serials, newspapers, microfilm, cartographic items, pictorial and film collections and oral history which may be acquired by purchase or donation. Private archives and ephemera collections are not recognised as assets of the Library Board.

Subsequent measurement

Public Library Stock and State Library Collections are valued at historic cost less an amortisation adjustment based on the estimated average life of the collection.

Valuations of Heritage Collections are done annually based on consideration of cost of replacement, the average values of similar size collections at other libraries, and itemised values for some specific items. Independent valuations of Works of Art are provided every three years by an Art Expert. The latest such valuation has been carried out in 2010.

Amortisation

Heritage collections and Works of art controlled by the Library 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.

The Public Library Stock 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 Library Collection, excluding rare books, is depreciated by expensing the value of the tenth oldest year's acquisitions.

(h) Intangible assets

Capitalisation/expensing of assets

Acquisitions of Intangible assets costing $5,000 or more and internally generated Intangible assets costing over $50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

Amortisation for Intangible assets with infinite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straight line basis using rates which are reviewed annually. All Intangible assets controlled by the Library Board have a infinite useful life and zero residual value. The expected useful lives for each class of Intangible asset are:

LICENCES	UP TO 10 YEARS
SOFTWARE *(a)*	3 TO 5 YEARS
WEB SITE COSTS	3 TO 5 YEARS

(a) Software that is not integral to the operation of any related hardware.

Licences

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Research and development costs

Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future economic benefits can reasonably be regarded as assured and the total project costs are likely to exceed $50,000. Other development costs are expensed as incurred.

Computer software

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an Intangible asset. Software costing less than $5,000 is expensed in the year of acquisition.

Web site costs

Web site costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. 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 expensed. Costs incurred in building or enhancing a web site, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

(i) Impairment of assets

Property, plant and equipment and Intangible assets are tested for any indication of impairment at each balance sheet date. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Library Board is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and Intangible assets not yet available for use are tested for impairment at each balance sheet date irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of maternal impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

Refer to note 27 'Impairment of assets' for the outcome of impairment reviews and testing.

Refer also to note 2(q) 'Receivables' and note 22 'Receivables' for impairment of receivables.

(j) Non-current assets (or disposal groups) classified as held for sale

Non-current assets (or disposal groups) held for sale are recognised at the lower of carrying amount and far value less costs to sell and are disclosed separately from other assets in the Statement of Financial Position. Assets classified as held for sale are not depreciated or amortised.

(k) Leases

The Library Board holds operating leases for motor vehicles. Lease payments are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased properties.

(l) Financial instruments

In addition to cash, the Library Board has two categories of financial instruments:

- Receivables; and
- Non-trading financial liabilities measured at amortised cost.

These have been disaggregated into the following classes:

Financial Assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables
- Amounts receivable for services

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Financial Liabilities

- Payables

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not maternal.

(m) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

(n) Accrued salaries

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. All staff are employees of the Department of Culture and the Arts and the liability for accrued salaries is recognised in the books of the Department. The cost to the Library Board associated with this accrual is recognised as an Employee benefits expense and equal Resources received free of charge revenue in the Statement of Comprehensive Income.

(o) Amounts receivable for services (Holding account)

The Library Board receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (Holding Account receivable) that is accessible on the emergence of the cash funding requirement to cover items such as leave entitlements and asset replacement.

See also note 19 'Income from State Government' and note 23 'Amounts receivable for services'.

(p) Inventories

Inventories are measured at the lower of cost and net realisable value. The Library Board holds one class of inventory being stock held for sale through the State Library Shop. Costs are assigned on the basis of average cost.

See note 21 'inventories'.

(q) Receivables

Receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Library Board will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days. See note 2(l) 'Financial Instruments' and note 22 'Receivables'.

(r) Payables

Payables are recognised at the amounts payable when the Library Board becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days. See note 2(l) 'Financial Instruments' and note 28 'Payables'.

(s) Provisions

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period.

(i) Provisions - employee benefits

Annual leave and long services leave

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 has been recognised as both a revenue and expense in the Income Statement. The Department of Culture and the Arts retains all liabilities in relation to employee benefits and accrued salaries. Therefore, the Board has no liabilities in relation to employee entitlements.

Annual leave and long service leave liability are recognised by the Department of Culture and the Arts. See note 2(w) 'Department of Culture and the Arts.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Employment On-costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part 'Other expenses' and are not included part of the Board's 'Employee benefits expense'. See note 11 'Other Expenses.'

(t) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), WSS, and the GESB.

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the Department of Culture and Arts to GESB extinguishes the agency's obligations to the related superannuation liability. As these superannuation contributions are provided by the Department of Culture and the Arts as a resource provided free of charge (refer note 2(w) ' Department of Culture and the Arts') a revenue equivalent to the expense is recognised under 'Income from State Government' in the Income Statement . See note 19 'Income from State Government'.

(u) Resources received free of charge or for nominal cost

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

(v) Comparative figures

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

(w) Department of Culture and the Arts

The Department of Culture and the Arts provides staff and other support to agencies in the Culture and the Arts portfolio. The Department receives an appropriation for salary costs, superannuation and fringe benefits tax expense. These resources, provided to the Board, but paid for the Department, have been treated as 'Resources received free of charge' in the Income Statement. See note 19 'Income from State Government'.

In addition, the Department of Culture and the Arts provides shared corporate services to the Board which are not recognised in the Income Statement.

3 Judgements made by management in applying accounting polices

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Library Board evaluates these judgements regularly.

Recognition of Rare Books and Other Materials

The Rare Book components of the Heritage and other State Library collections are identified on the basis of the judgement of senior library staff, drawing on their knowledge of the collection and antiquarian markets. An item from the collection that has been identified as significant is added to the Rare Book rooms. These items are valued on the basis of available evidence from book re-sale sources, including online sellers and public auctions. A range of values may be obtained, and a judgement made as to which value most accurately represents the copy of the item held in the collection (in terms of age, condition and any unique features such as author's signature etc.). The application of judgement in this process could have a material impact on the asset value of this category of the collection.

4 Key sources of estimation uncertainty

The Library Board makes key estimates and assumptions concerning the future. These estimates and assumptions are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Valuation of Heritage Collections

The Library Board values each category of materials within the Heritage Collections asset on the basis of estimation techniques used by similar cultural organisations and libraries, and which provide a reasonable estimate of the value of the collection. Examples of estimates used include the average value per year held for serial publications, the average rare book price for similar collections (obtained from the National Library of Australia), and the estimated average value of photographs in the pictorial collection. While each of these measures can be determined on a reasonable basis, the value is applied to a large quantity of items within the collection. Small estimation errors may result in material variations in the total asset value. However, as this collection is held for cultural purposes with no intention to sell or otherwise dispose of the asset, the estimates determined in this manner are considered to provide

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

reasonable information that is useful to users of these financial statements. Further refinements to collection valuation methodologies are considered on a regular basis and in consultation with other similar organisations.

Depreciation/Amortisation of Public Library Stock and State Library Collections

The items in these collections are considered to have a limited useful life, and as such, the asset value must be expensed to the Income Statement in a manner that reflects the consumption of the service potential in the asset. It is not feasible to determine the useful life of each item within the collection, and therefore the average useful life must be determined for the collection as a whole. The estimated average of 5 years for Public Library Stock and 10 years for State Library Collections was established when the collections were initially recognised as an asset of the Library Board in 1998. If the true useful life of items in these collections was less than these estimates, then the asset value could be overstated, and the annual depreciation/amortisation expense understated. Key Performance Indicators and statistical estimates relating to Public Library Stock are considered by the Strategic Library Partnership Agreement Steering Committee in the context of the Framework Agreement between local and state government for the provision of public library services. It is anticipated that these estimates may be reviewed in the near future.

5 Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Library Board has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2010 that impacted on the Library Board.

AASB 2009-5	Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139] Under amendments to AASB 117, the classification of land elements of all existing leases has been reassessed to determine whether they are in the nature of operating or finance leases. As leases of land & buildings recognised in the financial statements have not been found to significantly expose the Authority to the risks/rewards attributable to control of land, no changes to accounting estimates have been included in the Financial Statements and Notes to the Financial Statements. Under amendments to AASB 107, only expenditures that result in a recognised asset are eligible for classification as investing activities in the Statement of Cash Flows. All investing cashflows recognised in the Authority's Statement of Cash Flows relate to increases in recognised assets.	

Voluntary changes in accounting policy

The Library Board made no voluntary changes to its Accounting Policy during 2011.

Future impact of Australian Accounting Standards not yet operative

The Authority cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 Application of Australian Accounting Standards and Other Pronouncements. Consequently, the Authority has not applied early any following Australian Accounting Standards that have been issued that may impact the Authority. Where applicable, the Authority plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12]. The amendment to AASB 7 Financial Instruments: Disclosures requires modification to the disclosure of categories of financial assets. The Authority does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 JANUARY 2013

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

AASB 2009-12	Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052] This Standard introduces a number of terminology changes. There is no financial impact resulting from the application of this revised Standard.	1 JANUARY 2011
AASB 1053	Application of Tiers of Australian Accounting Standards This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. The Standard does not have any financial impact on the Authority. However it may affect disclosures in the financial statements of the Authority if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.	1 JULY 2013
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities. The Standard is not expected to have any financial impact on the Authority. However this Standard may reduce some note disclosures in the financial statements of the Authority. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.	1 JULY 2013
AASB 2011-2	Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 & 1054] This Amending Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.	1 JULY 2011
AASB 2010-5	Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 & 1038 and Interpretations 112, 115, 127, 132 & 1042] (October 2010) This Standard introduces a number of terminology changes as well as minor presentation changes to the Notes to the Financial Statements. There is no financial impact resulting from the application of this revised Standard.	1 JANURARY 2011
AASB 2010-6	Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 & AASB 7] This Standard makes amendments to Australian Accounting Standards, introducing additional presentation and disclosure requirements for Financial Assets. The Standard is not expected to have any financial impact on the Authority. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies	1 JULY 2011

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

AASB 9	Financial Instruments This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments. The Standard was reissued on 6 Dec 2010 and the Department is currently determining the impact of the Standard. DTF has not yet determined the application or the potential impact of the Standard for agencies	1 JANUARY 2013
AASB 2010-7	Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127] This Amending Standard makes consequential adjustments to other Standards as a result of issuing AASB 9 Financial Instruments in December 2010. DTF has not yet determined the application or the potential impact of the Standard for agencies	1 JANUARY 2013
AASB 1054	Australian Additional Disclosures This Standard, in conjunction with AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.	1 JULY 2011
AASB 2011-1	Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, 5, 101, 107, 108, 121, 128, 132 & 134 and Interpretations 2, 112 & 113] This Amending Standard, in conjunction with AASB 1054 Australian Additional Disclosures, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.	1 JULY 2011

Changes in Accounting Estimates

The Library Board has made no changes to accounting estimate methodologies that would have an effect in the current period or in future periods.

6 Employee benefits expense

	2011 $000	2010 $000
Wages and salaries *(a)*	10,590	11,093
Superannuation – defined contribution plans *(b)*	1,285	1,179
Long service leave *(c)*	329	392
Annual Leave *(c)*	1,051	967
Other related expenses	36	49
	13,291	13,680

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include West State and Gold State and GESB Super Scheme (contributions paid).

(c) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 11 'Other expenses'.

7 Supplies and services

	2011 $000	2010 $000
Communications	354	437
Consultants and contractors	131	226
Consumables	1,035	877
Repairs and maintenance	393	413
Travel	115	57
Insurance premiums	122	173
Lease/hire	14	17
Online Information access fees	480	561
Freight and cartage	126	119
Other	847	1,054
	3,617	**3,934**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

8 Depreciation and amortisation expense

	2011 $000	2010 $000
Depreciation		
Plant, equipment and vehicles	353	351
Buildings	1,842	1,593
Library Collections (State Library)	1,042	1,075
Total depreciation	**3,237**	**3,019**
Amortisation		
Intangible assets	6	24
Library Collections (Public Library Stock)	9,241	9,796
Total amortisation	9,247	9,820
Total depreciation and amortisation	**12,484**	**12,839**

9 Accommodation expenses

	2011 $000	2010 $000
Repairs & maintenance	400	700
Cleaning	312	294
Security	181	158
Utilities	988	812
Other	(99)	49
	1,782	**2,013**

10 Grants and subsidies

	2011 $000	2010 $000
Regional subsidies	217	319
Association for the Blind	204	144
Other grants and subsidies	5	7
	426	**470**

11 Other expenses

	2011 $000	2010 $000
Bad and doubtful debts *(refer note 40)*	5	3
Workers compensation insurance	196	27
Prizes paid	225	-
Audit fees *(a)*	34	22
Other	10	12
	470	**64**

(a) Audit fees - see also note 39 'Remuneration of auditor'.

12 User charges and fees

	2011 $000	2010 $000
Tenancy revenue	43	53
User fees	407	379
Service charges	459	379
Recoveries lost and damaged books	445	538
	1,354	**1,349**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

13 Trading profit

	2011 $000	2010 $000
Sales	135	139
Cost of Sales:		
Opening inventory	39	37
Purchases	105	92
	144	129
Closing inventory	(44)	(39)
Cost of Goods Sold	100	90
Trading Profit	**35**	**49**

See note 2(p) 'Inventories' and note 21 'Inventories'.

14 Commonwealth grants and contributions

	2011 $000	2010 $000
Department of Territories - Indian Ocean Territories Grant *(a)*	231	231
Department of Environment, Water, Heritage and the Arts	-	150
Department of Commerce	348	156
National Library of Australia	-	80
	579	**617**

(a) 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.

Opening balance of funds	37	24
Contributions received	231	231
Cost of providing services	(254)	(218)
Balance on hand	**14**	**37**

15 Interest revenue

	2011 $000	2010 $000
Investments	84	69
	84	**69**

16 Bequest contributions

	2011 $000	2010 $000
Other	-	9
	-	**9**

17 Other revenue

	2011 $000	2010 $000
Recoup of prior year expense	43	5
Salary and wages recoups	-	29
Workers compensation recoups	2	42
Donations received	2	-
Subsidies	585	386
Insurance revenue	22	-
Recoup of costs	67	138
Other	15	9
	736	**609**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

18 Net loss/(gain) on disposal of Non-current assets

	2011 $000	2010 $000
Costs of Disposal of Non-Current Assets		
Plant, equipment and vehicles	3	-
Proceeds from Disposal of Non-Current Assets		
Plant, equipment and vehicles	-	-
Net gain/(loss)	3	-

19 Income from State Government

	2011 $000	2010 $000
Appropriation received during the year:		
Service appropriation *(a)*	13,431	12,573
	13,431	**12,573**
Resources received free of charge *(c)*		
Determined on the basis of the following estimates provided by agencies:		
Crown Solicitors Office	13	7
Department of Culture and the Arts		
- Salaries and wages	11,919	12,341
- Superannuation	1,285	1,179
- Other employee expenses	-	(761)
	13,217	**12,766**
Royalties for Regions Fund:		
- Regional Community Services Account *(d)*	628	-
Grants and subsidies from State Government		
- Premier's Book awards	100	-
	27,376	**25,339**

(a) Service appropriations are accrual amounts reflecting the net 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.

(b) Discretionary transfers of assets between State Government agencies are reported as assets assumed/(transferred) under Income from State Government. Non discretionary non reciprocal transfers of net assets (i.e. restructuring of administrative arrangements) have been classified as Contributions by Owners (CBOs) under TI 955 and are taken directly to equity.

(c) Where assets or services have been received free of charge or for nominal cost, The Library Board recognises revenue equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if they were not donated, and those fair values shall be recognised as assets or expenses, as applicable. Where the contributions of assets or services are in the nature of contributions by owners, the Authority makes an adjustment direct to equity

(d) This is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas.

20 Restricted cash and cash equivalents

	2011 $000	2010 $000
Current		
Cohen Bequest interest	177	224
Tenancy bond interest bearing deposit (a)	16	7
Other donations with restricted application	8	10
	201	**241**
Non-current		
Tenancy bond interest bearing deposit (a)	8	8
Cohen Bequest (b)	1,458	1,458
	1,466	**1,466**

(a) 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.

(b) Principle to be held in perpetuity in accordance with conditions of bequest.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

21 Inventories

	2011 $000	2010 $000
Current		
Inventories held for resale at State Library Shop		
At cost	44	39
At estimated realisable value	-	-
	44	**39**

See also note 2(p) 'Inventories' and note 13 'Trading profit'.

22 Receivables

	2011 $000	2010 $000
Current		
Receivables	355	187
Allowance for impairment of receivables	(10)	(9)
Accrued revenue	22	99
GST receivable	95	139
Total Current	**462**	**416**

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	9	14
Doubtful debts expense recognised in the income statement	5	3
Amounts written off during the year	(2)	(6)
Amount recovered during the year	(2)	(2)
Balance at end of year	**10**	**9**

See also note 2(q) 'Receivables' and note 37 'Financial instruments'.

23 Amounts receivable for services

	2011 $000	2010 $000
Current	11,190	11,334
Non-current	8,940	10,975
	20,130	22,309

Represents the non-cash component of service appropriations. See note 2(o) 'Amounts receivable for services (Holding Account)'. It is restricted in that it can only be used for asset replacement .

24 Other assets

	2011 $000	2010 $000
Current		
Prepayments	440	304
Other	120	52
Total current	**560**	**356**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

25 Property, plant and equipment

	2011 $000	2010 $000
Buildings and improvements		
At fair value *(a)*	59,452	63,139
At cost	4,317	3,667
Accumulated depreciation	(1,444)	(1,108)
Accumulated impairment losses	-	-
	62,325	**65,698**
Furniture and equipment		
At cost	1,072	1,102
Accumulated depreciation	(548)	(629)
Accumulated impairment losses	-	-
	524	**473**
Office equipment		
At cost	2,304	2,258
Accumulated depreciation	(1,848)	(1,672)
Accumulated impairment losses	-	-
	456	**586**
Motor vehicles		
At cost	191	191
Accumulated depreciation	(140)	(92)
Accumulated impairment losses	-	-
	51	**99**
Total Property, plant and equipment	**63,356**	**66,856**

(a) Buildings were revalued as at 1 July 2010 by Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2011 and recognised at 30 June 2011. In undertaking the revaluation, fair value was determined by reference to market values for buildings: $ 59,452,315 (2010:$63,138,700). For the remaining balance, fair value of buildings was determined on the basis of depreciated replacement cost. See note 2(f) 'Property, Plant and Equipment'.

	2011 $000	2010 $000
Library collections		
Public Library collections at cost	42,824	44,700
	42,824	**44,700**
State Library collections (non WA)		
At cost	21,810	20,940
Accumulated depreciation	(14,107)	(13,066)
	7,703	**7,874**
State Library rare book collection (non WA)	5,957	5,957
	5,957	**5,957**
WA Heritage collections at valuation	60,710	61,021
	60,710	**61,021**
Works of art at valuation *(a)*	3,113	3,113
	3,113	**3,113**
Total Library collections	**120,307**	**122,665**

(a) Works of art were revalued as at 9th February 2010 by Art Expert, Goddard De Fiddes Gallery and recognised at 30th June 2010.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Reconciliations of the carrying amounts of property, plant, equipment and vehicles and library collections at the beginning and end of the reporting period are set out below.

	Buildings and Imp.	Furniture & equip, Office equip & Motor vehicles	Library Collections	Total
	$000	$000	$000	$000
2011				
Carrying amount at start of year	65,698	1,158	122,665	189,521
Additions	679	229	8,615	9,523
Transfers	(30)	-	.	(30)
Disposals	-	(3)	-	(3)
Revaluation increments	(2,180)	-	(690)	(2,870)
Depreciation	(1,842)	(353)	(10,283)	(12,478)
Carrying amount at end of year	**62,325**	**1,031**	**120,307**	**183,663**
2010				
Carrying amount at start of year	62,933	1,070	120,260	184,263
Additions	1,566	394	9,119	11,079
Transfers	-	45	-	45
Disposals	-	-	-	-
Revaluation increments	2,792	-	4,157	6,949
Depreciation	(1,593)	(351)	(10,871)	(12,815)
Carrying amount at end of year	**65,698**	**1,158**	**122,665**	**189,521**

	2011 $000	2010 $000
26 Intangible assets		
Computer software		
At cost	1,011	1,011
Accumulated amortisation	(1,011)	(1,005)
Accumulated impairment losses	-	-
	-	**6**
Reconciliations:		
Computer software		
Carrying amount at start of year	6	30
Additions	-	-
Transfers	-	-
Revaluation increments	-	-
Amortisation expense	(6)	(24)
Carrying amount at end of year	**-**	**6**

27 Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2011.

The Library Board held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

All surplus assets at 30 June 2011 have either been classified as assets held for sale or written-off.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

28 Payables

	2011 $000	2010 $000
Current		
Trade payables	279	164
Other payables	280	910
Accrued expenses	1,230	844
Total current	**1,789**	**1,918**

See also note 2(r) 'Payables' and note 37 'Financial instruments'.

29 Other liabilities

	2011 $000	2010 $000
Current		
Tenant Bond	8	8
Unclaimed monies	7	6
Total current	**15**	**14**
Non-current		
Tenant Bond	8	7
Total non-current	**8**	**7**

30 Equity

Equity represents the residual interest in the net assets of the Library Board. The Government holds the equity interest in the Library Board on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.

	2011 $000	2010 $000
Contributed equity		
Balance at start of year	58,090	53,569
Contributions by owners		
Capital contribution	120	4,521
Total contributions by owners	**120**	**4,521**
Distributions to owners		
Transfer of net assets to other agencies	(980)	-
Total contributions by owners	**(980)**	**-**
Balance at end of year	**57,230**	**58,090**
Reserves		
Asset revaluation reserve:		
Balance at start of year	100,729	93,781
Net revaluation increments:		
Buildings	(2,180)	2,792
Collections	(690)	4,156
	(2,870)	**6,948**
Balance at end of year	**97,859**	**100,729**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

	2011 $000	2010 $000
Asset transfer reserve		
Balance at start and end of year	**721**	**721**
Bequest reserve		
Balance at start and end of year	**1,458**	**1,458**
Total Reserves	**100,038**	**102,908**
Accumulated surplus/(deficit)		
Balance at start of year	54,664	59,623
Result for the period	(1,909)	(4,959)
Balance at end of year	**52,755**	**54,664**

31 Notes to the Statement of Cash Flows

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 and cash equivalents	5,309	3,247
Restricted cash and cash equivalents (see note 20 'Restricted cash and cash equivalents')	1,667	1,707
	6,976	**4,954**

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

Net cost of services	(29,285)	(30,298)
Non-cash items:		
Depreciation and amortisation expense (note 8)	12,484	12,839
Doubtful debts expense	5	6
Write down of stock	3	5
Resources received free of charge (note 19)	13,217	13,527
Adjustment for other non-cash items	-	(9)
Net loss/(gain) on sale of property, plant and equipment (note 18)	3	-
(Increase)/decrease in assets:		
Current receivables	(168)	371
Current inventories	(6)	(2)
Income receivable	77	(93)
Prepayments	(136)	65
Increase/(decrease) in liabilities:		
Current payables	115	(392)
Accrued expenses	386	(253)
Income received in advance	(630)	477
Net GST receipts/(payments)	45	29
Change in GST in receivables/payables	(291)	172
Net cash provided by/(used in) operating activities	**(4,181)**	**(3,556)**

At the end of the reporting period, The Library Board had fully drawn on all financing facilities, details of which are disclosed in the financial statements.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

	2011 $000	2010 $000

32 Resources provided free of charge

During the year the following resources were provided to State Records Office free of charge for functions outside the normal operations of the Library Board:

Employee costs	207	198
Accommodation costs	118	132
Supplies & services	20	21
	345	**351**

33 Commitments

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	1,584	1,965
	1,584	**1,965**
The capital commitments include amounts for :		
Library Materials acquisitions	**1,584**	**1,965**

Lease commitments

Non-cancellable operating lease commitments for vehicles
Commitments for minimum lease payments are payable as follows:

Within 1 year	9	4
Later than 1 year and not later than 5 years	8	-
	17	**4**
Representing:		
Non-cancellable operating leases	**17**	**4**

These commitments are all inclusive of GST.

34 Additional Library Materials Acquisitions Funding Program

2011

Nil

2010

The Library acquitted the Additional Library Acquisitions program during the year and drew on the funds of $ 4,355,000 to offset the Library acquisitions already made.

35 Events occurring after the end of the reporting period

Any events that occurred after balance sheet date that confirmed conditions that existed at the reporting date have been reflected in these statements. The Library Board of Western Australia is unaware of any event occurring after the end of the reporting period that would materially affect the financial statements.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

36 Explanatory statement

Significant variations between estimates and actual results for income and expense are shown below. Significant variations are considered to be those greater than 10% or $100,000.

Significant variances between estimated and actual result for 2011

	2011 Estimate	2011 Actual	Variation	Variation
	$000	$000	$000	%
Expenses				
Employee benefits expense	13,517	13,291	(226)	-2%
Supplies and services	5,139	3,617	(1,522)	-30%
Depreciation and Amortisation Expense	12,316	12,484	168	1%
Cost of Sales	78	100	22	28%
Other expenses	351	470	119	34%
Income				
User charges and fees	1,172	1,354	182	16%
Commonwealth grants and contributions	504	579	75	15%
Interest revenue	0	84	84	-
Other revenue	929	736	(193)	-21%

Significant variances — > $100,000 or 10%

Employee benefits expense

The variance is due to a more gradual increase than projected in the Better Beginnings and Closing the Gap projects in the earlier part of the year.

Supplies and services

The variance is due to lower online serial costs and slower uptake of the Better Beginnings and Closing the Gap projects.

Depreciation and Amortisation Expense

The variance is due to the depreciation charge being calculated based on actual asset balances during the year.

Cost of Sales

The variance is due partly to increased bookshop sales and partly to higher than expected bookshop costs of sales.

Other expenses

The variance is due to higher Workers Compensation Insurance payments.

User charges and fees

The variance is principally due to additional revenues in Facilities hire, conferences and functions.

Commonwealth grants and contributions

The variance is as a result of increased funds received for Closing the Gap project.

Interest revenue

The variance is due to interest income not being budgeted for.

Other revenue

The variance is due to lower salary and parking recoups.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Significant variances between actual results for 2011 and 2010

	2011	2010	Variation	Variation
	$000	$000	$000	%
Expenses				
Employee benefits expense	13,291	13,680	(389)	-3%
Supplies and services	3,617	3,934	(317)	-8%
Depreciation and Amortisation Expense	12,484	12,839	(355)	-3%
Accommodation Expenses	1,782	2,013	(231)	-11%
Cost of Sales	100	90	10	11%
Other expenses	470	64	406	634%
Income				
Interest revenue	84	69	15	22%
Other revenue	736	609	127	21%

Significant variances — > $100,000 or 10%

Employee benefits expense

The variance is due to a more gradual increase than expected in the Better Beginnings and Closing the Gap projects in the earlier part of the year.

Supplies and services

The variance is due to lower online serial costs and slower uptake of the Better Beginnings and Closing the Gap projects.

Depreciation and Amortisation Expense

The variance is due to lower Public Library collection amortisation expense.

Accommodation Expenses

The variance is due to lower repairs and maintenance costs during the year

Cost of Sales

The variance is due to higher than expected bookshop costs of sales.

Other expenses

The variance is due to Workers Compensation Insurance and Premier's Book Awards costs.

Interest revenue

The variance is due to increases in the market interest rates during the year.

Other revenue

The variance is due to increased Grants and subsidies revenue.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

37 Financial instruments

(a) Financial risk management objectives and policies

Financial instruments held by the Library Board are cash and cash equivalents, restricted cash and cash equivalents, finance leases, receivables and payables. The Library Board has limited exposure to financial risks. The Library Board's overall risk management program focuses on managing the risks identified below.

Credit risk

Credit risk arises when there is the possibility of the Library Board's receivables defaulting on their contractual obligations resulting in financial loss to the Library Board. The Library Board measures credit risk on a fair value basis and monitors risk on a regular basis.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at Note 37(c) and Note 22 Receivables'.

Credit risk associated with the Library Board's financial assets is minimal because the main receivable is the amount receivable for services (holding account). For receivables other than government, the Library Board trades only with recognised, creditworthy parties. The Library Board has policies in place to ensure that sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Library Board's exposure to bad debts is minimal. At the end of the reporting period there are no significant concentrations of credit risk.

Provision for impairment of financial assets is calculated based on past experience, and current and expected changes in client credit ratings. For financial assets that are either past due or impaired, refer to Note 22 'Receivables'

Liquidity risk

Liquidity risk arises when the Library Board is unable to meet its financial obligations as they fall due.

The Library Board is exposed to liquidity risk through its trading in the normal course of business.

The Library Board has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will have on the Library Board's income or the value of financial instruments. The Library Board holds minimal cash in foreign currencies and is not materially exposed to foreign currency risk. Other than as detailed in the Interest rate sensitivity analysis table at Note 37(c), the Library Board is not significantly exposed to interest rate risk because apart from minor amounts of restricted cash, all other cash and cash equivalents and restricted cash are non-interest bearing and have no borrowings other than finance leases (fixed interest rate).

(b) Categories of financial instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the balance sheet date are as follows:

	2011 $000	2010 $000
Financial assets		
Cash and cash equivalents	5,309	3,247
Restricted cash and cash equivalents	1,667	1,707
Receivables *(a)*	20,497	22,586
Financial liabilities		
Financial liabilities measured at amortised cost	1,789	1,918

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable)

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

(c) Financial instrument disclosures

Credit Risk and Interest Rate Risk Exposures

The following table discloses the Library Board's maximum exposure to credit risk and interest rate exposures and the ageing analysis of financial assets. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Board.

The Library Board does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Library Board does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Interest rate exposure and ageing analysis of financial assets

	INTEREST RATE EXPOSURE				PAST DUE BUT NOT IMPAIRED					
	Weighted Average Effective Interest Rate	Carrying Amount	Variable Interest Rate	Non-Interest Bearing Interest Rate	Up to 3 months	3-12 months	1-2 years	2-5 years	More than 5 years	Impaired financial assets
	%		$000	$000	$000	$000	$000	$000	$000	$000
Financial Assets 2011										
Cash and cash equivalents	-	5,309	-	5,309	-	-	-	-	-	-
Restricted cash and cash equivalents	5.03%	1,667	1,667	-	-	-	-	-	-	-
Receivables *(a)*	-	367	-	367	145	11	-	(3)	6	(10)
Amounts receivable for services	-	20,130	-	20,130	-	-	-	-	-	-
		27,473	**1,667**	**25,806**	**145**	**11**	**-**	**(3)**	**6**	**(10)**
Cash and cash equivalents	-	3,247	-	3,247	-	-	-	-	-	-
Restricted cash and cash equivalents	4.00%	1,707	1,707	-	-	-	-	-	-	-
Receivables *(a)*	-	277	-	277	37	4	-	-	-	(9)
Amounts receivable for services	-	22,309	-	22,309	-	-	-	-	-	-
		27,540	**1,707**	**25,833**	**37**	**4**	**-**	**-**	**-**	**(9)**

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable)

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Liquidity Risk

	INTEREST RATE EXPOSURE					MATURITY DATES				
	Weighted Average Effective Interest Rate	Carrying Amount	Variable Interest Rate	Non-Interest Bearing Interest Rate	Total Nominal Amount	Up to 3 months	3-12 months	1-2 years	2-5 years	More than 5 years
	%		$000	$000	$000	$000	$000	$000	$000	$000
Financial liabilities										
2011										
Payables		1,789	-	1,789	-	-	-	-	-	-
		1,789	**-**	**1,789**	-	-	-	-	-	-
2010										
Payables		1,918	-	1,918	-	-	-	-	-	-
		1,918	**-**	**1,918**	-	-	-	-	-	**-**

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of The Library Board's financial assets and liabilities at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

		-100 BASIS POINTS		+100 BASIS POINTS	
	Carrying Amount	Profit	Equity	Profit	Equity
2011	$000	$000	$000	$000	$000
Financial Assets					
Restricted cash and cash equivalents	1,667	(17)	(17)	17	17
Total (Decrease)/Increase		**(17)**	**(17)**	17	17

2010		-1% CHANGE		+1% CHANGE	
Restricted cash and cash equivalents	1,707	(17)	(17)	17	17
Total (Decrease)/Increase		**(17)**	**(17)**	17	17

Fair Values *All financial assets and financial liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.*

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2011

38 Remuneration of members of the Library Board and senior officers

	2011 $000	2010 $000
Remuneration on Members of the Library Board		
The number of members of the Library Board, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:		
$		
0 – 10,000	13	13
The total remuneration of members of the Library Board is:	**-**	**4**

The total remuneration includes the superannuation expense incurred by the Library Board in respect of the members of the Board.

No members of the Library Board are members of the Pension scheme.

No fees are paid to members of the Library Board. This remuneration includes allowances for travel expenses only.

Remuneration of Senior Officers

The number of senior officers, other than senior officers reported as members of the Library Board, whose total fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

$		
10,001 – 20,000	1	-
30,001 – 40,000	1	-
110,001 – 120,001	-	2
120,001 – 130,000	3	-
130,001 – 140,000	-	2
240,001 – 250,001	1	1
	$000	**$000**
The total remuneration of senior officers is:	**662**	**737**

The total remuneration includes the superannuation expense incurred by the Library Board in respect of senior officers other than senior officers reported as members of the Library Board.

No senior officers are members of the Pension Scheme.

39 Remuneration of auditor

Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2011 $000	2010 $000
Auditing the accounts, financial statements and performance indicators	**34**	**22**

The expense is included at note 11 'Other expenses'.

40 Supplementary financial information

Write-Offs		
Bad debts written off by the Library Board during the financial year	2	6
Trading Stock shrinkage provided for during the financial year	3	5
	5	**11**

Losses Through Theft, Defaults and Other Causes

There were no losses of public moneys through theft, default or other causes.

Gifts of Public Property

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

41 Schedule of income and expenses by service

For the financial year ended 30 June 2011, The Library Board of Western Australia operated under one service titled 'Library Board Services' and therefore service information is reflected in the Statement of Comprehensive Income.

Key Performance Indicators

Government Goal

Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

Desired Outcome

Western Australia's natural, cultural and documentary collections are preserved, accessible and sustainable.

Key Effectiveness Indicators

1 Preservation

Proportion of heritage collections maintained within set standards.

The State Library of Western Australia aims to store collections within appropriate environmental conditions. To maintain a significant set of heritage materials these collections are housed under different conditions to general collections in the State Library building. Controlled conditions include temperature, humidity, light, and the filtration of gaseous and airborne pollutants.

2007 – 2008	98%
2008 – 2009	99%
2009 – 2010	99%
2010 – 2011	98%

(Library Board Target 99%)

Commentary: *Environmental conditions in some stack areas have been fluctuating due to a combination of aging air conditioning plant and work being undertaken to commission new controls and building management system.*

2 Accessibility

Number of accesses to State Library collections per capita.

The number of accesses to State Library collections per head of population in Western Australia. Accesses include visitors to the State Library, internet user sessions on the State Library website, information enquiries, and the number of items provided to public libraries to refresh their collections.

2007 – 2008	1.5
2008 – 2009	1.2
2009 – 2010	*1.2
2010 – 2011	1.2

(Library Board Target 1.3)

Commentary: *Accesses per capita remains at the same level as last year. Whilst there was an increase to both in person and web site visits, the reduction in materials being processed for public libraries resulted in an achievement below the expected target.*

* *The figure for 2009–10 was revised for comparison to this year's figure. This was due to a change in the data collection method for website visitors. Figures for earlier years have not been revised as the information is not available*

3 Accessibility

Percentage of clients satisfied with the services associated with accessing State Library collections.

The extent to which information services available from the State Library meet the needs of the Western Australian public. Clients are surveyed annually to determine their level of satisfaction with information services.

June 2011 was the first time the Library offered clients the option of completing its client satisfaction survey online or in hardcopy. The online surveys were completed on site at the State Library, using the Library's public PCs. Clients were surveyed over a seven day period, with 1766 survey forms completed (from a total of 2252 distributed), providing a 78% response rate. Of the forms returned, 999 clients provided an appraisal of our services. At a 95%, confidence level the estimated maximum sampling error is plus or minus 3%.

	June 2008	June 2009	June 2010	June 2011
Satisfied or very satisfied	85.9%	90.7%	94.9%	91.0%
Neutral	11.5%	7.6%	3%	6.7%
Dissatisfied	2.6%	1.7%	2.1%	2.2%

(Library Board Target 91.0% Satisfied)

Key Efficiency Indicators

4 Sustainability

Value of the State Library's heritage collection renewal, content development, expansion, and maintenance as a proportion of the value of the heritage collections – five-year rolling average.

The commitment to ensure the State's cultural and documentary history is collected, preserved and made accessible now and for future generations. Costs include staffing and materials. The value of Heritage collections does not include the State Library's significant private archives and ephemera.

2007 – 2008	9.2%
2008 – 2009	10.2%
2009 – 2010	11.2%
2010 – 2011	13.3%

(Library Board Target 12.7%)

5 Sustainability

Average cost of State Library services per State Library access/ client interaction.

Cost per access to State Library services. Accesses / client interactions include visitors to the State Library, internet user sessions on the State Library website, information enquiries, and the number of items sent to refresh public library stock.

2007 – 2008	$9.09
2008 – 2009	$12.10
2009 – 2010	$9.77
2010 – 2011	$11.73

(Library Board Target $11.21)

Commentary: *The slightly increased average cost of services against the target was affected by the variation against the number of accesses to State Library services discussed under Key Performance Indicator 2 – Accessibility, above.*

6 Sustainability

Average cost of State Library services per new collection item.

The cost per item of acquiring and supplying fully processed public library items.

Under the *Framework Agreement*, the State Library of Western Australia supplies public libraries with shelf-ready library materials. In 2010 - 2011, **265,266** items were supplied.

2007 – 2008	Including cost of item	**$69.39**	
2007 – 2008	Excluding cost of item	**$48.81**	
2008 – 2009	Including cost of item	**$61.83**	
2008 – 2009	Excluding cost of item	**$40.42**	
2009 – 2010	Including cost of item	**$67.45**	
2009 – 2010	Excluding cost of item	**$47.72**	
2010 – 2011	Including cost of item	**$79.33**	*(Target $57.35)*
2010 – 2011	Excluding cost of item	**$57.12**	*(Target $40.51)*

Commentary: *The achievement of this target was impacted by fewer than expected items being procured, and therefore processed for public libraries. During 2010 - 2011 significant reforms were made to the procurement and processing of public library materials requiring the staff and other resourcing levels to be maintained during the implementation of these reforms.*

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Key Performance Indicators

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 ending 30 June 2011.

Professor Matthew Allen
Chairman
Library Board of Western Australia

Mr Joe Marino
Vice Chairman
Library Board of Western Australia

Other Financial Disclosures

Pricing Policies

All fees and charges are reviewed annually according to approved methodologies and adjusted for CPI in line with Department of Treasury advice. Fees and charges for services provided and for venue and equipment hire are available on the Library website.

Capital Works Expenditure Summary

Actual Capital Expenditure in 2010-11 totalled $10.4 million against a budget of $13.2 million. Unspent funds of $2.7 million are primarily due to the variable pattern of purchasing public library and State Library materials with lags in ordering, supply and invoicing each year, particularly with overseas orders. Another factor was the buying power of the Australian dollar. The project to upgrade the public lifts commenced in late April but is not expected to be completed until October 2011. Works completed during the year included the replacement of air-conditioning valves, a major project carried over from the prior year, and the sound studios which provide high quality recording facilities to digitise oral histories.

Capital Works Funding Allocations	
2009–10 Budget Allocation	$10,793,245
Approved Carry Forward from 2009-2010	$ 2,370,270
Total 2010-2011 Capital Works Funding	**$13,163,515**

Capital Works Expenditure	
2010–11 Capital Expenditure	$10,322,012
Funds remaining	
Projects still in progress	$ 427,996
Work in progress under Maintenance contracts	$650,634
Public and State Library materials	$1,762,873
Total funds remaining	**$2,841,503**
Total 2010-2011 Capital Works Budget	**$13,163,515**

Other Financial Disclosures

Demographics by Employment Category and Gender

The full time equivalent (FTE) staffing as at 30 June 2011 was 186.09 compared to 187.7 for the previous financial year.

Employment Category	Women		Men		Total	
	2011	2010	2011	2010	2011	2010
Permanent Full-time	82	80	49	52	131	132
Permanent Part-time	58	55	4	2	62	57
Fixed Term Full-time	13	8	9	10	22	18
Fixed Term Part-time	10	9	3	2	13	11
Casual paid on 30 June	0	0	0	0	0	0
Other*	0	3	0	3	0	6
Total	**163**	**155**	**65**	**69**	**228**	**224**

* Employees seconded in or out of the organisation, or not being paid for reasons such as Leave Without Pay/ Parental leave etc.

Workers' Compensation

No. of Fatalities[1]	No. of Severe Claims[2]	No. of Lost Time Injury/ Diseases[3]	Lost Time Injury Severity Rate[4]
0	2	7	29

1. Number of compensated work-related fatalities.
2. Number of severe injuries where the estimate for lost time exceeds 60 days. Fatal claims are included. These claims are open workers compensation claims that did not occur in 2010-11.
3. Number of claims where one day or more is estimated to be lost.
4. Number of Severe Claims divided by the number of Lost Time Injury/Disease multiplied by 100.

Governance Disclosures

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

Insurance premiums were paid, in accordance with Treasurer's Instruction 903, to indemnify any 'director' against a liability incurred under sections 13 and 14 of the Statutory Corporations (Liability of Directors) Act 1996.

Risk Management

Recommendations from the 2009-10 independent review of the Audit and Risk Management functions at the State Library were implemented, including the recruitment of an Internal Auditor, to be shared between Portfolio agencies.

A ten-year Strategic Maintenance Plan has been developed to provide a clear view of capital maintenance issues and risks associated with the ageing building, plant and equipment. The Plan enables the prioritisation of the replacement of critical assets according to the availability of limited capital funding and the risks involved. It will form part of an overall Portfolio Strategic Asset Plan to be developed by the Department of Culture and the Arts (DCA) in early 2011-12.

Business Continuity Plans (BCPs) for several key systems, which are registered with RiskCover, were reviewed as per the review schedules. Planning for other Library business areas to develop BCPs continued to be a focus.

Confirmation of the dual reporting responsibilities between the State Library and DCA was received from the Corruption and Crime Commission together with the procedure to follow. This has been implemented.

The role of the Risk Management Committee has been reviewed and has further evolved to assist the organisation as the formal reporting point for all risk issues.

Other Legal Requirements

Advertising

In accordance with section 175ZE of the **Electoral Act 1907**, the State Library incurred the following expenditure in advertising, market research, polling, direct mail and media advertising:

Total expenditure for 2010-11 was $23,702

Advertising Agencies	NIL
Market research organisations	NIL
Polling organisations	NIL
Direct mail organisations	NIL
Media advertising organisations	
Optima Media Decisions	$23,187
AdCorp	$87
Media Highway	$428
Total expenditure	**$23,702**

Recordkeeping Plans

The Corporate Information Unit continued towards compliance with the State Records Act by implementing a new functional Thesaurus that accurately reflects the State Library's current structure. A new Retention and Disposal Schedule is being developed to match the State Library specific Thesaurus and will be included in the next Recordkeeping Plan to be submitted to the State Records Commission for approval.

The unit continues to assess boxes of documentation deposited in the unit following a restructure in order to incorporate older corporate documents into the records management system. Much valuable documentation has now been identified and integrated into the system making the information more accessible. The project has also identified information that has passed its useful life cycle and a destruction process will be initiated to create more storage space.

Other Legal Requirements

Disability Access and Inclusion Plan Outcomes

The State Library's Disability Services Planning Committee was established to take a leadership role in pursuing strategies to achieve the Disability Access and Inclusion Plan's outcomes as follows:

Outcome 1

- **People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the State Library.**
  - Events and functions at the Library are accessible to people with disabilities.
  - Planning for a revision of the Library's Disability Access and Inclusion Plan has started.

Outcome 2

- **People with disabilities have the same opportunities as other people to access the State Library and its facilities.**
  - An Access Audit of all public areas in the State Library was commissioned based on the Disability Services Commission's publication **Buildings and facilities checklist: towards best practice**. The recommendations from the extensive report are being reviewed and where possible actioned immediately. Implementation of more costly recommendations are being budgeted for over a number of years.
  - A second service area suitable for access by an electronic wheelchair was created at the Welcome Desk on the ground floor.
  - The Library staff provide escort assistance for people with special needs as required.
  - A special needs PC is provided on the ground floor and two additional wheelchair access PCs throughout the Library.
  - Continuous improvement in signage such as lowering to a height that improves visibility for wheelchair users.
  - The State Library continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2011 library stock in alternative formats were:

Large print books	201,499
Videos/DVDs	170,971
Audio books	119,518
CD-ROMs	13,808

Outcome 3

- **People with disabilities receive information from the State Library in a format that will enable them to access that information as readily as other people are able to access it.**
  - Details of the State Library's special needs services and facilities are available electronically on the website and on the **You're Welcome WA website**
  - The State Library's website complies with the **State Government Access Guidelines for Information, Services and Facilities.**
  - Staff who provide written information to the public attended **Access to information** training to increase their understanding and awareness of people with disabilities and assist them to develop printed and online information that is accessible, specifically for people with disabilities, but also for children, the elderly and people with English as their second language.

Outcome 4

- **People with disabilities receive the same level and quality of service from State Library staff as other people receive.**
  - All new staff are provided with information about working with, and providing services for, people with a disability.

Outcome 5

- **People with disabilities have the same opportunities as other people to make complaints to the State Library.**
  - Where complaints are made regarding access issues they are researched and appropriate actions taken to improve the situation.
  - Complaints are also referred to the Disability Services Planning Committee to form the basis for making appropriate improvements.

Outcome 6

- **People with disabilities have the same opportunities as other people to participate in any public consultation the State Library undertakes.**
  - The Library is represented on the Department of Culture and the Arts (DCA) Disability Services Planning Committee which looks to improve services to people with disabilities and includes representatives from consumers with disabilities.

Compliance with Public Sector Standards and Ethical Codes

Compliance with the Public Sector Standards and Ethical Codes are assessed regularly by the DCA's Human Resources area and the Office of Public Sector Standards (in the case of a breach claim).

In accordance with Section 31 of the Public Sector Management Act 1994, the following is a report of the extent to which the Department has complied with Public Sector Standards, Western Australian Public Sector Code of Ethics and the Department's Code of Conduct.

COMPLIANCE ISSUE	SIGNIFICANT ACTION TAKEN TO MONITOR AND ENSURE COMPLIANCE
Public Sector Standards • *Nil Breaches*	• Information about Public Sector Standards are included on the intranet and incorporated into the organisation's Induction Program. • An education campaign for Managers was completed. • A portfolio-wide performance management system, the Staff Development System, is in operation and meets the requirements of the Public Sector Standards in Human Resource Management for Performance Management. • HR policies and guidelines are being reviewed to ensure continued compliance with the new discipline and employment standards.
Western Australian Public Sector Code of Ethics • *Nil Breaches*	• Training on the Code of Ethics and Code of Conduct is covered in staff induction sessions. • Staff are required to acknowledge receipt of a copy of the Code when they sign their initial employment contract. • Staff are reminded of the content of the Codes during staff or management development training sessions.
Code of Conduct • *Nil Breaches*	• Code of Conduct reflects the Western Australian Public Sector Code of Ethics. • Code of Conduct has been incorporated into the Department's Induction Program. • The First Principles program was developed to assist staff to better understand the responsibilities of staff and management, as well as to develop team values. A pilot session was successfully conducted in May and all teams will attend sessions commencing from July 2011

Employees of the State Library are employees of the Director General of the Department of Culture and the Arts (DCA).

Government Policy Requirements

The State Library operates under the Department of Culture and the Arts' Code of Conduct and policies on Substantive Equality and Occupational Safety and Health.

Substantive Equality

The Library is committed to the elimination of systemic racial discrimination from all its policies, practices and services. In 2010-11 the Library worked with agencies in the Department of Culture and the Arts in the implementation of the Equal Employment Opportunity (EEO) and Diversity Management Plan. As the State's most visited cultural institution, State Library clients come from diverse backgrounds and strategies are in place to ensure that they can understand and access the agency's services.

Occupational Safety, Health and Injury Management

The State Library operates under the DCA's Occupational Safety and Health policy. The Library is committed to ensuring that all employees are safe from injuries and risks to health while they are at work and accept that employee health and safety is primarily a responsibility of management.

There is a formal mechanism for consultation with employees on occupational safety and health matters and employees are involved in decisions concerning occupational safety and health. Representatives from across the organisation are elected to the Occupational Safety and Health Committee. The DCA's Injury Management Policy incorporates a written injury management system and return to work program, and is committed to providing effective rehabilitation of any employee who sustains a work related injury or illness and their rehabilitation is kept under review. The obligation to provide effective administration of Worker's Compensation claims and promote the effective rehabilitation of any employee is understood in accordance with the *Workers Compensation and Injury Management Act 1981.*

The Library's results against targets set by Government for supplied indicators were:

Indicator	Target	2010-11	2009-10
Number of fatalities	0	Achieved 0	0
Lost time injury/diseases (LTI/D) incidence rate	Zero (0) or 10% reduction on previous year	Achieved 0.88	2.23
Lost time injury severity rate	Zero (0) or 10% improvement on previous year	Not Achieved 29	20
Percentage of injured workers returned to work within 28 weeks	Actual % result to be reported	71%	80%
Percentage of managers trained in occupational safety, health and injury management responsibilities	Greater than or equal to 50%	Achieved, greater than 50%	Achieved, greater than 50%

Staff Members

The following people were employed at the State Library of Western Australia at 30 June 2011.

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
Perryn Warton

Administration Officer
Jane Masterman

Policy and Research Manager
Julie Ham

Policy and Research Officer
Peter Edwards

STRATEGIC & CORPORATE SERVICES

Director
Mark Woodcock

Budgetary Control & Reporting Officer
Peter Tranter

Administrative Assistant
Sandie Rebelo

CORPORATE SERVICES

Manager Organisational Support
Ian Kane

Corporate Information Team Leader
Geoff Carruthers

Records Coordinators
Grace Chiu
Rachel Turner

PUBLIC PROGRAMS

Manager
Doug George

Exhibitions and Online Design Officer
Dana Tonello

DIGITAL SERVICES

Manager
Peter Toll

Digital Services Team Leader
Simon Cleaver

Online Coordinator
Nick Cowie

Web Designer
Illona Tobin

Systems Administrators
Steven Elkins
Paul Sutton
Ian Williams

Senior Service Desk Officer
Tony Da Costa

Help Desk Officer
Andrew MacDonald

FACILITIES MANAGEMENT

Manager
Phil Golder

Facilities Coordinator
Lorraine Beck

Venues Coordinator
Anita Freeman

Assets Officer
Ben Hoper

Building Maintenance Officer
Robert Reece

Van Dock Supervisor
Ian McMenemy

Van Dock Storeperson
Peter Vuckovic

Facilities Officers
Bill McKay
Leon Reilly
Des Tonge

CLIENT SERVICES

Director
Susan Ashcroft

Project Manager
Barbara Patison

Administrative Assistant
Karen de San Miguel

COLLECTION DEVELOPMENT

Manager
Oliver Gatty

Collection Liaison
Jean Chetkovich

Librarians
Laurie Allen
Andrew Black
Sue Byrne
Antoinette Carrier
Amanda De Cinque
Frances Hammond
Jo Roberts
Salwa Soliman

INFORMATION SERVICES

Manager
Elizabeth McKenzie

Team Leaders
Vicky Carlyon
Steve McQuade

Project Leader
David Whiteford

Librarians
Pena Atanasoff
Marilyn Cacavas
Julianne Clifford
Brenda Collins
Jude Cooper
Kate Eckersley
Janet Hocken
Sue Hunter
Mary Magaraggia
Pam Phelan
Carol Smith
Jeri Tatian

Library Technicians
John Geijsman
Alison Higgins
Mary Jones
Sandra Papenfus

Senior Library Officer
Mary Doyle

Library Officers
Lisa Black
Kylie Coleman
Linda Davis
Paula Gaete
Linley Janssen
Erika Jellis
Louise Kilpatrick
Anne Kingsbridge
Lisa Max
Helen Ouf
Gayle Roberts
Julie Sheren
Anne Sotzik
Adele Sugars
Alana Thomas
Amy Welsh

Document Delivery Coordinator
Sandra Jones

Document Delivery Library Officer
Nicole Piontek

Bookshop Manager
Rosene Saks

Public Orders Coordinator
Zofia Carter

Bookshop Library Officer
Helen Watt

OUTREACH TEAM

Manager
Anne Rennie

Coordinator Community Liaison
Joanna Andrew

Coordinator Community Liaison: Children
Hilary Hatfield

Education Officers
Kate Akerman
Jocelyne Gaudet

PUBLIC LIBRARY DEVELOPMENT & STRATEGY TEAM

Manager
Jessica Lenney

Public Library Liaison Librarian
Janet Deegan

BETTER BEGINNINGS TEAM

Manager, Better Beginnings
Sue North

Coordinator, Better Beginnings
Nola Allen

Community Liaison Librarians
Margaret Robson Kett
Amanda Hills

Coordinator, Adult Literacy and Learning
Jane Jones

Administration Assistant
Karen Alexander

Project Officer, Indigenous Program
Damien Webb

Education Officers
Sue Hanson
Alia Karra
Susan McEwan

Storeperson
Ross Willox

RESEARCH & DISCOVERY TEAM

Battye Historian
Sarah McQuade

Senior Subject Specialist Librarian
Steve Howell

Subject Specialist Librarians
Tricia Fairweather
Allison Fyfe
Leonie Hayes
Gemma Lyon
Carmel McRobert

RESOURCE SERVICES

Director
Alison Sutherland
Pearl Tan

Administrative Assistant
Jolanta Andres

Project Manager
Monika Szunejko

ACQUISITIONS TEAM

Manager
Ross Withnell

Team Leaders
Fiona Caratozzolo
Sue Hegney
Karin Jones

Orders Coordinator
Virginia Burris

Discard Sales Coordinator
David Hodgson

Library Technician
Wendy Monaghan

Senior Library Officers
Karen Godfrey
Deborah Jones
Linda Laycock
Helen Marsh
Kerry Randall
Pat Willans

Library Officers
Norm Brodal
Maureen D'Rozario
Antonetta Fernandes
Yvonne Grant
Tina Guariglia
Helen Lysaght
Maria Neale
Caroline Nightingale
Ruth Nitschke
Anne Oakes
Jo O'Connor
Daniela Popiel
Renata Roberts
Jeanette Shepherd
Nicola Smith
Peter Thackray
Brian Walker

Van Drivers
Phil Hough
Robert Martin
Robert Nicholls

Storepersons
Mitchell Hooper
Bengt Jorgensen
Eugene King
Gary Obrecht

PRESERVATION & MAINTENANCE

Manager
Pat Beament
Tim Vella

CONSERVATION

Senior Conservator
Cristina Albillos

Paper Conservator
Felicity Corkill
Jonathan Schmidt
Book Binding Officer
Timothy Cooke

Conservation Technicians
Susan Crocket
Jenny Leunig
Rosene Saks

REFORMATTING

Team Leader
Lee Blackford
Jennifer Crabtree

Imaging Officers
George Borzyskowski
Cynthia Coombs
Les Tucker

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

Library Officers
Trish Bond
Meredith Howell
John Naturalny
Sue Osmond

ORAL HISTORY RECORDS RESCUE GROUP

Project Manager
Lee Blackford

Librarian - OHRRG
Adrian Bowen

Audio Technicians
Maureen Blackford
Tim Jones
Kim Lofts

Administration Officer
Valda Kiely

STOCK & STACK MAINTENANCE

Team Leader
Toni Young

Senior Library Officers
Jeff Booth
Adam Peterson

Library Officers
Richard Barton
Ewa Bieniawski
Anna Boerner
Renee Bouwes
Lucy Dal Busco
Samantha Fairbanks
Jennie Feehan
Jennifer Jenkins
Greg Kirby
Scott Smith
Patti Szabo
Maria Vargas
Peter Wang

ACCESS

Manager
Kevin Marsh

Archivists
Alison Hocken
Glenda Oakley

Librarians
Michelle Collier
Hayley Crookes
Robyn Edwards
Anne Keehan
Cathy Kelso
Pam Marciano
Kathy Rawlinson
Gabrielle Reynolds
Urszula Wiejowski

Library Technicians
Annette Del Bianco
Rosalyn McHale

Senior Library Officer
Helene Charlesworth

Library Officers
Carolyn Mitchell
Steven Hellwig
Samad Selamat

Systems Coordinator
Debra Jones

Staff Achievements

Cristina Albillos

» President, Institute for the Preservation of Graphic Works (ITOG)

Margaret Allen

» *Future of Public Libraries*, Public Libraries WA Biennial Conference, Fremantle, April 2011

» *Revealing Our Past and Reading the Future*, New Norcia Library Lecture, September 2010

» *NSLA's Re imagining Libraries Projects*, Professional Talks Series, National Library of Singapore, September 2010

» Presentation, 2010 Australasian Innovative Users Group Conference, Perth, November 2010

» Presentation, Opening of the Geraldton-Greenough Regional Library, December 2010

» President, Australian Library and Information Association

» Member, Curtin University, BA Media & Information Advisory Board

» Member, National and State Libraries Australasia (NSLA)

» Member, State Library of Western Australia Foundation Board

» NSLA Representative, Australian Digital Alliance

» NSLA Representative, Australian Libraries Copyright Committee

» Chair, 2012 National Year of Reading Founding Partners

Joanna Andrew

» Diversity and multiculturalism in Australian children's picture books, 32nd International IBBY Congress ' The strength of minorities', Santiago de Compostela, Spain, September 2010.

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

» Executive committee member, IBBY Australia.

» Committee member, WA Branch IBBY Australia.

» Judge, Tim Winton Young Writer's Competition.

Susan Ashcroft

» Member, Re-imagining Libraries. Project 3: Virtual Reference

Pat Beament

» Member, NSLA Stock Management Working Group.

Andrew Black

» Member, People Learn Productions Inc. Board (formerly Narkaling).

Vicky Carlyon

» Project Leader, Re-imagining Libraries, Project 4: Delivery

Jean Chetkovich

» Honorary Research Fellow, University of Western Australia.

» Judge, Western Australian History category, WA Premier's Book Awards.

» Executive member, Australian Historical Association.

» Convener, 2010 Biennial Conference, Australian Historical Association.

» Member, editorial committee of *The Journal* of the Australian Irish Heritage Association.

Tricia Fairweather

» Family history presentations at:

  » Western Australian Genealogical Society Inc. Affiliated Societies' Conference, Geraldton, July 2010.

  » Unlock the Past Roadshow, November 2010.

  » Shake your Family Tree Day, National Archives, Perth, February 2011.

  » Fremantle Heritage Festival, May 2011.

» *Genealogy news from the State Library of Western Australia*, in Western Ancestor, September 2010.

» *National Family History Week at the State Library of Western Australia*, in Western Archives, the newsletter of the WA branch of the Australian Society of Archivists, December 2010.

Allison Fyfe

» WA Representative, Executive Committee, International Association of Music Librarians (Australian Branch)

John Geijsman

» Member 2011 Library Technicians Sub Conference Committee

» Member 2011 Closing the Gap Initiative

Doug George

» Member, NSLA Marketing Working Group

Leonie Hayes

- Family history presentations at:
  - Western Australian Genealogical Society Inc. Affiliated Societies' Conference, Geraldton, July 2010.
  - Unlock the Past Roadshow, November 2010.
  - Shake your Family Tree Day, National Archives, Perth, February 2011.
  - Fremantle Heritage Festival, May 2011.
- *Genealogy news from the State Library of Western Australia*, in Western Ancestor, September 2010.
- *National Family History Week at the State Library of Western Australia*, in Western Archives, the newsletter of the WA branch of the Australian Society of Archivists, December 2010.

Janet Hocken

- Treasurer, ALIA Academic and Research Libraries (WA).

Debra Jones

- *Online Patron Registration implementation* (with Vicky Carlyon), Australasian Innovative Users' Group Conference, Perth, November 2010
- *Sharing Millennium 12 months on: Is the honeymoon over?,* Australasian Innovative Users' Group Conference, Perth, November 2010
- WA Representative , Australasian Innovative Users' Group Committee
- Coordinator, Australasian Innovative Users' Group Conference Planning Committee, Perth 2010

Cathy Kelso

- *The Lists Project*, Australasian Innovative Users' Group Conference, Perth, November 2010
- Member, Australasian Innovative Users' Group Conference Planning Committee, Perth 2010

Steve McQuade

- Convenor, New Librarians Conference
- Member, Re-imagining Libraries. Project 3: Virtual Reference

Kevin Marsh

- Member, Australian Committee on Cataloguing (ACOC)
- Co-Project Leader, Re-imagining Libraries, Archival Collections Project
- Member, Joint Steering Committee for Development of Resource Description and Access (JSC)

Barbara Patison

- Member, Re-imagining Libraries, Project 7: Collaborative Collections
- NSLA representative, Electronic Resources Australia Executive Committee
- Member, Re-imagining Libraries, Project 7: Collaborative Collections

Alison Sutherland

- Member, Re-imagining Libraries, Project 2: Open Borders
- Member, Re-imagining Libraries, Project 9: Scaling Up Digitisation
- Deputy Chair, writingWA Board

Monika Szunejko

- *Making the most of your metadata: cataloguing in a web services world*, Australian Committee on Cataloguing Seminar, Canberra, October 2010
- SLURP @ SLWA (with Steve Miles), Australasian Innovative Users' Group Conference, Perth, November 2010
- Member, Libraries Australia Advisory Committee
- Member, Re-imagining Libraries, Project 10: Connecting and Discovering Content
- Member, Re-imagining Libraries, Project 2: Open Borders

Awards for Excellence

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 2010-11:

- **Welcome Desk Team** (Lisa Black, Amy Welsh, Julie Sheren, Scott Smith, Anne Sotzik, Nicole Piontek, Gayle Roberts, Adele Sugars, Kylie Coleman, Sandie Rebelo, Mary Doyle, Karen Alexander and Anne Kingsbridge).
- **Janet Deegan**.

Fellow of the Library Board of Western Australia

The award of Fellowship of the Library Board of Western Australia has been established by the Board to recognise people who have made a meritorious contribution to the work of the Board and by their outstanding efforts, furthered the cause of library services in Western Australia.

Trevor Poustie and Lennie McCall

In 2010-11 there were four fellowships awarded.

Kay Poustie OAM

Kay Poustie's long and distinguished career in the library profession displayed her passion for libraries as a practical library manager, as a leader in the profession, and as a Member and later Chairman of the Library Board of Western Australia. In all of these spheres she demonstrated hard work, dedication and a can-do attitude. As a librarian she was held in high regard by colleagues locally, nationally and internationally.

Fellow of the Library Board of Western Australia *(continued...)*

Lennie McCall OAM

Lennie McCall made a major contribution to the State Library of Western Australia where she contributed to all areas of the Library at a senior level and the development of library services in this State. Her personal effort ensured that libraries and the library profession in Western Australia, as well as its historical records, have flourished and have been promoted and preserved.

Dr Lynn Allen

Dr Lynn Allen was Chief Executive Officer and State Librarian from 1989 to 2001, the first female to hold this role. Under her leadership came significant improvements in the provision of access to the state's collections through technology, new legislation to improve the care of the State's government records, and involvement in the State's information policy.

Patricia Gallaher OAM

Patricia Evelyn Gallaher OAM has made a major contribution to the development of public library services and the arts in regional Western Australia as a librarian, local government counsellor and as a member of the Library Board of Western Australia.

Lynn Allen and Pat Gallaher

Library Board of Western Australia Award for Excellence.

In March 2011 the Chairman of the Library Board of Western Australia, Professor Matthew Allen, announced the establishment of the Library Board of Western Australia Award for Excellence. This will be an annual award and reflects the Board's leadership role in guiding and encouraging the provision of all library services throughout the State. The Award recognises excellent achievement relating to the provision of library services by any person, library or organisation.

The inaugural winner of this award was the **City of Wanneroo** for their Books in a Bag program, which provides sets of resources that book clubs can access. It impressed the judges with the scope of the project, and its reach to include book clubs in remote areas and from other library systems. It also contributed to the public library structural reform outcomes of a literate and learning community, and providing a highly valued and utilised community service.

Workload Indicators

	2006-07	2007-08	2008-09	2009-10	2010-11
Visitors to the State Library Building	NA	1,072,640	1,195,351	1,383,800	1,459,874
Visitors to the State Library Collections	546,996	590,674	644,488	1,032,225	1,137,885
SERVICES TO HERITAGE COLLECTIONS					
Information enquiries and consultancy	40,638	24,977	25,799	29,406	25,336
SERVICES TO NON-HERITAGE COLLECTIONS					
Information enquiries	74,422	53,160	56,096	60,472	45,228
Direct loans to clients	24,662	23,009	20,985	21,669	24,719
Total membership of State Library	9,223	9,736	9,661	10,055	15,169
SERVICES TO PUBLIC LIBRARIES					
Number of public libraries	232	232	232	233	233
Volumes dispatched on exchange program	443,750	430,653	513,961	485,208	412,545
Information enquiries	1,496	2,034	1,359	1,989	2,663
People attending training courses	448	4,273	3,776	2,033	5,668

Workload Indicators

	2006-07	2007-08	2008-09	2009-10	2010-11
USE OF INFORMATION TECHNOLOGY					
Visitors to the State Library website*	NA	NA	NA	1,089,640	1,119,360
Page hits on the State Library website*	NA	NA	NA	2,439,001	2,434,469
Searches on Electronic Resources	164,147	243,436	203,499	185,486	363,877
Digital objects available	91,176	113,412	132,096	155,746	197,295
RESOURCE SERVICES					
Acquiring stock					
New volumes delivered to public libraries	293,037	314,389	369,481	344,994	265,266
Cataloguing stock					
Titles catalogued for heritage collections	2,838	4,195	13,467	11,061	6,086
Titles catalogued for non-heritage collections	2,250	2,901	2,611	4,935	4,110
Titles catalogued for public libraries	43,260	46,643	55,709	55,122	51,861

** In July 2010 State Library changed the method of counting website activity. Data from Google Analytics is available back to July 2009 only.*

Stock

	2006-07	2007-08	2008-09	2009-10	2010-11
HERITAGE COLLECTIONS					
Monograph titles**	77,391	75,767	91,129	93,663	94,735
Monograph volumes**	119,557	138,432	159,326	162, 881	165,220
Serial titles	15,553	15,805	16,673	17,426	17,599
Microfilm (reels)	15,834	16,349	17,015	17,026	17,267
Microfiche (metres)	15.2	15.2	15.2	15.2	15.2
Cartographic items	29,186	29,194	29,194	30,636	30,739
Ephemera (items)	85,553	90,988	97,527	104,488	108,038
Pictorial images	507,105	516,702	679,967	693,912	701,528
Pictorial collections	7,708	7,734	7,759	7,825	8,235
State Film Archives film and video reels	5,712	6,052	6,200	6,233	6,246
Oral history hours of tape	13,553	13,555	13,683	13,719	13,719
Oral history transcripts	3,801	3,803	3,906	3,908	4,161
Private archives (metres)	3,077	3,104	3,175	3,211	3,616
Sound recordings***	NA	NA	5,096	5,243	5,256
NON-HERITAGE COLLECTIONS					
Monographs (volumes)**	385,382	412,068	434,237	336,429	335,316
Current print serials and newspaper titles**	6,018	5,861	5,494	5,256	5,003
Microfilm (reels)	13,954	12,942	13,189	13,856	14,129
Microfiche (metres)	212.4	212.4	212.4	212.4	212.4
Scores**	42,785	49,379	48,673	52,403	54,676
Musical sound recordings	15,295	15,295	13,495	12,821	12,974
Cartographic items	23,495	23,495	23,497	23,499	23,699

Stock

	2006-07	2007-08	2008-09	2009-10	2010-11
PUBLIC LIBRARY COLLECTIONS					
Adult non-fiction	1,069,616	1,072,614	1,076,014	1,023,343	1,034,269
Adult fiction	847,670	873,436	897,504	901,273	921,181
Junior	870,456	883,457	895,794	869,919	883,338
Total stock	2,787,742	2,829,507	2,869,312	2,794,535	2,838,788
Special Formats (included above)					
Languages Other Than English (LOTE)	80,403	80,377	73,013	70,415	69,356
Large Print Books	201,247	201,947	198,981	198,776	201,499
Videos / DVDs	166,396	166,588	168,336	166,032	170,971
Audio Tapes / CDs / MP3	119,451	122,049	119,115	119,039	119,518
CD-ROM	18,723	18,751	15,684	14,290	13,808

** *In 2007-08 State Library moved from manual counts of some collections to counts from our library management system. These new counts more accurately reflect the collections held.*

*** *In 2008-09 Western Australian sound recordings were counted as a separate heritage collection.*

Front and back cover images: Thomas Calabro, one of the Better Beginnings 'poster babies' - his love of books remains undiminished as he grows older.

GOVERNMENT OF WESTERN AUSTRALIA

State Library OF WESTERN AUSTRALIA