ANNUAL REPORT

of the State Library of Western Australia

2012 - 2013

GOVERNMENT OF WESTERN AUSTRALIA

State Library OF WESTERN AUSTRALIA

State Library
OF WESTERN AUSTRALIA

The State Library of Western Australia

ANNUAL REPORT
2012–2013

of **The Library Board of Western Australia**

61st Annual Report of the Board

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Monday to Thursday

9:00 am to 8:00 pm

Friday

9:00 am to 5:30 pm

Saturday and Sunday

10:00 am to 5:30 pm

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Statement of Compliance

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

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 2013.

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 2012-2013* issued by the Public Sector Commission.

Dr Margaret Nowak
Chairman
Library Board of Western Australia

Mr Michael Murray
Member
Library Board of Western Australia

5 September 2013

Highlights

Strategic Directions 2013 - 2017

The Library Board finalised its Strategic Directions for 2013 - 2017 in December 2012 after considerable consultation with stakeholders. The mission statement summarises the strategic intent of the Library as follows:

For the benefit of all Western Australians, the State Library:

- *Treasures the stories of Western Australia;*
- *Champions literacy and learning;*
- *Cultivates creative ideas; and*
- *Leads the development of the Western Australian public library network.*

These four fundamental tasks define the essential and unique contribution the State Library makes to the community; they provide the strategic direction with which to set the Library's goals and guide the operational plans to achieve them. For each of the four major strategies above, initiatives have been developed to deliver outcomes, which are monitored by the Library Board.

Digitisation for Access and Preservation

The Library continued its digitisation program to make the State's heritage collections more accessible. Over the last two years, the State Library has partnered with the Oral History Records Rescue Group (OHRRG), with the support of Lotterywest, to digitise the extensive oral history collection held on audio cassette tape. The project, which was completed in April 2013, achieved the outcome of 11,550 hours of tape digitised (6056 interviews), 200 voices made available online, and digital copies of 276 interviews (600 hours) supplied to community groups and public libraries.

Funding from the Leah Jane Cohen Bequest was used to digitise rare and unique original films in obsolete formats. Repairs and cleaning were carried out prior to digitising, resulting in 35 hours of viewing time of original 16mm film (203 titles) and 120 hours of viewing time of U-matic videocassettes (195 titles).

National Year of Reading

The Library continued to highlight to the community both the pleasure and importance of reading through the National Year of Reading. The wide range of events and programs organised to celebrate the National Year of Reading in 2012 continued, with the return of the Love2Read Café in spring. The Café, an outdoor reading room based on the Bryant Park model in New York, again proved popular and attracted over 4,500 people. Other programs included The Reading Hour, Movies Based on a Book, a visit from Australian Children's Laureate, author Boori Pryor, and the Read out Loud! reading marathon.

Family Literacy

The Better Beginnings program, which promotes the importance of reading with children, achieved several significant milestones in the past year. There are now more than 200,000 families with newborns who have received reading packs, and participated in rhyme and parent information sessions, since the program was first launched in 2005.

For the first time, the four and five year old program was made available to all 910 Western Australian schools with kindergarten and pre-primary students. Approximately 60,000 children throughout Western Australia have received free Better Beginnings books and reading packs through their local libraries and schools since the program began in 2010. In addition, 117 Aboriginal communities, blocks and stations are currently participating in the Better Beginnings' Indigenous program, *Read to Me-I Love It!*

Highlights

Important collections acquired

The Library continued its core role to collect and build unique Western Australian heritage collections. Two significant archival collections obtained this year were the Robert Fairbairn Collection and the diary of Mary Ann Friend.

The extensive Robert Fairbairn Collection is a particular treasure comprising 3,000 letters, several diaries and a highly eclectic mix of items as diverse as scrimshaw and a ceremonial sword. Some particularly poignant objects are message sticks carved by Aboriginal prisoners on Rottnest Island, which Daisy Bates was to deliver to family members in the north-west of the state.

Mary Ann Friend and her husband Captain Matthew Friend, spent six weeks in Fremantle in 1830. Her diary provides a frank and lively account of the new Swan River Colony written within months of its founding. Beautifully and clearly written, it contains illustrations and maps not previously seen publically.

Descendants of Mary Ann Friend view her exquisitely detailed 1830 diary acquired by the State Library in May 2013.

Robert Fairbairn RM with Lady Gerard Smith (1895)

Indigenous interpreter Annette Kogolo with a book from the Walmajarri Language Stories collection.

Walmajarri Language Stories Project

The Walmajarri Language Stories Collection comprises sixty-five stories written and illustrated between 1998 and 2002 by children, teenagers and adults from the Kadjina Aboriginal Community, located just over 100km south of Fitzroy Crossing. Written in English, Walmajarri and Kriol, the books are a mix of original stories, contemporary retellings of traditional stories and illustrated records of traditional knowledge. The Library worked with the Kadjina Aboriginal Community to digitise the collection, and following the digitisation, the original materials were returned to Kadjina in November 2012, with a number of sets reprinted. The Walmajarri Language Stories Collection is now the largest free collection of interactive, digital Aboriginal language stories in Australia and they can be viewed here: http://catalogue.slwa.wa.gov.au/record=b3303747.

E-books

In response to community demand and the changing technological environment, a successful pilot was completed to provide access to e-books to Western Australian public library members throughout the State. The e-book pilot project, a partnership between public libraries and the State Library, provided access to 10,609 e-books under the banner of the West Australian Public Library Digital Media Collection (WAPLDMC). Since the initial implementation, 8,931 people used the service, generating 80,701 e-book loans. Survey and informal feedback mechanisms indicate overwhelming success for the service with 99% of respondents indicating they would use the service again. Apart from a few small remote libraries, all Western Australian public libraries now provide this service to their members.

Legal Deposit Act

Following the passage of the Legal Deposit Act in 2012, extensive consultation was held with stakeholders to develop the regulations for the legal deposit of physical items. A report on the consultation was completed and made available on the Library's website and this informed the drafting instructions for the regulations. Draft regulations were developed ready for further consultation before the final regulatory process is completed.

Partnerships

The Library continued to work extensively with our partners to achieve mutually beneficial outcomes and services to the community. The Library's numerous partnerships include community, arts and history organisations, other government departments, local governments and public libraries across Western Australia, professional associations and the state and national libraries of Australia and New Zealand.

Exhibitions

The Library hosted a number of exhibitions to showcase Western Australian and national collections. The stunning original collage illustrations from Jeannie Baker's *Mirror* told two different family stories - one from inner city Sydney and the other from a remote village in Morocco - the worlds are different but the same. Nearly 10,000 people visited the exhibition, including over 1,500 primary students, and 200 secondary students.

Finding Home was an exhibition based on research by the James Sykes Battye Memorial Fellow, Jane Davis. The exhibition was based on her research into pioneering myths and the stories of the Swan River Colony settlers and their experiences of settling in Western Australia.

Partnering with the Returned and Services League (RSL), **From War to Remembrance** focussed on the history of the RSL in Western Australia and its role in the community. The exhibition focussed on themes of commemoration, defence and repatriation, and attracted considerable publicity on television and in the print media.

Opening night of the exhibition From War to Remembrance about the history of the Returned and Services League.

Actors Gemma Cavoli and Steve Turner portray Mary McKinlay and Col. Herbert Brayley Collett in an historical dramatisation of the RSL's beginnings.

Library Board of Western Australia Award for Excellence

Curtin University Library received the Library Board of Western Australia Award for Excellence at a function during Library and Information Week 2013. Their Virtual Bookshelf project provides Curtin clients with a convenient browsing experience combining both physical and virtual book collections into one seamless display. 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.

Premier Colin Barnett (left) with author Tim Winton, Margaret Allen and Professor Matthew Allen at the Western Australian Premier's Book Awards.

Western Australian Premier's Book Awards

The winners of the 2011 Western Australian Premier's Book Awards were announced in September 2012 by the Premier, Hon Colin Barnett. The Awards recognise and reward excellence in writing throughout Australia.

The Premier's Prize worth $25,000 was awarded to Fiona Skyring for *Justice: a History of the Aboriginal Legal Service in Western Australia* by UWA Publishing. The complete list of winning titles and authors is available at

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

Chairman's Report

The State Library continues to be one of this State's most visited public institutions with over 1 million visitors in 2012-13. The Library is the world's leading organisation in the collection, preservation and provision of access to Western Australian documentary heritage. While there have continued to be solid achievements this year, it has been a challenging year in which to meet the high standards that the Library sets in delivering services to the State's population.

After taking the role of Chairman in December 2012, I look forward to working with State Library staff to implement new Strategic Directions that will take us from 2013 to 2017. These will form the basis of the Library's planning and have set the priorities in the key areas of treasuring the stories of Western Australia, championing literacy and learning, cultivating creative ideas and leading the development of the WA public library network.

While these strategies continue the work that the Library has undertaken over many years, as we move to a digital age there are significant changes to the way in which library programs are delivered. The ability to collect Western Australia's heritage has become more difficult as the source documents change from paper to digital content. It is important for the Library to participate actively in this developing digital community. To tell the State's stories and reach a wider audience we are digitising oral histories. We have also been able to integrate many types of media to tell stories on the Library's YouTube channel.

Literacy comes in many different forms and the State Library is working to improve reading and information literacy with many groups including families of young children, Aboriginal communities, students and adults. The Library has always supported writers and publishing in this State and there is a new focus on cultivating creative ideas in the community.

The State Library continues to lead the development of the public library network, as it has done for 60 years. The Library Board was established in 1951 to create a public library network in Western Australia and we have worked with our partners in local government to achieve this. While the relationships have changed as local libraries have become more skilled and capable of operating more independently, there continue to be opportunities to deliver new and more efficient services. A Library Board meeting held at the new Cannington Public Library in May this year, gave us the opportunity to see the changes in the way local government are delivering services. I must congratulate local government in Western Australia for continuing to provide and plan for new and upgraded public library facilities, unlike the library closures and cuts to services in some other countries. As an economist, I was delighted with the recent report by SGS Economics, which estimated that Australia's public libraries deliver benefits worth nearly three times the cost of running them.

Many of the Library's programs could not be delivered without the support of partners. I have mentioned the support from local government to deliver public library services, but we also appreciate the support from a number of State Government agencies who support the delivery of the Better Beginnings Family Literacy program. Rio Tinto has been a key supporter of this program.

The Oral History Records Rescue Group, comprising the Friends of Battye Library, the Oral History Association of Australia (W.A. Branch), the Professional Historians Association, the Royal Western Australian Historical Society and the Western Australian Genealogy Society, has enabled the Library to digitise 11,550 hours of analogue audio cassette tape at risk, and make 200 of those voices available to the public through the State Library website. This was achieved with the assistance of Lotterywest which has supported projects to preserve the State's history and improve literacy. The State Library of Western Australia Foundation, like the Friends of Battye Library, are a group of like minded people who share our philosophy of caring for heritage materials

and advocating the benefits that libraries can provide for the public. Acknowledgement must also be made of our wonderful volunteers who gave over 10,400 hours of their time to list and preserve collections and help in the delivery of programs.

As mentioned above, 2012-13 has been a challenging year in which to operate. A considerable portion of the Library's budget is spent on salaries, and finding efficiency savings is difficult, given that many costs are either fixed or rising. The State Library Building is ageing, with a number of key systems requiring upgrading to protect the collections and improve environmental conditions. There is also a need to redesign some areas for new purposes. The Library has looked for operations where processes can be changed and efficiencies made, and this has seen a corresponding reduction in staff. However, implementing the changes required to operate in a digital world and meeting client expectations will require staff with new skills, along with advanced systems to enable the changes. Failure to support the development of these skills and the required systems will result in under-utilisation of the Library's facilities and services, and a reduced ability to meet the organisation's legislative and strategic responsibilities.

This year the Board has again recognised the outstanding contribution of an individual who has supported the State Library and its collections, by conferring the status of Fellow of the Library Board of Western Australia on Dr Peter Williams, who has been a generous donor to the State's heritage collections in the field of Australian children's literature. We also awarded the Library Board Award for Excellence for 2013 to the Curtin University Library for their Virtual Bookshelf project. This project provides Curtin clients with a convenient browsing experience combining both physical and virtual book collections into one seamless display; Curtin have generously agreed to share their development with other libraries.

On behalf of the Board, I wish to thank the Minister for Culture and the Arts, the Hon John Day MLA, for his ongoing support of the State Library, and I look forward to working with him in the future.

The achievements of the State Library in 2012-13 would not have been possible without the hard work and dedication of every staff member. I would like to particularly thank those staff who have delivered presentations to the Board to increase our understanding and awareness of the many different programs the Library undertakes. The State Library is led most ably by the CEO and State Librarian, Margaret Allen, who has taken on significant leadership and advocacy roles both nationally and internationally in the library profession.

In taking over the role of Chairman, I would like to acknowledge the work of Professor Matthew Allen who was Chairman of the Board from 2009 to October 2012, and who brought a refreshing perspective, coming to the role from an information technology background. Thanks also to Councillor Deb Hamblin, Vice-Chairman, for her assistance. Thank you to all the other members of the Library Board who give freely of their time and ideas, helping to make the State Library a great cultural institution serving all Western Australians. It was delightful to welcome Kaye McGlew, Sonja Heath, Richard Giles and Alan Ferris to the Board this year, and I would like to thank Brett Davies and Allanah Lucas, who have retired from the Board to pursue other interests.

I look forward to the coming year as the Library celebrates 125 years of delivering library services to this State. On behalf of the Library Board of Western Australia I am pleased to submit the Annual Report for the year 2012-13.

Dr Margaret Nowak

Chairman of the Library Board of Western Australia

About the State Library of Western Australia

Responsible Minister

The Hon John Day MLA (Minister for Planning; Culture and the Arts) 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 and State Librarian, who is the Executive Officer of the Board. The State Library is also a portfolio organisation within the Department of Culture and the Arts.

State Library Mission

The mission of the State Library of Western Australia is:

For the benefit of all Western Australians, the State Library:

- treasures the stories of Western Australia;
- Champions literacy and learning;
- cultivates creative ideas; and
- leads the development of the Western Australian public library network

Strategic Directions

In support of our mission, the State Library will work continuously to improve our services and our processes, meet our governance obligations, support our staff as a learning organisation, consult with the community we serve and collaborate effectively with our partners.

In line with the Strategic Directions 2013 – 2017, this Annual Report reports against each of the elements above. This document can be found at: 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 five directorates: Client Services; Collection Services; Community, Learning and Discovery; Strategic and Corporate Services and Executive Services.

Client Services supports all State Library clients, whether online or visiting the building, meeting their information needs and enhancing their visitor experience with the Library. Additional services include lending and document delivery services and the State Library Shop.

Collection Services develops the Library's collections through the identification, procurement, processing, storage, preservation, digitisation, management, distribution and accessibility of all State Library collections, both physical and digital.

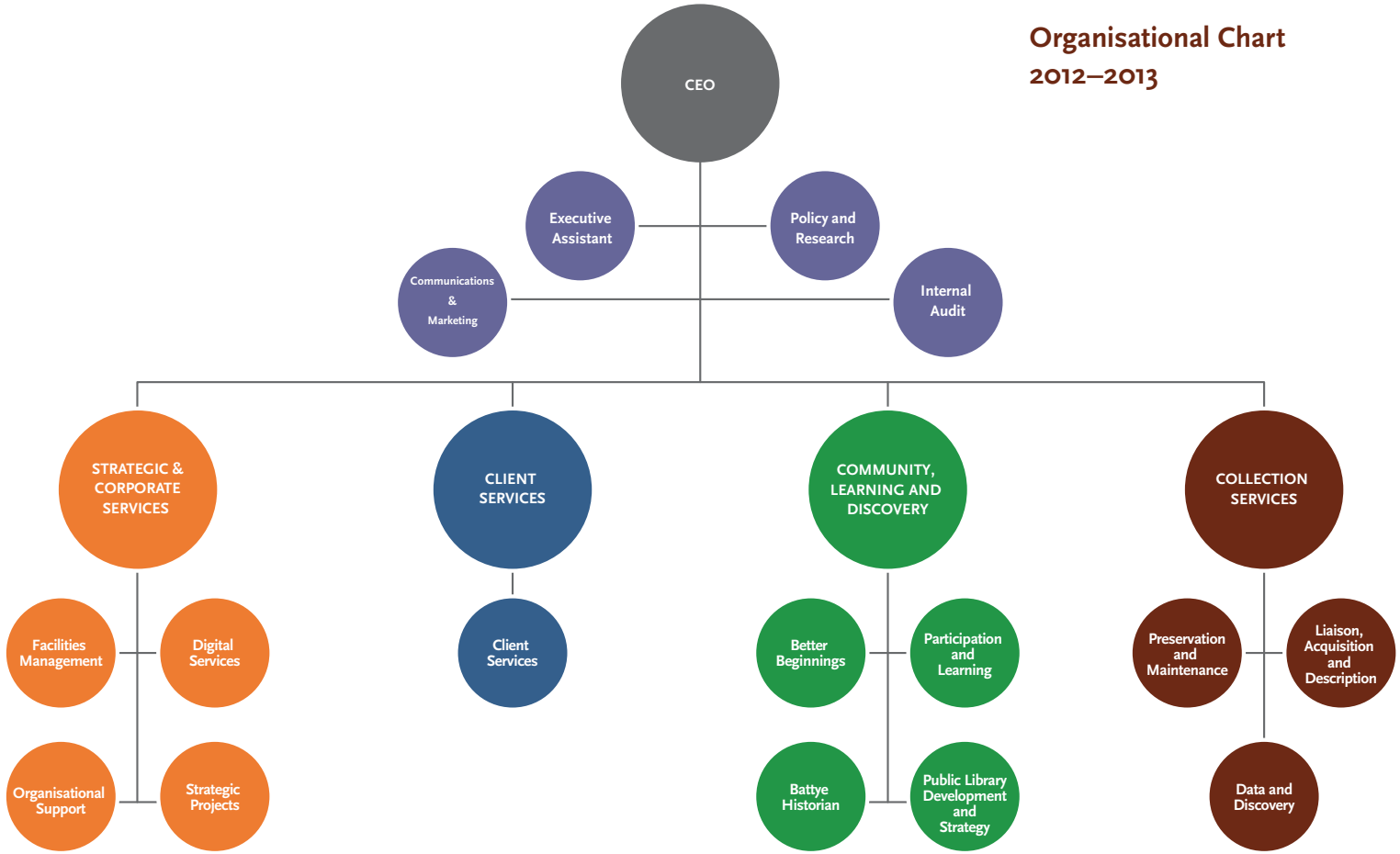
Community, Learning and Discovery delivers services and programs to engage and enrich clients' experiences in connecting with the Library's resources. These include the Better Beginnings family literacy program and educational and children's activities. The

Directorate also provides support for Western Australian public libraries and specialist reference and research support related to specialist collections.

Strategic and Corporate Services support the organisation in the areas of strategic projects, budget planning, 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 the Office of Shared Services.

Executive Services manages support services to the Chief Executive Officer, the Library Board of Western Australia and other strategic partners. This includes providing policy advice and research support on issues and trends relevant to the State Library and the Library Board. The internal audit and marketing and communications functions are also managed by the Executive area

Organisational Chart 2012–2013



While State Library Staff are employees of the Director General, Department of 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 of thirteen members. Eleven 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. Two Board members are ex officio.

The Chairman of the Library Board is elected by the members annually in accordance with the *Library Board (Conduct of Proceedings) Regulations 1955*. In October 2012, the Chairman of the Board, Professor Matthew Allen resigned and Dr Margaret Nowak was elected as Chairman at the December meeting.

Three new members were appointed to the Library Board in 2012-13: Councillor Kaye McGlew, Mr Richard Giles and Ms Sonja Heath. Mr Mike Murray and Councillor Janet Davidson were reappointed to the Board for a further term, and Mr Brett Davies resigned in August 2012. Ms Allanah Lucas was Director General of the Department of Culture and the Arts until May 2013 and was *ex officio* a member of the Board. She is replaced by Acting Director General, Mr Alan Ferris.

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

Dr Margaret Nowak – Chairman
(December 2012 – June 2013)

Dr Margaret Nowak is an academic economist with interests in labour market economics and corporate governance. She was the founding Director of the Curtin Graduate School of Business, Curtin University, a position she held from 1993 to 2004. Dr Nowak is currently a principal researcher in the Governance and Corporate Social Responsibility Research Unit at the Graduate School. She has served on several government and community boards and committees including Princess Margaret Hospital Board in the 1980s. She was also a Commissioner with the Lotteries Commission of WA from 1989-94, and Chair of the Gordon Reid Foundation for Youth, 1990-94. From 1991 to1997 Dr Nowak was Chair of the Management Committee at the Fremantle Arts Centre. Subsequently she has been a member of the Health Department of WA Audit Committee from 2003-10 and Chair from 2007-10, and Chair of the Department of Agriculture and Food Audit Committee from 2009-12. She is a Fellow of the Australian Institute of Company Directors.

Professor Matthew Allen – Chairman
(July – October 2012)

Professor Matthew Allen was Head of the 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. Matthew was engaged in research in the broad field of internet studies, especially related to the rise of social media and broadband connectivity. He was awarded an Australian Teaching and Learning Council Teaching Fellowship in 2008, has served on the Board of Directors, Internet Industry Association, and has been President of the International Association of Internet Researchers.

Professor Allen gained the degree of Doctor of Philosophy from the Australian National University in 1991 and has a Master of Arts, Literature and Communication (Murdoch University), and a Bachelor of Arts, First Class Honours in History (University of Sydney). He is the author of two books and more than 50 academic chapters, papers and articles. He served on the Library Board of Western Australia from 2003 to October 2012.

Library Board members (from left) Kris Bizzaca, Imogen Garner, Richard Giles, Deborah Hamblin, Margaret Nowak, Michael Murray, Sonja Heath, Joe Marino & Kaye McGlew.

Councillor Deborah Hamblin - Vice Chairman

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 including Manager Regional Development and Director Workplace Learning.

Councillor Hamblin 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. Councillor Hamblin is currently Deputy Mayor of the City of Rockingham. She is also an Associate member of the Australian Library and Information Association.

Ms Kris Bizzaca

Kris Bizzaca is a professional historian and has worked as a consultant in Western Australia's history and heritage industry since 1998. She takes an active role in this community, which is reflected in the positions she has held on various non-profit organisations including the President of the Professional Historians Association (WA) (2003 – 2007; 2010 – 2012).

Ms Bizzaca was a committee member of the Historical Records Rescue Consortium which, with the assistance of a $3 million grant from Lotterywest, 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 the Oral History Records Rescue Group - a group of like-minded history organisations which received funding from Lotterywest to partner with the State Library in a project to digitise oral history cassette tape recordings held in the Library's collection.

In 2012, Kris Bizzaca was appointed as a Director of the State Library of Western Australia Foundation.

Mr Martin Clery (Ex Officio)

Martin Clery is Assistant Executive Director in the Department of Education's Statewide Services Division. In this role he oversees the curriculum and student needs support services delivered to public schools across the state. He also represents the Department of Education on a variety of inter-agency policy and advisory groups.

Mr Clery began his career in education as a history and geography teacher in 1990. Until 2005 he worked in secondary schools in both regional and metropolitan locations. Since this time, he has held a variety of professional and curriculum support roles with the Department of Education.

The Library Board of Western Australia

Councillor Janet Davidson OAM JP

Janet Davidson holds a Master's Degree in Management, is a Graduate of the Australian Institute of Company Directors (GAICD) and a trained teacher. She is a member of the Australian Institute of Management (AIM) and the Australian Institute of Company Directors (AICD). She is a Justice of the Peace and an Ambassador for the Year of the Outback.

Councillor Davidson was elected to the City of Perth Council in 1998 and chairs the Finance and Budget Committee and the Audit Committee. She has been Deputy Lord Mayor since 2011 and also held this role in 2009. Ms Davidson holds the position of Executive Officer to the WA Regional Office/ Committee of The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (WA).

Councillor Davidson is a former Chairman of the Library Board of Western Australia, a member of the Australia Day Council of WA, Local Chambers Perth City Executive Committee, State Councillor on the WA Local Government Association (WALGA) and the Perth Theatre Trust. She is a Board Member and previous National Vice President of ALGWA (Australian Local Government Women's Association) and sits on the Australian Local Government Association Board as the ALGWA representative.

Mr Brett Davies
(July – August 2012)

Brett Davies was 15 years of age when he wrote his first book. At sixteen he 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. Mr Davies 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.

Mr Alan Ferris (Ex Officio)
(May – June 2013)

Alan Ferris is the Acting Director General, Department of Culture and the Arts (DCA). His substantive position is General Manager, Perth Theatre Trust, a position he has held since 2008.

Prior to this he was Chief Financial Officer DCA, a role which also had responsibility for the Art Gallery of WA, Perth Theatre Trust, ScreenWest, State Library of WA, State Records Office and the WA Museum.

Alan has been a Trustee of the Swan Bells Foundation and recently retired as the Mayor of East Fremantle, a position he held for six years. He is a board member of the Palmerston Association and a member of the Leadership WA Finance Committee. As A/Director General he is a board member of the Art Gallery of WA, Perth Theatre Trust, ScreenWest, State Library of WA and WA Museum. Alan is a Chartered Accountant with a Bachelor of Commerce.

Ms Imogen Garner

Imogen Garner is the University Librarian at Curtin University and Director of the John Curtin Prime Ministerial Library. She has also worked at The University of Western Australia Library, and for the Department of Education.

Ms Garner 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 is currently Chair of the Editorial Board for the journal Australian Academic and Research Libraries. She is a member of the International Association of Scientific and Technological University Libraries (IATUL) Board. 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.

Mr Richard Giles

Richard Giles has been involved with technology since the eighties, mobile phones since 1990, and the internet since 1994 when he built corporate websites, lectured about online commerce at Curtin University, and sold corporate internet connections. He has since worked for Sun Microsystems, authored two books, won an award for podcasting, and launched a number of web applications. He is now Strategy Director at Adapptor.

Mr Giles has presented at a number of events, on radio, and television, about technology and its impact, and is in frequent demand as a lecturer.

Ms Sonja Heath

Sonja Heath is a lawyer, with additional qualifications in Finance and Geology. She has worked in legal practice and as an executive in property development and business consultancy companies.

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. Her 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, Ms Keefe continues to create television programs at Channel 7 as well as helping Western Australian business people become media aware 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. Her work includes consulting to leading Perth public relations companies, delivering entertaining and inspiring speeches, MC duties and facilitating and providing media commentary on news panels and forums. Ms Keefe is also a long standing Board Director of Breast Cancer Care WA.

Ms Allanah Lucas (Ex Officio)
(July 2012 - May 2013)

Allanah Lucas was the Director General of the Department of Culture and the Arts until May 2013. 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 Ms Lucas 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. She has a Bachelor of Arts, Diploma of Education and MA in Arts Administration.

Councillor Joe Marino

Joe Marino is an accountant and is currently the Manager, Procure to Pay with the Department of Finance. He has a close association with the State Library having established and worked as Manager of the Arts Portfolio Bureau Services from 1996-97. Councillor Marino has been a City of Swan Councillor from 1997-99, then 2001 to the present, and is a Board Member on several not-for-profit organisations. He is a Fellow with the Institute of Public Accountants.

Councillor Kaye McGlew

Kaye McGlew works with Regional Development Australia, providing support to young people who have disengaged or are at risk of disengaging from education prior to the completion of Year 12. She is a Councillor with the Shire of Dandaragan, and Chairperson of the Dandaragan Community Resource Centre.

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.

An avid reader and a member of a number of local libraries, his interests embrace genealogy, history, politics, the sciences, music, writing and film-making. Mr Murray has business and accounting qualifications and in an earlier life was a senior executive in the Western Australian mining industry.

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 2013) are as follows:

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:
Michael Murray (Chairman, Board Representative), Margaret Nowak (Board Representative), Janet Davidson (Board Representative), Margaret Allen (Chief Executive Officer, SLWA, Observer), Mark Woodcock (Director, Strategic and Corporate Services, SLWA, Observer), Peter Hawker (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), John Griffiths (Committee Member), Richard Giles (Board Representative), Paul Jost (Director, Special Projects, Office of the Auditor General, Observer), Mark Woodcock (Director, Strategic and Corporate Services, SLWA, Observer), Margaret Allen (Chief Executive Officer, SLWA, Observer), Peter Hawker (Acting Finance Business Manager, Department of Culture and the Arts, Observer), Rod Forgus (Audit Manager, 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), Sonja Heath (Board Representative), Kaye McGlew (Board Representative), Margaret Allen (Chief Executive Officer, SLWA, Observer); Julie Ham (Manager Policy and Research, SLWA, Observer)

Executive Management Team

Chief Executive Officer and State Librarian
Ms Margaret Allen

Director Client Services
Ms Susan Ashcroft

Director Collection Services
Ms Alison Sutherland

Director Community, Learning and Discovery
Dr Sarah McQuade

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
- Legal Deposit Act, 2012
- 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;

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.

Early morning at the State Library of Western Australia before opening hours.

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 2012-13.

Relationship to Government Goals

Broad high level government strategic goals are supported at agency level by more specific outcomes. The table to the right 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
Results-Based Service Delivery Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	• Western Australia's natural, cultural and documentary collections are preserved, accessible and sustainable (Department of Culture and the Arts 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.	• Treasures the stories of Western Australia • Leads the development of the Western Australian 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.	• Treasures the stories of Western Australia • Champions literacy and learning • Cultivates creative idea.

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.

The Library continues to provide direct support to the State Records Office of Western Australia including preservation and the use of storage within the State Library building.

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

The Better Beginnings program is provided 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 WA Country Health Service, for the delivery of the reading packs to families. In addition, representatives from the Departments of Local Government and Communities, Health and Education sit on the Better Beginnings Steering Committee. Pilot programs utilising the Better Beginnings resources and aimed at engaging marginalised families and adults with limited literacy skills have also been developed, and are currently being conducted in conjunction with the Departments of Training and Workforce Development (through the Central Institute of Technology), and Corrective Services.

Better Beginnings reading packs are a bright addition to children's lives.

Chief Executive Officer's Review

The challenges the State Library faces to collect, preserve and make available our printed heritage continue to increase, yet we are also faced with increasing volumes of digital heritage which we must collect, preserve and make available to the community at the same time. Different skills, knowledge, technology and services are required for each and we continue to balance these within our allocated resources.

Community views as to what the State Library should be in 2012 and beyond are broad and varied, and this was highlighted during the consultation process for our Strategic Directions 2013 – 2017. As the first generation of so-called digital natives engage with our services and collections, their use and approach is markedly different to the traditional library user.

The Library seeks to provide services to all Western Australians, from the traditional scholarly researcher whose work is published through long established methods, to those who use our resources to create new works that are published through social media and other online platforms. Both of these uses are equally valid and supported by the Library as a public good institution for all Western Australians.

The community continues to engage with our services and demand is not diminishing, although the ways in which they engage are ever evolving. There is ongoing demand for access to technology and access to information in electronic form, whilst the use of our traditional printed collections continues to decline. The exception to this is the Western Australian Heritage Collections.

The Library works with a range of partners to deliver our services and achieve our objectives. This is also reflected in our Strategic Directions. In this report we have taken the opportunity to highlight some of these partnerships – with arts organisations, other government departments, national and international professional organisations, community and history groups, local governments and public libraries. The contribution of our partners enriches our services, broadens our reach and brings new people to the Library.

I would like to take this opportunity to make particular comment on a matter that is both fundamental and critical to the ongoing role of libraries both now and into the future. The transition to digital publishing is accelerating, and the role of the State Library in preserving this material is no less vital than our role in the paper based world. In fact it could be argued that it is even more critical because the format of a digital publication, but not its content, has a much more temporary and transient nature. There is often only limited opportunity, a short window in time, to collect a digital publication.

In the print world, collecting a 50 year old printed book is a common occurrence for libraries, because paper generally has a predictable and extensive life span. It is unlikely, however, that in 2063 it will be possible to acquire an e-book published in 2013. Not only does technological obsolescence and digital fragility work against this possibility, but the very basis by which digital publications are made publically available makes this highly unlikely.

Digital publications are normally licensed, not purchased outright. That is, consumers and libraries no longer purchase a book in digital format which they own; instead they purchase a license for the access and use of that book. For libraries, that license is usually required to be renewed after a certain time or number of uses. This fundamental change has significant implications for the future of public access to information, the preservation of our documentary heritage, and of course the costs of acquiring and managing publically accessible library collections.

Many of the world's great libraries have been founded on the generous donation of people's personal libraries, and donation remains a critical element of collection building. The State Library of Western Australia continues to benefit from the generosity of the community through donation of material, but this will not be possible into the future. How this will affect the ability of libraries to collect and make available books and other digital publications in the longer term is still unknown. Certainly the provisions of the *Legal Deposit Act 2012*, which will enable the State Library to collect digital publications, will assist in preservation of Western Australian material.

This fundamental change in publishing is also affecting the material that public libraries can make available to the community. The issues in Australia are no different to those being experienced by libraries internationally, and include the embargoes on the sale of new release material to libraries, publishers who will not make e-books available to libraries at all, significant price increases, material only available via subscription, contracts which override the rights of libraries under Australian copyright law, no certainty of supply if a service provider ceases business, and concerns about the privacy of readers' data, amongst other things.

These are issues which are not easily resolved but are fundamental to the provision of library services in Western Australia and beyond. There has been strong demand from the community for the pilot e-book lending service through Western Australian public libraries and without content this demand cannot be met.

The State Library has been significantly involved at the local, national and international level in advocating for the right of libraries to continue to procure e-books, so that the community can continue to have access to a broad range of reading materials and information in digital form. This is fundamental to the long term role of libraries and will continue to be a focus for many years.

This report provides an excellent summary of the work undertaken by the Library in the past year. The staff can justifiably feel proud of their achievements across all of our areas of responsibility, and their professionalism and commitment is evident in all that they do. I would like to take this opportunity to thank them for their ongoing efforts to find new ways of working to achieve our goals and meet the increasing service expectations from the community. This year our volunteers have made a remarkable contribution to our work and I am grateful for their continued significant support for our work.

Finally I would like to acknowledge and thank the Library Board for their ongoing contribution to the State Library and their support of our vision for the future. In particular I would like to acknowledge former Chairman of the Board, Professor Matthew Allen for his vision and empathy with the challenges and opportunities facing libraries in the digital age, and his leadership during his time as Chairman.

Margaret Allen

Chief Executive Officer and State Librarian

Achievements Against Strategic Directions

PRIORITY AREA 1

The State Library of Western Australia treasures the stories of Western Australia

The continued prosperity of our State and nation depends on a strong connection with the past for the benefit of present and future generations. Our connection with the past is built on documentary, visual and oral heritage which, when preserved, create an archive which helps tell the social, political, economic and cultural history of Western Australia. Across the State individuals, organisations and communities make important contributions to this collection by recording and sharing their unique perspectives of the past. Developing, managing, preserving and making these Western Australian stories accessible to all supports research, innovation and the creation of new knowledge.

1.1 We will build, preserve and make accessible a comprehensive collection of materials which reflects the many facets of Western Australia's history and development.

The Library continues to build its collections through purchase, deposit and donation. We collect books, journals and other published documents, sound, film and oral histories, digital and web based materials, private archives, photographs, maps, and ephemera. This variety of materials reflects and represents the documentary heritage of Western Australia.

Significant Collection Acquisitions

Robert Fairbairn Collection

The extensive Robert Fairbairn Collection, which was acquired at auction, is a particular treasure. Robert Fairbairn was a Resident Magistrate in the colony of Western Australia in the 19th and early 20th centuries. The collection comprises 3,000 letters, several diaries, numerous studio and family photographs and a highly eclectic mix of items as diverse as scrimshaw and a ceremonial sword. Some particularly poignant objects are message sticks carved by Aboriginal prisoners on Rottnest Island, which Daisy Bates was to deliver to family members in the north-west of the State. Unfortunately this did not happen and the Library is now their custodian.

Mary Ann Friend's Diary

A second major acquisition was Mary Ann Friend's Diary which provides a frank and lively account of the new Swan River Colony written within months of its founding. In January 1830, Mrs Friend and her husband Captain Matthew Friend spent six weeks in Fremantle as part of a return journey from England to Australia. Beautifully and clearly written, it contains illustrations and maps not previously seen publically.

Jamieson Brown Collection

The Jamieson Brown Collection contains manuscripts written by Western Australian author Bill Brown (1916-2009) who wrote as Jamieson Brown. Several of his writings were based on the true story of Jack Drinan who in 1963 survived 14 days at sea on an ice-box after the wreckage of a prawn trawler off Shark Bay. These are *The Jack Drinan Story, Fourteen Days on an Ice-box,* and *Survivor*. Correspondence with Jack Drinan and photographs of him and the ice-box are in the collection, with manuscripts of Jamieson Brown's other published novels, *Destroyers Will Rendezvous*, *Violent Anchorage*, *Blood Slick* (published as *Harpoon*), and *Shark Bay*. The collection also includes many short stories and correspondence that captures the author's own story of his life as a writer.

Vivian Mallard of the Fish Co-op from the Joseph Mallard photographic collection.

Special viewing of the Robert Fairbairn collection hosted by the State Library of Western Australian Foundation.

Joe Mallard Collection

Photographer Joe Mallard provides a unique written and photographic record of a personal and geographic journey as he traced his Indigenous connections in the Midwest Region of the State. It includes archival photographs of his grandparents and his father, as well as Joe's photographs as he travelled in the area. There is also an oral history of his grandmother Ivy Mallard.

Louise Whelan photographs

Photographs and oral histories of some of the newer migrants to Western Australia were acquired from award-winning photographer Louise Whelan. Louise established good relationships with members of the African and Sikh communities in Perth and the eighty-seven photographs in the collection includes people in their homes, at social gatherings and at church. Louise also captured images of the colourful Rockabilly subculture in Perth.

Philip Gostelow photographs

Another significant series of photographs are those taken by Philip Gostelow between 2006 and 2012, showing new buildings around Perth and scenes from other parts of the State. Of particular interest are images of Karratha and Roebourne photographed in 2012, showing the enormous changes which have taken place during the recent boom years.

Sikh elders in Canningvale from the Louise Whelan photographic collection.

Perth old and new as viewed from the Horseshoe Bridge from the Philip Gostelow photographic collection.

Original illustration by Stephen Michael King for the book Milli, Jack and the Dancing Cat (2003), acquired by the State Library for the Peter Williams collection of children's book illustrations.

Original illustration by Frané Lessac for the book Magic Boomerang (1994), acquired by the State Library for the Peter Williams collection of children's book illustrations.

Children snorkel at Green's Pool, Denmark from the Philip Gostelow photographic collection.

Peter Williams Collection of Illustrations from Children's Books

The Library holds a significant collection of the illustrations from children's picture books, named in appreciation of Dr Peter Williams who donated his collection to the State Library. Newly acquired items include:

- The complete collection of illustrations and materials relating to Moira Court's children's book *My Superhero*.
- The complete collection of illustrations relating to Ambelin Kwaymullina's children's book *Bush Bash!*.
- The complete collection of illustrations relating to James Foley's children's book *The Last Viking*.
- An original illustration by Brian Simmons from Dianne Wolfer's children's book *The Lighthorse Boy*.
- A sequence of four illustrations by Karen Blair from Tania Cox's children's book *With Nan*.
- An original illustration from Briony Stewart's children's book *Kumiko and the Dragon*.
- Various original bookplate illustrations from the Better Beginnings book plate promotion.

New Maps in the collection

A number of important early Western Australian maps and settlements plans have been added to the collection including:

- Thomas Elders' Expedition *Durch Australien vom Murchison* (1876)
- a rare lithographic map of the Kimberley Region (1904)
- an early Townsite plan of Wagin (1908)
- the Town of Fremantle, including boundaries (1892)

PANDORA

PANDORA (Preserving and Accessioning Networked Documentary Resources of Australia) is the National Library's web archive dedicated to the preservation of and long term access to significant Australian websites.

A major collecting focus was the 2013 Western Australia State Election Campaign captured at
http://pandora.nla.gov.au/partner/SLWA/col/12142

The Library identified and archived over 233 Western Australian significant websites during the year, including:

- Constitutional Centre of Western Australia
  http://nla.gov.au/nla.arc-12506
- Kimberley Campaigner
  http://nla.gov.au/nla.arc-136170
- Nyoongar Sports Association
  http://nla.gov.au/nla.arc-136480
- Perth Bone & Tissue Bank
  http://nla.gov.au/nla.arc-136391
- Senator Alan Eggleston - Senator for Western Australia
  http://nla.gov.au/nla.arc-116969

Digitising significant Western Australian heritage material ensures increased access to, and preservation of, the Library's valuable collection.

Legal Deposit Act 2012

Following the passage of the Legal Deposit Act in 2012, extensive consultation was held with stakeholders to develop regulations for the legal deposit of physical items. A report on the consultation was completed and made available on the Library's website, and this guided the drafting instructions for the regulations. Draft regulations were developed and will be the subject of further consultation in July 2013 before the final regulatory process is completed.

Digitising significant Western Australian heritage material

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. In the past year 67,839 master digital objects were created, representing an increase of 61% from the previous year.

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

- Western Australia: its early vicissitudes, romantic awakening, development and progress (1920).
- Some old time memories, being the personal reminiscences of Sir Edward Stone 1844-1920, K.C.M.G. Lieutenant-Governor of Western Australia (1918).
- Alluring Albany: handbook for the port and back country and guide to the chief West Australian health resort (1910).
- The North and North-West of Western Australia: its wealth and possibilities (1922).
- Description of the natives of King George's Sound (Swan River Colony) and adjoining country (1832).
- •Journal of the Central Australian exploring expedition, 1889, under command of W. H. Tietkins.
- The life story of Joseph Furphy (1938).
- Memoir of Henry Maxwell Lefroy (1818-1879): an early settler in Western Australia (1934).
- Original illustrations reproduced in Stolen Girl by Trina Scoffioti and illustrated by Norma MacDonald, 2011.
- Map of the Roleystone Estate, Kelmscott, ca 1913.
- Annual Reports of the Library Board of Western Australia 1952-53 to 1995-96.
- Boulder City and views around West Australia's great gold centre, ca 1900.
- Memoirs of the Kalgoorlie School of the Air (2012).
- Halls Creek Shire Registers: 15 volumes: A photographic history 1987-2002.
- Mary Ann Friend's journal of a voyage to Hobart with account of the settlement on the Swan River 1829-1831.
- W.A. Railway Gazette 1900-1903.
- Walmajarri language stories collection.
- Emigration to the Swan River. A Complete History of the Swan-River Settlement (1830?).
- A collection of farming and personal records of Mr. Ron Maidment.

229 microfilm reels of the *Bunbury Herald* (1892-1919), *Bunbury Herald & Blackwood Express* (1919-1929), *Kalgoorlie Miner* (1895-1950), and *The Herald* (1867-1886), representing 180,589 pages of newspaper, were supplied to the National Library of Australia for digitisation, to make them accessible online via the Australian digitised newspapers website http://newspapers.nla.gov.au

Digitising Western Australia's Film History

Funding from the Leah Jane Cohen Bequest was used to digitise rare and unique original films from the J. S. Battye Library of West Australian History film collection. The library identified 203 titles at greatest risk of loss and deterioration on 16mm motion picture film and 195 titles on U-matic videocassettes for digitisation, and was able to digitise these obsolete formats. Repairs and cleaning were carried out before digitising 75,000 feet of original 16mm film (35 hours of viewing time) and the U-matic videocassettes (120 hours of digital viewing time).

Digital Image Service

The promotion and production of digital images from the Library's collections for the public is another service that continues to be well utilised, with clients requesting copies from a variety of collections. An increasing number of requests are from production companies. While the majority of requests are for photographs, there is also demand for oral histories and microfilm. `

The public orders team supplied 1,346 digital photographs, 14 DVDs, 38 oral history CDs and 646 reels of microfilm. The revenue raised from copying charges contributes to meeting the ongoing cost of this service.

State Library sound studio staff who worked on the Oral History Records Rescue Group Project.

Oral History Records Rescue Group Project

The State Library holds over 13,000 hours of oral histories on analogue audio cassette tapes that were at risk due to physical damage, chemical deterioration and format obsolescence. Over the last two years the State Library has partnered with the Oral History Records Rescue Group (OHRRG), with the support of Lotterywest, to digitise these valuable Western Australian stories. The project, completed in April 2013, achieved the outcome of 11,550 hours of tape digitised (6056 interviews), 200 voices made available online, and digital copies of 276 interviews (600 hours) supplied to community groups and public libraries. The online voices are a combination of prominent and everyday Western Australians, with representation from all over the State, and including Indigenous people and pioneers in a variety of occupations.

A special project was also undertaken to digitise eighty-two interviews (728 hours) of cassette tapes from the Legislative Assembly oral history collection.

The Library is grateful to the late Lindsay Peet for providing funding to digitise the transcripts of the interviews that were made available online as part of the Oral History Records Rescue Group Project. To date, 146 digitised transcripts can be viewed while listening to the voices.

Digital Asset Management

As the Library creates and collects more digital material, there was a need for a Digital Asset Management system to streamline these processes. The current system, called SLURP (the State Library's Limber and Useful Reformatting Application), was developed in-house and provides an open source software application that allows rapid and simple ingest of metadata and digital objects (such as photos, images, maps, video and sound files). It has been designed to interface automatically and seamlessly with the Library's catalogue. SLURP automatically creates derivatives for access (web) copies, and where possible, creates archival derivatives.

The collection of digital material is expanding rapidly, and the rate of increase is expected to escalate into the future. The Library is increasingly collecting material that has only ever been in digital form, known as "born digital".

Since SLURP was incorporated into workflows in 2009, there have been challenges related to the technical constraints of the system which have hindered its deployment and impeded productivity in some areas. As there are few competitors to SLURP, work was undertaken to improve the key functionality of the SLURP system to allow the Library to move forward with its digitisation program at greater speed.

Microfilming Program

The Library's microfilming program to preserve vulnerable newspapers continued with over 158,000 pages of Western Australian newspapers microfilmed including:

- *Corrigin Chronicle*, 27 November 1924 - 25 November 1943
- *Sunday Times*, 27 December 2009 - 25 December 2011
- *Manganese Record*, 22 September 1928 - 11 July 1941
- *Northern Producer*, 3 March 1928 - 4 April 1947
- *Esperance Express*, 1 February 1996 - 30 March 2006
- *Wheatbelt Tribune & Koorda Record*, 20 September 1940 - 28 August 1958

In addition, a special project was undertaken with funding by the City of Nedlands to microfilm *The Post* (1994-1995).

Albany-based artists Smash Creation's art installation for the From War to Remembrance exhibition – 2,000 handmade blades of grass carrying the words from the "Ode of Remembrance" and over 200 paper poppies recreated Flanders' fields in the State Library.

1.2 We will highlight the importance of Western Australia's documentary heritage and its value to society.

To help highlight the importance of Western Australia's documentary heritage and its value to society, a range of public events and activities were undertaken to engage the community with the collections and to promote the value of the State's history and documentary heritage.

Exhibitions

Exhibitions provide wide community access to the State's documentary and audio-visual heritage collections. They are curated on diverse themes which have currency and relevance to local audiences. In 2012-13 the following exhibitions were held:

Jeannie Baker's "Mirror"
Jeannie Baker's stunning original collage illustrations from her book *Mirror* were exhibited from July to September 2012. This wordless picture book has two parts designed to be read together, with each part telling the story of a family - one from inner city Sydney and the other from a remote village in Morocco - the worlds are different but the same. Nearly 10,000 people visited the exhibition, including over 1,500 primary school students, and 200 secondary school students. This exhibition was part of the National Year of Reading program and recognised one of Australia's most talented illustrators.

Finding Home
Finding Home was an exhibition based on research by the James Sykes Battye Memorial Fellow, Jane Davis. She developed the exhibition based on her research into pioneering myths and the stories of the Swan River Colony settlers. It delved into the lives of George Fletcher Moore, Edmund Ashworth and Maude Wordsworth James and explored their experiences of settling in Western Australia. It challenged pre-convinced notions that the early settlers had only antagonistic relationships with the land, and posits instead that they developed a sense of belonging and called Western Australia home.

Western Australian Press Photographer of the Year Awards
The Western Australian Press Photographer of the Year Awards exhibition was again popular with the first, second and third place images on display from the nine competitive categories. This exhibition provides a different perspective on news events and is very accessible to the community. Many school groups visited this exhibition and participated in the education package developed to help students learn about photographic composition and the impact of photojournalism. The Western Australian Press Photographer of the Year Awards is organised by individual photographers from *The West Australian, Sunday Times and Community Newspaper Group*.

From War to Remembrance: a living history of the RSL
The State Library partnered with the Returned and Services League (RSL) to create From War to Remembrance, which focused on the history of the RSL in Western Australia and its role in the community. To coincide with Anzac Day, the exhibition was available from April to June 2013 and was supported by Lotterywest. An interactive touch screen allowed viewers to map the many sub branches of the League across the State and gave details of RSL activities on a community level. The exhibition focused on themes of commemoration, defence, and repatriation, and attracted considerable publicity on television and in the print media. Associated with the exhibition was a public lecture and a successful Family Day.

[Finding Home] delved into the lives of George Fletcher Moore, Edmund Ashworth and Maude Wordsworth James and explored their experiences of settling in Western Australia.

RSL WA president Graham Edwards views Vietnam era ephemera from the State Library's collection.

RSL Launch - Writer/comedian Ben Elton addresses From War to Remembrance: a living history of the RSL.

Patricia Mullins explains to students how she created the mixed-media illustrations for her children's book A Crash of Rhinos.

Box City

Box City is a popular creative activity that turns The Place into a cardboard city, complete with roads and street names. Now in its second year, this event, held in partnership with the Australian Institute of Architects, attracted many families and saw generations working together to complete their building and find a suitable location to display it in the cardboard city.

A Crash of Rhinos

An exhibition of the complete collection of final artwork, preliminary sketches and supporting documentation from *A Crash of Rhinos*, a children's picture book by renowned Australian illustrator and author Patricia Mullins, was displayed from January to March 2013 in The Place. A program of interactive events for families with young children under five years of age, teachers, librarians and emerging authors and illustrators was developed to support the exhibition. This included daily self-guided and volunteer/staff-guided activities based on the book and linked to the Early Years Learning Framework, an exhibition blog, professional development sessions and workshops for children.

The early childhood program *Then and Now* encourages younger children to compare life in the past to the current day through examining photographs from the collections.

Caitlin Bathgate at the opening of Local Stories from Afar exhibition.

Local Stories from Afar

Local stories from Afar was a digital storytelling project centred on the stories of nine refugees recently settled in Western Australia from places as diverse as Iran, Burma, Bosnia and Herzegovina, the Democratic Republic of Congo and Uganda. Partnering with the Central Institute of Technology (CIT) and the Metropolitan Migrant Resource Centre (MMRC), the project sought to combine an individual's "spoken story" with memorabilia from their personal archives, such as photographs and diaries, or with illustration and animation. The digital stories completed through this project were added to the State Library's heritage collection and a small exhibit showcasing the stories was developed for display in the Library. The Local Stories from Afar project was the first of its kind for the Library and builds on the Library's intent to actively build its digital collections through collaborative practice and by collecting content created by the community.

Education Program

The Library's Education Program continues to grow with the addition of several new guided programs in 2013. *Digging up the Past* and *Facts for Fiction* (for upper primary and lower primary age groups respectively) explore how illustrators use research skills and library collection items to inform and inspire their work while teaching students information literacy and research skills. The early childhood program *Then and Now* encourages younger children to compare life in the past to the current day through examining photographs from the collections.

Students can use the images to create their own Then and Now book using the books-to-go template. These new programs have proved very popular with the strong connections to the new history component of the Australian Curriculum resonating with classroom teachers.

The Education Officers have also provided teachers with professional development opportunities through the Early Years in Education Society and English Teacher Association conferences. Topics included introducing teachers to the Library's catalogue, the National Library's Trove and other e-resources while demonstrating how collection items and programs can support classroom learning.

The curriculum-based education programs, events and professional learning sessions attracted 4,330 students and teachers, a 50% increase on the 2011-12 program.

Family History

A series of seminars, tours and training was again presented over three days during National Family History Week 2012, with approximately 900 participants attending these specialised family history presentations. Topics included getting started with family history, using the Library's website and catalogue, the Australian Joint Copying Project, genealogy software, pensioner guards,

research in India, digital historical newspapers, and the electronic resources Ancestry and Findmypast. More than 95% of attendees rated the event positively.

Throughout the year, the Library's Family History Subject Specialists answered 535 specialist enquiries and hosted or delivered presentations to approximately 1,000 clients. Workshops and seminars were also presented at public libraries including Manjimup, Pinjarra, Armadale and Vincent, and at a joint Western Australian Genealogy Society (WAGS) *Unlock the Past* seminar in August.

Preservation and Conservation Workshops

To pass on the knowledge Library staff gained from participating in the Oral History Records Rescue Group Project, two technical oral history workshops were conducted for the community. They provided attendees with a better understanding of how to produce recordings that meet international sound preservation standards and how to edit and manage sound files.

The Library's Senior Conservator presented a workshop for staff and members from the Australian Institute for the Conservation of Cultural Materials (AICCM-WA) on Japanese conservation techniques, introducing a range of Japanese tools and materials.

Spotlight on Our Partners

Friends of Battye Library (Inc.)

The Friends of the Battye Library (Inc.) was established in 1981 with the aim of supporting and promoting the work of the J.S. Battye Library of West Australian History and the State Records Office of WA.

Since that time, the Friends have sought and co-ordinated funding for a number of significant projects including the groundbreaking Historical Records Rescue Consortium, which enabled the State Library to preserve and make available important newspapers, photographs and films with the support of Lotterywest.

Recent achievements include the completion of the Oral History Records Rescue Group project, funded by Lotterywest and facilitated by the Friends with the Oral History Association (WA Branch) and other groups. This significant project has achieved the digitisation of over 6,000 interviews (11,550 hours) with 200 interviews available on-line through the Library's catalogue.

In the 2012-13 period the Friends have funded:

- digitisation of the Coolgardie Miner newspaper 1913-17 ($1,277)
- digitisation of the Southern Advertiser newspaper ($844)

Nick Drew and Dr Pamela Statham Drew from the Friends of Battye Library and Lee Blackford from the State Library look at a copy of the Coolgardie Miner that was digitised from microfilm.

- digitisation of the Lands and Surveys Chain Series Maps (funded by the Friends of Battye Library Inc. through a donation from the late Lindsay Peet) ($15,900)
- conservation and digitisation of the Western Australian Biographical Index cards (funded by the Sholl bequest) ($10,186)

The role of the Friends in assisting and promoting the interests of the Battye Library and activities of the Library Board continues to be valued by the State Library. The Friends' support for stimulating public interest in the Battye Library and enhancing access to heritage collections and information through technology is of ongoing importance.

PRIORITY AREA 2

The State Library of Western Australia champions literacy and learning

Literacy and learning are fundamental to the well-being and quality of life of the Western Australian community. In all its forms, literacy is the basis for learning and the growth of knowledge in today's society. Western Australians of all ages and background need multiple opportunities to foster literacy, to expand on their abilities, and to improve and sustain their learning. Libraries are our champions in these endeavours; being integral to building literacy levels in our community and in supporting the life-long learning ambitions of all Western Australians.

2.1 We will create opportunities for all Western Australians to strengthen their literacy abilities.

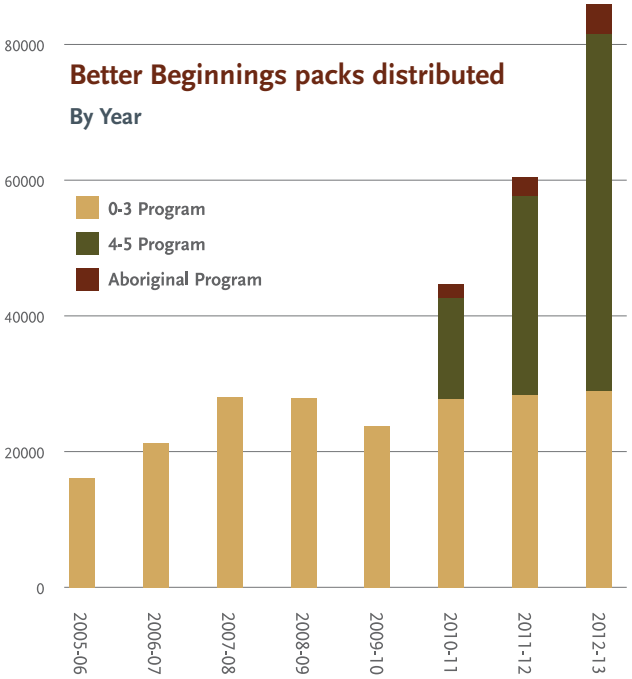
Better Beginnings Family Literacy Program

The Better Beginnings program has achieved several significant milestones in the past year. There are now more than 200,000 families with newborns who have received reading packs and books, and participated in rhyme and parent information sessions, since the program was first launched in 2005. For the first time, the program has been made available to all 910 Western Australian schools with kindergarten and pre-primary students and approximately 60,000 children aged four and five in metropolitan, regional and remote WA will be eligible to receive their free Better Beginnings books and reading packs through their local libraries and schools.

As much as Better Beginnings is about literacy and reading, it is also about partnerships, collaborations and connections. The program is funded and delivered through a tri-partite alliance between State Government, Western Australian local governments and Rio Tinto. Inter-agency collaboration between libraries, community health centres, schools and remote Aboriginal communities provides an integrated approach to the program's delivery, supporting parents and children and connecting families with their communities and the services that they offer.

Three pilot programs - Hairy Tales of Heroboy, READ! Anytime, Anywhere, Anyhow, and Creating Books in Communities - designed to promote reading and build family literacy skills were successfully completed in 2012. Initial findings from the independent evaluations and feedback from participating libraries has been positive about the programs' outreach opportunities and outcomes.

Through the pilots, new relationships have developed as services were provided to marginalised families and adults with limited literacy. The Library collaborated with the Department of Corrective Services Education Unit, Read Write Now and lecturers and childcare staff working with refugee families through the Adult Migrant Education Program at the Central Institute of Technology, to incorporate books, reading packs and support material as part of their education courses.



Work is underway on new initiatives to reach families and children with limited access to the program and its resources. Workshops for childcare workers and activity guides to support the Better Beginnings books have been developed as part of a pilot aimed at supporting childcare centres and their staff. The Library is also working with six metropolitan libraries to pilot Better Beginnings Deadly Discovery Backpacks specifically developed to engage Noongar families with the program's key messages.

The Better Beginnings website continues to evolve, providing high quality literacy resources for children, practical advice and reading guidance for parents, program information and strategies for librarians, health workers, teachers and other practitioners. Over the last year, the website has had more than 49,000 visits with over 1,000 library, education and health practitioners registering to access program information.

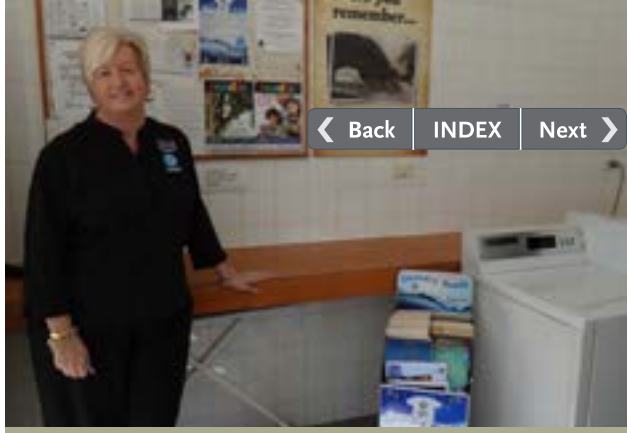
The Place

The Place, the State Library's learning and activity centre for children, underwent some refurbishment this year. New furniture, touch-screens and equipment revitalised the area after four years of heavy use by children. It continues to be a popular destination for families, offering a relaxing space to share stories, use e-resources and engage in some imaginative play.

Storytime and Rhyme Time continue to attract high numbers, with special events like book launches drawing large and diverse audiences. The Library's ongoing partnership with Fremantle Press saw three events this year, with the launch of My Superhero attracting an audience of over one hundred people.

Sunday concerts - Cappuccino Concerts and the Kaleidoscope Ensemble - provided musical entertainment for the whole family proving that music stirs up the imagination and creates a great background for storytelling.

Art and craft activities in The Place engage active minds and develop creativity.



Gabrielle Worthington, Director of Dependable Laundry Solutions, partnered to place books in laundromats.

Laundry Reads

The Laundry Reads program supplied discarded public library books to twenty metropolitan and regional laundromats, encouraging community users to broaden their reading horizons and rediscover the joy of reading. The three month project was a partnership between the Library, Dependable Laundry Solutions (DLS) and the State Library Foundation as part of the National Year of Reading.

Concerned with low levels of literacy in the workplace, DLS sponsored the Laundry Reads program, offering both financial support and use of their distribution network, in an effort to help improve workplace literacy and demonstrate that you really can read anytime, anywhere, anyhow.

Sets of 20 books were distributed to locations from Albany to Mukinbudin, Munster to Forrestfield, with readers encouraged to share their opinion of the books by completing comments slips to display.

One grateful reader commented: **"I'm a full-time working Mum, in the middle of a house renovation so don't have time on Saturday mornings to do our washing AND go to the library. This random act of civic kindness really made my day. I wanted to tell everybody in the Laundromat about the box of books in the corner!"**

Read Write Now Coordinator and Tutor Dot Oliver with Amanda Beck, who is strengthening her literacy skills.

2.2 We will maintain a profile as a key player on state and national literacy agendas and be recognised as a valued partner in literacy services.

Literacy framework

To assist the Library to extend its proactive profile as a key player on state and national literacy agendas and promote libraries as valued partners in literacy services, the Library has embarked on a project to develop a Literacy Framework.

This Framework will identify the unique role and contribution of the State Library and public libraries in enhancing literacy throughout Western Australia and inform future strategies in the literacy area.

The Library has partnered with Edith Cowan University (ECU) to assist in the development of the Framework, as well as Public Libraries WA (PLWA). Early in 2013 ECU researchers completed an environmental scan and literature review, providing an evidence base to support the role of libraries in providing literacy programs and activities. Consultation was undertaken with key organisations, including libraries, academic institutions, businesses, not-for-profits and other government organisations on needs, opportunities and challenges in the literacy area in Western Australia.

It is anticipated that in early 2014, the Library will produce a report collating the research and findings, as well as the Framework document, which will demonstrate the role of State and public libraries in supporting literacy acquisition, guiding principles for literacy support and services, goals for improving literacy in Western Australia and priorities for action by the State Library.

2.3 We will work in partnership with Aboriginal people to collect and restore community memory, and create literacy and learning opportunities.

The State Library is committed to working in partnership with Aboriginal people throughout the State, building mutually beneficial relationships, to help extend and enhance our services and collections.

Storylines Project

Ara Irititja is a software package that endows members of Indigenous communities with culturally-appropriate access to and control over their media and knowledge. The Ara Irititja project encompasses a holistic approach to digital archiving, maintaining rigorous standards to preserve original photographs, film/video, sound recordings (and other media) and the content embedded in these. To date, the Ara Irititja software has been implemented in-house and is being used to digitally repatriate Aboriginal heritage materials in a culturally appropriate way, whilst also enabling Aboriginal people to connect digitally with the Library's vast collections relating to Aboriginal history and culture in Western Australia.

Called Storylines, it will include heritage materials from all over Western Australia. In its pilot phase, over 600 images have been added to the system, and this will continue to grow in the year ahead.

To help guide the Library in its development of this project, an Aboriginal Reference Group has been established and a partnership with the Northern Territory Library Service to develop training documents and guidelines for staff and community members.

Walmajarri Language Stories Project

The Walmajarri Language Stories Collection comprises sixty-five stories written and illustrated between 1998 and 2002 by children, teenagers and adults from the Kadjina Aboriginal Community, located just over 100km south of Fitzroy Crossing.

Written in English, Walmajarri and Kriol, the books were initially published by the Wulungarra School in Kadjina to maintain and strengthen cultural knowledge within the community. The collection is a mix of original stories, contemporary retellings of traditional stories and illustrated records of traditional knowledge. They represent a significant collection of Aboriginal perspectives, art and language. The two books which feature Kriol are particularly significant as there are virtually no other online books available in this language.

The Library has worked with the Kadjina Aboriginal Community since 2011 to digitise the collection, and they were approved by the authors and the elders in Kadjina to be openly accessible. The online collection of stories was officially launched in April 2013 to coincide with the Revealed festival and they can be viewed here:
http://catalogue.slwa.wa.gov.au/record=b3303747.

Following the digitisation, the original materials were returned to Kadjina in November 2012, with a number of sets reprinted and provided to the Wulungurra School and the Kadjina Community members, as well as a set for the Library's heritage collection. The possibility of recording some of these stories in Walmajarri and Kriol is being investigated.

Community Liaison

The Library continues its partnership with the Western Australian Indigenous Tourism Operations Corporation (WAITOC).

Aboriginal Trainees

In April 2012, as part of the Public Sector Commission's Aboriginal Employment Strategy, the Library was pleased to welcome two Aboriginal trainees. They undertook training in various roles throughout the organisation while completing their Certificate II or Certificate III in Government.

The program has provided enhanced cultural awareness through daily interaction with the trainees and staff had key roles in supervising, mentoring, training and assisting the trainees. One member of staff attended training in Supervising Aboriginal Trainee Talent.

The trainees benefitted from the experience and successfully graduated from their program to gain permanent employment in the public sector, and staff appreciated the value of the program and were enthusiastic to participate again.

Pictured at the Evening with Wade Davis are (from left) Kim Collard, Margaret Allen, Wade Davis and Culture and the Arts Minister John Day. Language and cultural preservation was the topic of presentation.

Scientists and science communicators at Sea, Earth and Beyond: Where can science take you?

PRIORITY AREA 3

Strong, healthy societies need opportunities to challenge and explore the ideas which allow us to build better futures. Equally, creative ideas, in words both spoken and written, are a fundamental part of our artistic expression. Libraries provide safe, open and supportive places for Western Australians to participate in these processes of debate and invention. Within the library, curiosity meets opportunity and creativity results, in all its forms. The words which emerge through and within libraries are the vital underpinnings of the stories about ourselves and the collective exploration of ideas.

3.1 We will make the State Library a hub for the development, discussion and dissemination of innovation and ideas.

Seeking to inspire creativity and innovation, the Library undertook a year-long program of public events and activities featuring key thinkers, authors and community leaders.

An evening with Wade Davis

Explorer-in-Residence for *National Geographic*, Dr Wade Davis, spoke to 380 people at the Heath Ledger Theatre about preserving languages so we can treasure the wisdom of our ancestors.

Dr Davis, a Harvard ethno-botanist, National Geographic Explorer-In-Residence and best-selling author, has spent the last forty years living with indigenous tribes in some of the world's most remote and challenging environments. He now travels the globe sharing his remarkable and innovative ideas about human culture and language.

The event was coordinated by the State Library in partnership with University of Western Australia Publishing, and with the support of 720 ABC Perth, Creative Innovation and the National Geographic Channel.

Sea, Earth and Beyond: Where can Science take you?

During National Science Week in September 2012, the State Library hosted a panel of scientists and science communicators, including Nobel Laureate Professor Brian Schmidt, to discuss their career pathways, inspirations and the career options available in the industry. Aimed at secondary students in years 8-10, the session provided students with the opportunity to not only hear from the panel about what inspired and motivated them to pursue a career in science, but also influential books and moments of reading.

Chief Scientist Professor Lynn Beazley opened the event and MC Sarah Lau led the discussion. Panelists included Professor Gordon Parkinson (Professor of Minerals and Energy Innovation), Dr Laurie Nunes (investigates the environmental impacts of climate change), Michelle Wheeler (science and environment journalist for The West

Australian) and Sasha Thompson (Community Education Manager at the Aquarium of Western Australia (AQWA)). This was a co-branded event with Scitech, the National Year of Reading and Inspiring Australia. The half-day event was quickly booked out, and very well received by the presenters, the students and the teachers.

3.2 We will re-imagine and develop a new model for reference and information services through the State Library.

Information has never been more readily available and the Library is redeveloping its reference services in response to the changing needs of the community. Whilst the traditional personal reference services based on the physical collections remain there is increasing demand from the community for services to be delivered online.

Y.E.S. or Your Enquiry Service

Your Enquiry Service (Y.E.S) provides clients with the enhanced ability to submit information requests to reference staff and enables the collection of consistent and detailed analysis of enquiries, ensuring that clients' needs are met efficiently. Since its introduction in early 2012, the service has been well accepted by clients with 1,968 requests submitted, 81% of clients receiving a timely response and with 33% answered the day they were received. While 95% of the enquiries are from Australia, staff have also responded to requests from Europe, Asia and the United States. Clients are interested in a wide variety of subjects, with Western Australian history remaining popular, as does family history. Recent requests included facilitating an interlibrary loan for a coffee manual for a client in Korea, responding to a request on how to become an oral historian, suggesting resources for the best place to look for job opportunities other than in the mining industry, and locating information on Australian standards in the building industry.

Information Kiosks

The two information kiosks on the ground floor continue to be well received by clients with some 94,750 page hits over the past twelve months. Building on client satisfaction rates of more than 70%, a project has commenced to install kiosks on the first and second floors.

Electronic resources from home

Electronic resources continue to play an increasing part of collections supporting the Library's reference and information service. Two additional electronic resources were added to the existing suite of e-resources available to clients:

- **Britannica Image Quest** has almost 3 million high-quality images which are rights-cleared for educational use and suitable for all ages. State Library members have free access and full permission to use any image in this collection for educational purposes.
- **Discovery**, the UK National Archives catalogue, is of particular interest to family history researchers as it provides a way to explore the Archive's collections and, where available, download digital copies of the records. Currently about 5% of the records are available online and this is growing.

EBL – eBook Library

Access to the EBL collection of over 180,000 downloadable non fiction e-books provided a new direction for reference services. Rather than purchase particular books for the collection, the Library pays for the actual books that clients have found useful, and the collection is growing in popularity. It is available for home access by State Library members, and had 25,205 uses this year. It complements the collection of downloadable fiction e-books provided through the Western Australian Public Library Digital Media Collection (WAPLDMC) through the State's public libraries. Technical support is provided to clients to set up their mobile devices and the software apps to checkout and read these books.

Documenting family history is a popular pursuit for many people and the State Library provides information and resources that can help. Pictured is Antica and Ante Beus and their children.

Family History resources collection

During the year a project was undertaken to transfer the family history collection of 916 CD ROM resources onto new PC workstations in the Genealogy Centre. The project incorporated a complete review and re-organisation of resources while the new PCs provided greater security and more reliable access. This has greatly improved the client experience when accessing these highly popular and heavily used resources.

Read Out Loud took place in the Perth Cultural Centre during the 2012 National Year of the Reading.

3.3 We will celebrate and support writing, reading and ideas.

National Year of Reading

2012 was designated Australia's National Year of Reading, prompted by the Australian Bureau of Statistics report that identified that 46% of the Australian population are functionally illiterate i.e. they struggle to meet the basic literacy skills to function in everyday work and life. The CEO and State Librarian, Margaret Allen, was Chair of the National Year of Reading Founding Partners, and the Library worked with the national partners to promote the many programs and events that libraries provide to promote literacy.

The Library coordinated a range of events and programs to encourage reading during this year, and thanks to Lotterywest funding through the State Library of Western Australia Foundation, a series of National Year of Reading (NYOR) initiatives were held in collaboration with key stakeholders in 2012:

- **Movies Based on a Boo**k – As part of the Winter Arts Season a season of films adapted from books were shown including the *The Man from Snowy River* and *Cosi*.
- **The Reading Hour** – This promotion aimed to encourage parents to share a book with their children for ten minutes a day or an hour a week. Social media was used to promote The Reading Hour, with a series of tweets following a group of soft toys visiting the library and inviting parents to read to their children.
- **The "I'm Not Stupid"** campaign targeted the feelings of inadequacy that adults with literacy issues feel and pointed them to appropriate support resources. At the Perth Central railway station, commuters received free NYOR stress balls bearing the campaign message and website details, while simultaneously a calligraphy artist created window artworks featuring the campaign message and website.
- **Boori Pryor's visit** – Australian Children's Laureate, author Boori Pryor, visited the Midland Public Library, the State Library of Western Australia and participated in Read Out Loud!, playing his didgeridoo and reading from his books. These sessions were engaging and involved the children through dance and interactive storytelling.
- **Love2Read Café** – The Love2Read Café, an outdoor reading room based on the Bryant Park model in New York, was the Library's flagship initiative to kick-start the National year of Reading. It re-opened in October 2012 for nine weeks, ably managed by two staff and a team of twenty-five volunteers. A diverse range of events was organised including family and children's activities, events in association with the Awesome Festival, popular author talks and book launches. The revitalised café, in its more visible pool-side location, attracted 4,638 people, many attracted by the program of thirteen literary events. Partners included the Awesome Festival, writingWA, and local publishers Fremantle Press and UWA Publishing.
- **Writers on the Road** – This program was delivered in partnership with writingWA, the peak body for writing in Western Australia. The program engaged practising and published Western Australian children's writers and illustrators to deliver free writing workshops, readings and other literary activities targeted at school groups within libraries in regional centres.
- **Read Out Loud!** – Read Out Loud! marked the end of the National Year of Reading in WA and encompassed

Spotlight on Our Partners

AWESOME Arts

AWESOME Arts is a not for profit contemporary arts company for young people. Its mission is to provide ever-expanding opportunities for Western Australia's children to actively engage with the arts, intensifying their connectivity with the broader world in which they live.

Since 2004, the State Library has had an informal partnership with AWESOME Arts, partnering with them to deliver school holiday programs in 2008 and 2009; the Library of Nearly Lost Moments exhibition and an animation workshop in 2010; and the Lunchbox Project, the AWESOME Festival short film programs, and Better Beginnings Books-to-Go program in 2011.

This partnership supports the Library's strategic focus of cultivating creative ideas by creating opportunities for all Western Australians to participate in local, national and international conversations, and facilitating opportunities to inspire creativity and innovation.

In 2012, the Library signed a Memorandum of Understanding (MOU) with AWESOME Arts to further strengthen and extend this partnership. This MOU focused principally on the *AWESOME International Arts Festival for Bright Young Things*. Presented each year in October in the City of Perth, the AWESOME Festival presents high quality arts activities and events for young people and includes new media, film, animation, contemporary dance, sculpture, installation and theatre.

Recent events which have been achieved through this partnership include:

- The *Little Big Shots* children's travelling film festival, which showcased the best in local and international children's shorts, animations, documentaries and amazingly, child produced films;
- *This (Baby) Life*, which engaged babies in a two-way experience, presenting them with dances, sound and images and inviting them to respond with their own sounds and movements. *This (Baby) Life* was developed through extensive research, and celebrates the moment-by-moment fascination of a baby's interaction with their adults and with their world;
- *If Wishes Were Fishes*, a fun water activity where parents and their children can make a wish, affix it to a little boat and cast it adrift on the pond of wishes; and
- Better Beginnings Books-to-Go – an opportunity for children to create their own book to take home or add to the growing library of books made by families all over Australia.

events from Albany to Broome. Each event acted as a celebration of literacy and a demonstration that reading can happen anywhere, anytime. The central event was held in the Perth Cultural Centre with a six hour reading relay involving school groups, community groups, high-profile Western Australians and authors, as well as corporate sponsors. The readers included the Minister for Culture and the Arts, the Hon John Day, the Right Honourable the Lord Mayor of Perth, Lisa Scaffidi, Mrs Janet Holmes a Court and Professor Fiona Wood.

The statewide Read Out Loud! event saw twenty-three public libraries across regional and metropolitan areas hosting simultaneous public reading events thanks to the provision of small grants of up to $1,000 per library. The event photos were relayed and shown on the public screen in the Perth Cultural Centre precinct coinciding with the State Library's outdoor reading event.

It is estimated that 600 people participated in the central event and approximately 2,660 people took part in the events run by public libraries.

Following the success of this national literacy campaign in 2012, the founder partners are carrying forward the Love2Read brand into 2013, making the most of the momentum that was created during the National Year of Reading.

Awesome Festival

As part of the 2012 Awesome International Festival for Bright Young Things, the Library hosted a number of events both within the building and in the Perth Cultural Centre precinct. The Better Beginnings Books-To-Go tent was a hive of activity where around 1,800 young children, parents and grandparents created and published their own stories, which were then available to be read by the general public in the Book Cubby, an interactive child-friendly display space. As part of the Festival, a family activity called *If Wishes Were Fishes*, attracted many families to the Love2Read Café.

Perth International Arts Festival Writers' Festival

The Library's long-standing relationship with the Perth Writers' Festival continued for the sixth consecutive year. The Chief Executive Officer, Margaret Allen, chaired a session called Life Lessons with authors Andy Griffiths and Hannah McGlade.

At the Family Day, Better Beginnings staff conducted rhyme and story sessions, demonstrated e-books and made mini books with hundreds of children and their parents. In addition, the third Seeds for Stories, a satellite Writer's Festival event, saw twenty-five people examine interesting material from the collections, and hear how the Library's resources have been used for research and to inspire authors and their writing.

Library and Information Week 2013: Share your Story (20 – 26 May)

This year's theme Share your Story inspired a variety of events, including tours to explore the preservation and conservation areas behind the scenes, a write your memoir workshop with author Amanda Curtin, a session on using the e-book libraries provided by the State Library and public libraries, and the group Barefaced Stories presented their wonderful urban storytelling in the theatre. Clients were asked to share their stories on chalkboards placed through the Library.

State Library Shop

The State Library Shop remains a popular destination for those with an interest in acquiring items relating to Western Australia, family history or seeing what is new from 130 Western Australian authors and illustrators. It focuses on promoting locally published books and gift products, and continues to develop a close alliance with self-published authors.

Shop staff work closely with other teams to support Library events and activities such as the Love2Read Café, the Better Beginnings family literacy program, the Premier's Book Awards and exhibitions. Regular book launches in the Library provide an opportunity to increase sales, and thematic displays are devised to promote new releases. A goldfields theme evoked memories and generated conversations with many clients.

The temporary satellite shop set up in a marquee in the Perth Cultural Centre for Read Out Loud! day attracted interest and new customers. To cater for the increase in the number of families visiting the Library, the stock of children's literature and giftware has broadened. Appropriate books and merchandise were sourced to complement events and exhibitions such as the RSL exhibition, NAIDOC week programming, Family History Week events as well as many highly successful book launches.

The regular sale of discarded material from public libraries continues to draw visitors to the shop. A special sale of duplicate sheet music was a feature this year and was popular with the music community.

Barry McGuire delivers a Welcome to Country at the WA Premier's Book Awards.

Western Australian Premier's Book Awards

The Western Australian Premier's Book Awards recognise and reward excellence in writing throughout Australia. The 2011 competition saw 596 titles entered, an increase of close to 30% on the previous year.

The Awards presentation was in September at a gala event at the State Reception Centre with more than 170 guests attending, including the majority of winning authors. Premier Colin Barnett presented award recipients with their certificates and prize money and inducted Tim Winton into the Premier's Book Awards Hall of Fame.

The West Australian became a sponsor of the People's Choice Award, part of the Western Australian Premier's Book Awards. Marketing Director Susan Parker (left) is with Karen de San Miguel, coordinator of the awards program.

The Premier, Hon Colin Barnett, Fiona Skyring, Premier's Prize winner, Margaret Allen, Matthew Allen at the WA Premier's Book Awards.

The 2011 Judging Panel was chaired by Dr Rose Lucas with panel members Delys Bird, Professor Jan Carter, Dr Jean Chetkovich, Miffy Farquarhson, Beverley Jacobson, Judi Jagger, Ken Kelso, Dr Tama Leaver, Polly Low, Associate Professor Robyn McCarron, Dr Sarah McQuade, Dr Wendy Were and Tehani Wessely.

The 2011 category winners were:

- Fiction: Anna Funder for All That I Am published by Penguin.
- Poetry: Tracy Ryan for The Argument published by Fremantle Press.
- Non-fiction: Alice Pung for Her Father's Daughter published by Black Inc.
- State Library of Western Australia WA History Award: Fiona Skyring for Justice: A History of the Aboriginal Legal Service of Western Australia published by UWA Publishing.
- Children's Books: Michelle Gillespie (author) and Sonia Martinez (illustrator), for Sam, Grace and the Shipwreck published by Fremantle Press.
- Young Adults: Penni Russon for Only Ever Always published by Allen and Unwin.
- Scripts: Tim Winton and Ellen Fontana for Cloudstreet The Screenplay published by Penguin.
- Digital Narrative: Max Barry for Machine Man published by Scribe.
- People's Choice Award: Anna Funder for All That I Am.
- The Premier's Prize was won by Fiona Skyring for Justice: A History of the Aboriginal Legal Service of Western Australia.

PRIORITY AREA 4

The State Library of Western Australia leads the development of the WA public library network

Public libraries in Western Australia provide crucial services for all citizens delivered through a partnership between state and local governments. Central to this partnership is a shared vision that our public libraries shall be connected, well resourced and free, serving as hubs of community life. As technology creates new and changing community expectations, public library services will change and embrace new opportunities. The network of public libraries ensures that, through coordinated and shared activity, public library services can be offered sustainably, and effectively, balancing local community and wider social needs.

4.1 We will meet our legislative and agreed responsibilities under the *Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia.*

Framework Agreement

Public library services in Western Australia operate under the *Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia*. 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.

The Strategic Library Partnership Agreement Steering Committee (SLPASC) continues to drive and develop strategic directions and opportunities for public library services in Western Australia. It includes representatives from the State Library, the Western Australian Local Government Association (WALGA), Public Libraries WA (PLWA) and the Department of Local Government. The group met regularly in 2012-13 and worked to develop a new strategic plan to direct the committee after the achievement of a number of structural reforms in the delivery of public library services since 2010.

Structural Reform of Public Library Services

Some of the important projects identified under the structural reform agenda were still being implemented and had reviews outstanding.

- **Exchanges Review** – An external consultant conducted a review of the exchanges system within Western Australia. Following wide consultation with stakeholders in these processes the Final Report was released late in 2012. The implementation of changes to the exchanges system will occur in the coming year.
- **Regional Model** - The new Regional Model was implemented in 2012-13, and provides greater clarity to all involved in supporting regional and remote public libraries, and allows for additional initiatives to be provided at the region-wide level. This new support model requires the submission of Activity Plans from the regional libraries detailing the support they will provide to the smaller libraries in their region, and other value added activities in the region. During the implementation phase, the Shire of Kalgoorlie-Boulder chose to withdraw its services as the regional library for the Goldfields Region and the State Library is now providing support direct to the region.
- **Single Library Management System** – Some initial work was undertaken by a working group to investigate the feasibility of implementing a Single Library Management System for public libraries within Western Australia. The group reviewed similar models in other states and regions, and has surveyed local governments about their library management systems and the associated costs.

4.2 We will continuously improve the support services we provide the public library network.

E-book pilot

A successful pilot was completed in 2013 to provide access to e-books to Western Australian public library members throughout the State. The e-book pilot project, a partnership between public libraries and the State Library, provided access to 10,609 e-books under the banner of the West Australian Public Library Digital Media Collection (WAPLDMC).

Since the initial implementation 8,931 people used the service, generating 80,701 e-book loans. Survey and informal feedback mechanisms indicate overwhelming success for the service with 99% of respondents to the public survey indicating they would use the service again. Apart from several small libraries, all Western Australian public libraries now provide this service to their members.

A final report on the project was completed, and it was agreed that the existing e-book platform contract would be renewed, and services from other e-book aggregators will also be considered to broaden the range of material available.

Public Library resources

Resources for public libraries to purchase stock are provided by the State Library to local governments on a per capita basis, with additional allowances for very small shires and some other criteria. The public library funding model was reviewed in 2010-11, and the recommendations from this review used as the basis for public library materials funding in 2012-13, resulting in most councils getting additional funding.

Responsibility for the selection of new library resources for rural and remote libraries around Western Australia was returned to Library staff and over 67,000 new items were ordered for these libraries. A total of 491,463 items were sent out in exchanges to libraries around the State, including the libraries in the Indian Ocean Territories. This valuable service ensures library clients from around Western Australia continue to have access to a regular supply of new and used library materials, delivered to their local public library. In 2012-13, 373,093 new items were delivered to public libraries.

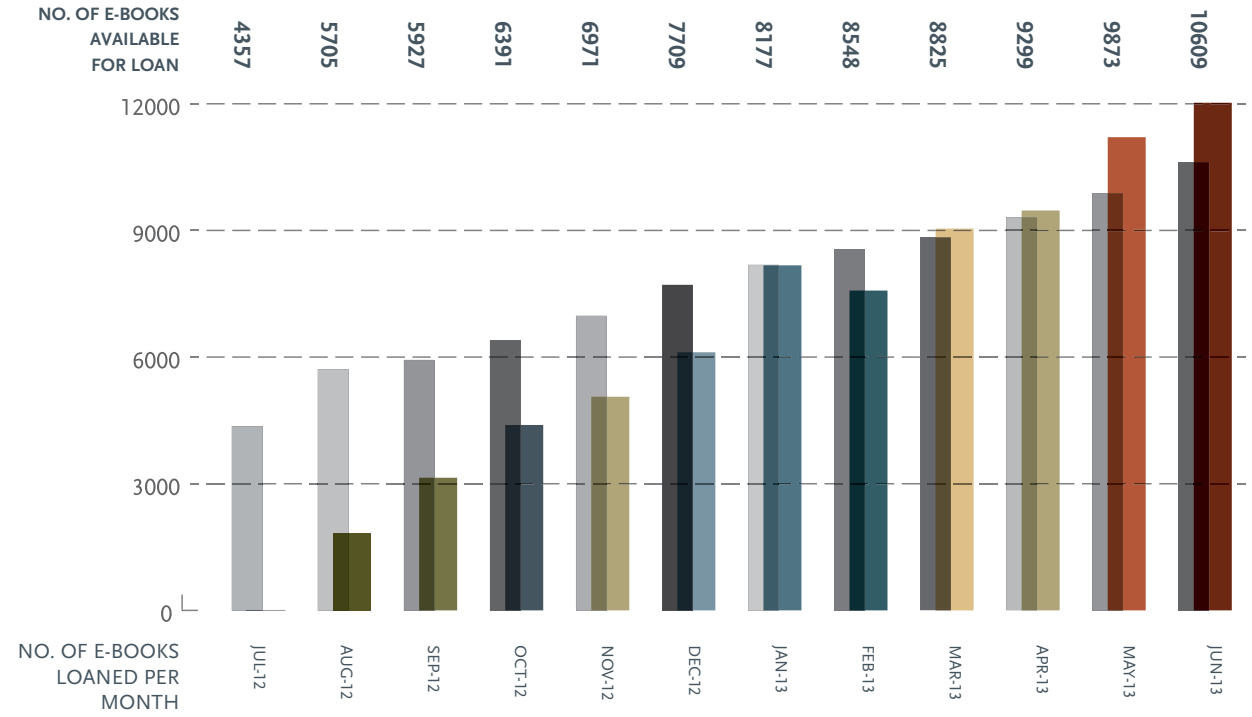
KEY PUBLIC LIBRARY STATISTICS

- 232 public libraries in Western Australia
- 373,093 new items delivered to public libraries.
- 491,463 items sent out in exchanges to libraries
- $9,231,000 spent on public library resources

E-BOOKS

- 8,931 people used the new e-book service
- 80,701 e-books were borrowed
- 10,609 e-books available

E-book loans



Disposal of discarded materials

Following a review of its disposal processes, the Library signed a Service Level Agreement with the Spine and Limb Foundation in June 2013 that will see discarded public library materials being donated to the registered charity and public benevolent organisation. The Foundation represents the interests, provides services and support for, and advocates on behalf of spinal paralysed persons and persons with genetic and traumatic limb loss. The new partnership will facilitate the Foundation's employment training objectives, through ParaQuad Industries, on behalf of people with disabilities and assist to provide employment opportunity and experience.

Services to Public Libraries

Services to public libraries continue to be a priority and to enhance the delivery of those services to public library staff throughout the State a new online help desk was developed. This service was incorporated into the Public Libraries Online website and streams all incoming enquiries from public library staff directly to the correct business area of the State Library.

Public Libraries Online continues to be the primary communications website with public libraries. It includes useful library and contact information, procedures, a noticeboard, as well as providing functions such as the compilation of statistical and financial information from local government, and the online selection of public library materials.

Public Library Staff Training

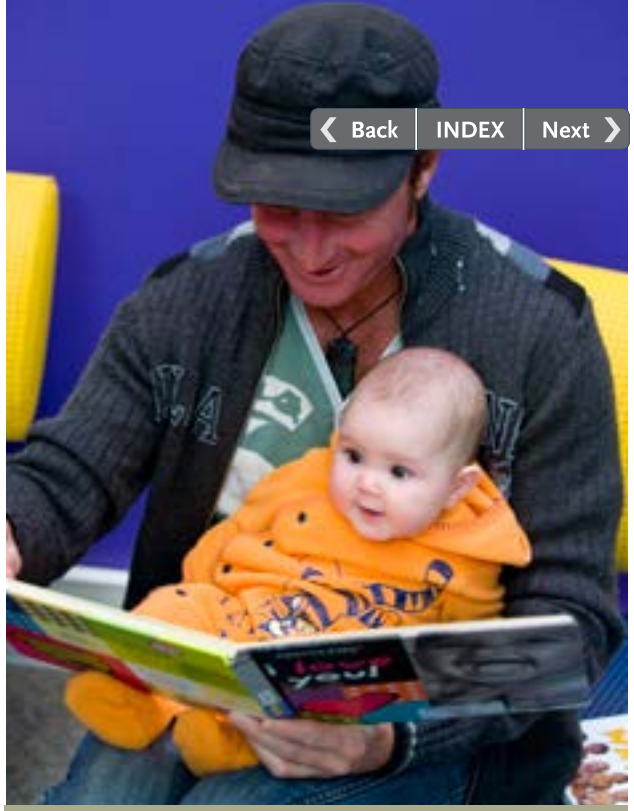
A new online learning platform, Moodle, was selected to deliver public library staff training. New courses have been developed and will replace the previous web conferencing application as the preferred method for training. The advantages include an asynchronous format which allows learners to do courses at a time and pace that is convenient for them, a variety of learning tools including lessons and videos, and a quiz at the end of each course to test understanding of the material covered. The courses also include forums which public library staff can use to communicate with teachers and each other.

Library materials in languages other than English

To support the cultural diversity of the Western Australian community, the collection of library materials in over 49 community languages and provided through public libraries, continues to be developed. There are currently 72,155 items available to public libraries in community languages.

Inter- library Lending Service

The Inter-library Lending Service enables library members throughout the State to access over 3 million items from the statewide collection, as well as books and copies from around Australia and overseas. In the last financial year public libraries generated 301,520 incoming requests and 248,652 outgoing requests. The demand for items from State Library collections and libraries outside the public library network is increasing, with 15,683 requests supplied compared with 11,792 for the same period last year.



Local libraries play a vital role in delivering the Better Beginnings program which encourages parents to read to their children from an early age.

There is an increasing awareness from both libraries and individuals that copies of journal articles can be ordered and paid for seamlessly prompting more copy requests being made either through the inter-library lending software or the Library's website.

The Interlibrary Resource Sharing Group continues to focus on improving the speed and efficiency of the inter-library loan service through continuous improvement, and at a strategic level, ensuring the inter-library loan software is used to its full potential.

4.3 We will explore future opportunities for public library services in Western Australia so as to ensure future capability and ongoing sustainability.

It's Not That Hard

In a time of rapidly changing technology, libraries need to be flexible and resourceful. For this to occur, library staff must be capable of adapting to changes in technology that will provide benefits to themselves and their clients. A program called *It's not that hard* has been developed to increase staff and client awareness and engagement with technical tools, social media platforms and the online environment by way of informal workshops. The program was run successfully for State Library staff throughout 2012. Public libraries were encouraged to take up the model for their staff, with the City of Wanneroo and Town of Victoria Park being early adopters. An information pack is being produced that will give public libraries information and resources to help them take up the program.

Library Seminar

In November 2012, the third annual Library Seminar, *Transformations*, was held. Seven libraries presented a variety of inspiring programs, from creating a local history app to running a country writer's festival. Bonnie Davies, a local comedian, welcomed participants and acted as MC on the day, and speakers Judith Parke and Kate Barry travelled to WA to speak at the seminar. Louis Ferrante spoke via a video link from Johannesburg and Marcia Barclay and Stephen Thomas from Read Write Now added a worthwhile local presence. Speakers talked about journeys to literacy, the National Year of Reading in the United Kingdom, and the eSmart Libraries program. For the first time, public libraries were invited to share information and ideas during a poster session in the theatre foyer.

WALGA Conference

The Library Board Chairman, Professor Matthew Allen, spoke at the Western Australian Local Government Association (WALGA) Annual Conference on "Why local libraries matter and the value of partnerships in Western Australia's public library network". This was an opportunity to speak to local government elected representatives and officials about the value of libraries and the role they play in the community.

PRIORITY AREA 5

The strategic culture of the State Library of Western Australia

In support of our mission, the State Library will work continuously to improve our services and our processes, meet our governance obligations, support our staff as a learning organisation, consult with the community we serve and collaborate effectively with our partners.

5.1 We will demonstrate our commitment to our mission and goals through our services, actions and outcomes.

Workforce Plan

A Strategic Workforce Plan was developed for implementation in 2013-14. It looks at the skills needs for future development, the existing staff profile and ways to transition between the two. It incorporates and builds on the tasks accomplished by the Next Chapter Project 2009-13, including training on retirement issues, employee awareness about flexible working arrangements and transition to retirement, knowledge transfer, skills development and a health and wellness program.

Staff Training

With the establishment of a Strategic Projects Office in July 2012, there has been a strong focus on project management training of key staff across the agency. Allied to this have been training sessions in appropriate project management tools and techniques, and the introduction of a project hub where staff can work on their project plans with access to the Manager Strategic Projects for help and advice.

Other organisation-wide training has been on disaster planning and the development of business continuity plans to assist staff in anticipating and planning for interruptions to normal operation of systems and services. Conservation staff delivered courses on the preservation, preventative maintenance, handling and digitisation of rare and valuable heritage materials.

Graduate program

The Library continues to highly value the Graduate Program as a way of bringing new skills and attitudes to the organisation. The two graduates from 2012 were placed in positions at the end of their program and recruitment for the 2013 program was completed. The program was amended for 2013 with the two graduates selected having more targeted skills in Computer Science (as well as library qualifications) and Cultural Heritage Conservation. They will spend more time in their home teams while still undertaking a wide-ranging familiarisation program throughout the organisation.

Volunteers

The State Library values the remarkable contribution of its volunteers. The team of volunteers grew to 141 volunteers with a wide range of ages, skills and diversity. They contributed 10,064 hours with an estimated value of $291,755, an increase of 63% on 2011-12. Some people volunteered for a single event such as the Read Out Loud! Day, while others have contributed a remarkable twenty-seven years of service. Volunteers assisted with maintaining The Place, encouraging clients to participate in the Better Beginnings Crash of Rhinos exhibition, collecting and entering data for several client surveys, and contributing as interpreters and audio recorders in *Local Stories from Afar*. Western Australian Genealogical Society volunteers staff the Genealogy Desk three mornings a week and have assisted people to research their family history by responding to 2,816 enquiries.

A recent survey of the Library volunteers indicated that 40% have volunteered for less than one year, that the largest age group of volunteers (31%) is aged between 25 and 39 (younger than the national average of 45-54), and 38% do not have English as a first language. They identified training for the role, pride in the work undertaken, and fulfillment as the most important factors when working as volunteers.

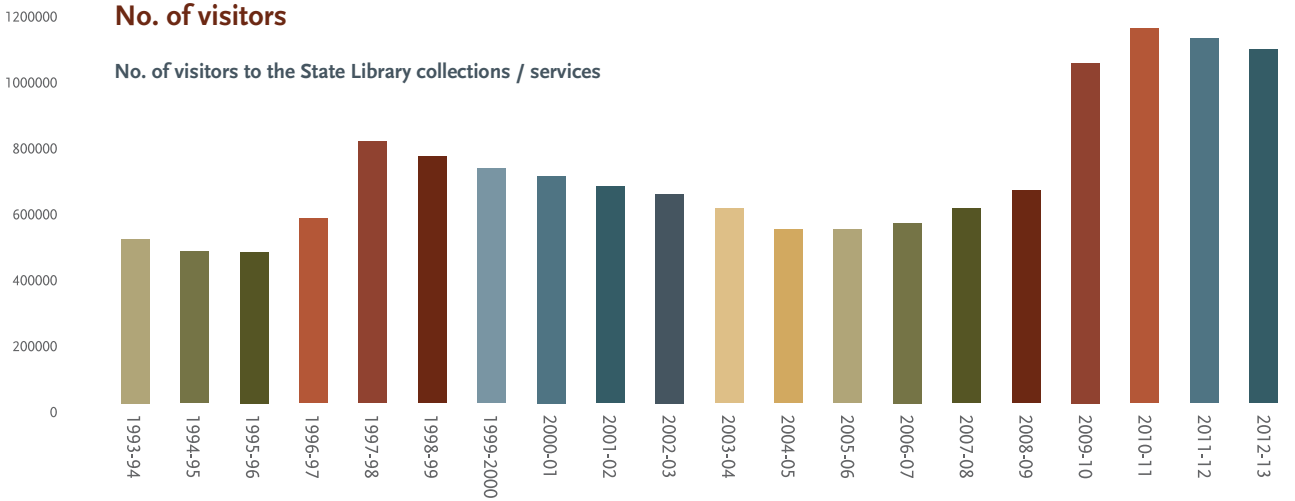
5.2 We will ensure our services meet community expectations and our building provides a safe and welcoming environment.

Understanding Our Clients

From February 2013, the Visitor 360 market research and cultural segmentation program offered by Morris Hargreaves McIntyre has been employed. Research data is collected from four to five clients each day of the week for an entire year, with reports compiled quarterly. The survey questions are designed to ascertain what motivates people to use the Library's services, as well as collecting other information identified as of interest. The first quarterly report revealed useful data that is already informing our thinking on services and programs offered. Future quarterly reports will help paint a more comprehensive picture of the Library in the culture and arts market, and what can be done to attract new audiences.

Client Feedback

Clients visiting the building were also surveyed to provide feedback on existing services and facilities. General client satisfaction levels remained high, with a high overall satisfaction rating of 92.6% recorded. Clients' first point of contact with staff is usually the Welcome Desk on the ground floor and these staff have a strong understanding of clients' needs, as they answer on average an enquiry every four minutes. Their friendly demeanour and wide knowledge is recognised from a recent survey where friendliness was rated at 88% and knowledge recorded at 88%.



Satisfaction with some of the Library's facilities and services recorded a slight decrease, the causes of which will be examined. The ground floor of the Library continued to be popular with the Discovery Lounge recording a satisfaction figure of 91% and other areas to record good levels of satisfaction include the first floor, 89%, and the Gallery, or exhibition space at 77%.

Using Social Networking to connect to clients

A range of social media platforms are used to actively connect with clients. On Facebook and Twitter, events and exhibitions are promoted, clients engage with the Western Australian heritage collections, and local books and writing are supported. Photographs shared on the Flickr page provide an extra level of online engagement with clients who can explore everything from quirky campaigns to galleries documenting the Library's many events. This year, usage of YouTube was increased to further engage clients with the collections. The sixteen digital stories from the *Local Stories from Afar* project were uploaded to the platform, so that clients can discover compelling stories of refugees now living in Western Australia.

Borrow Direct and Get_it

Borrow Direct is a service enabling clients to borrow items directly from the Library, with clients borrowing 31,513 items this year, a decrease of 0.5% over the previous year. Lending services were further enhanced with the launch of the Get_it service which allows members to place requests online for items held in the statewide collections for free or from libraries outside this network (for a small fee). Since the launch, 1,207 items were supplied from the Western Australian library network, with 217 items supplied from libraries outside the network. A marketing campaign for this service will be implemented in 2013-14 to raise visibility amongst members.

Change in service

With a focus on continuous improvement to client service, a self-service item retrieval process was implemented for the 3,317 requests placed in the 2012-13 year. The new process makes all requested and retrieved items from the first and second floor non-public storage areas available at a single location on the first floor. The new self-service process proved to be very successful as clients can access the items they have retrieved at their leisure.

Building improvements

The State Library building is now over 28 years old and requires considerable maintenance. Funding was obtained to replace the roof, which was deteriorating, resulting in leaks during wet periods, posing a major risk to valuable collections on the upper floors. Stage one of this project was completed in July 2012 with the re-roofing of the areas above the stacks on the third and fourth floors. Stage two will commence in September 2013.

The creation of new heritage storage facilities on the third and fourth floors is well underway. These works will bring about some major improvements in our storage standards including hanging art storage racks for the artworks, and the construction of a new rare materials room for materials that are currently stored in six locations within the Library. Staff from these areas were relocated to the first floor and the former office space has been cleared.

5.3 We will ensure our technology, administrative systems and processes are appropriate and efficient.

Our website

Preliminary work has started on redeveloping the Library's website to improve its ease of use and ensure it complies with Web Content Accessibility Guidelines for Government departments. While the website has rated well in client satisfaction surveys in recent years, it needs to be updated to meet current design and navigation standards. Data from the Visitor 360 survey shows that 39% of visitors either visit the website occasionally or visit regularly.

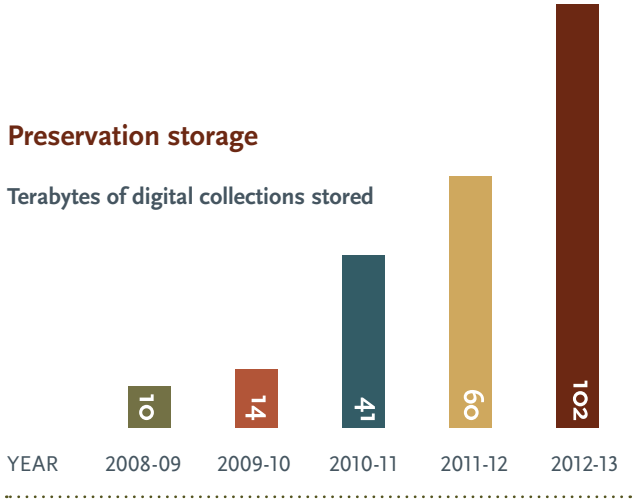
Client Access to information technology

Clients have access to approximately 100 computers throughout the building and they continue to be popular. Usage data shows that the twenty-minute express terminals are running at 67% capacity and the bookable terminals throughout the building are used to 37% of the available hours. There has been a decrease of 10% in clients' satisfaction with the public computer services, and this will be addressed.

Growth of preservation data storage

The growth in digital storage space for the preservation collections in the last year has far exceeded projected capacity planning, more than doubling in this time. This trend is expected to continue. Data is currently being ingested into the storage environment at a rate of approximately 1 Terabyte per week, driven primarily by the project to digitise oral histories and the digital preservation of the heritage film collections. A new, more flexible solution was devised after determining future storage needs and should meet the Library's requirements for the next two to three years.

Preservation storage



Preservation data storage increased from 72 Terabytes to 102 Terabytes to June 2013, primarily made up of the a large number of heritage collection materials digitised from analogue formats including oral history, motion picture films, photographs, rare books, maps, art works, scrapbooks, letters and objects.

Box Making Machine to provide protection of heritage collections.

To conserve the State's heritage collections there is a need to provide protective packaging for art work, plans, maps, photographs, books, manuscripts, private archives and ephemera. These activities constitute a large part of the preservation program and in the past these processes have been done by hand. A new box making machine was purchased that will assist in the care and preservation of rare items and ensure the longevity of the cultural heritage collections of Western Australia for future generations. It significantly improves productivity and reduces the potential for staff injury.

Storing our collection

A priority project has been the weeding of the non-heritage stack collections in line with the Collection Development Policy Framework and the National and State Libraries Australasia (NSLA) Collaborative project guidelines. Over 4,480 linear meters of non-heritage, closed and unlinked serial and general reference monograph collections were assessed, representing 68% of the non-heritage collections. Under the Collaborative Collections guidelines, Australian material weeded is listed and offered to the National Library or other state libraries to ensure their collections are complete.

Space created through weeding has enabled the reintegration of sequence collections, and work has commenced on rearranging the stacks into a more efficient and logical sequence. Rehousing particular formats such as CDs, has improved the storage capacity of the existing shelving.

Bronze Award for water efficiency

The State Library received a bronze award from the Water Corporation for water savings of between 10 and 25 percent. Installing water efficient taps and urinals was just one measure that contributed to the savings, and lessening the impact on the environment.

Manager Facilities Management Phil Golder (left) accepting from Elonn Tyl of the Water Corporation a bronze prize recognising a 10 to 25 per cent reduction in water usage by the State Library.

5.4 We will raise awareness within the community of the services offered by the Library.

Raising our profile

To raise the profile of the Library and its activities the Library sends information to various media outlets and uses its website to publicise activities. There were 464 articles in the press, radio or television mentioning, or related to, the State Library and its activities worth $1,574,131 (Source: iSentia Media Monitoring).

This year the State Library has made its branding more consistent with the development and introduction of a Visual Identity and Corporate Style Guide which has improved the consistency of branding across publications and marketing material.

Tours and Community Events

Tours were held throughout the year, promoting the Library's collections and services to groups as diverse as Rotary visitors from Sweden, public library staff, Chinese professors, and Adult Migrant English Program students. WAAPA students attended sessions about the music collection, and a presentation about indigenous resources was given as part of the Aboriginal and Torres Strait Islander Arts and Culture Day. Staff promoted the Library at a 'Welcome to the West' event for newly arrived Australian defence force families in February.

State Library of Western Australia Foundation

The State Library of Western Australia Foundation is a not for profit organisation dedicated to fostering the support of the community at large for the work of the State Library of Western Australia and the wider public library network, and the issues of literacy and learning they pursue.

To commemorate the achievements of the late Kay Poustie OAM, former Chair of the Library Board and long serving public library manager, the scholarship established in her name was awarded for the second time. The award enables Western Australian based librarians to visit libraries overseas and learn more about innovative practices. Ruth Campbell-Hicks, Principal Librarian at the Shire of Harvey Library was the 2013 recipient and will visit Canada, USA, Ireland and Norway to explore successful early literacy programs for young children aged from 0-6 years.

A new initiative, **Behind the Covers**, was launched as a strategic donor recognition program for donors of heritage materials to the State Library. Its goals are to demonstrate the importance of acquiring significant heritage materials and the processes for conservation and preservation, and to attract financial support.

For the first event donors of heritage materials were guided through the non-public areas of the Library to observe conservation processes. A further event showcased the recent acquisition of the Robert Fairbairn Archive. A public lecture by Dr Joanne McEwan was presented in partnership with the Law Society, and a subsequent keynote address was delivered by the Hon Robert French AC, Chief Justice of the High Court of Australia, and attended by legal professionals, including His Excellency the Governor of Western Australia, Mr Malcolm McCusker AC CVO QC.

State Library of Western Australia Foundation Chairman Conrad Crisafulli with Kay Poustie Scholarship winner Ruth Campbell-Hicks (right) and Kirstie Nicholson, a previous scholarship winner.

Margaret Allen thanking donors at Behind The Covers.

Behind the Covers tour group with Mary Ann Friend diary in foreground.

5.5 We will advocate for the role of libraries in the community and actively participate in professional debate.

The State Library is part of a number of global and national library networks and is a member of the International Federation of Library Associations and Institutions (IFLA), the Australian Library and Information Association (ALIA), and National and State Libraries Australasia (NSLA). As a prominent library voice, the Library continued to advocate on behalf of the library profession and the Western Australian library sector with submissions to federal enquiries through membership of various associations.

An important issue that has occupied debate in library circles recently is the Australian Law Reform Commission Inquiry into Copyright and the Digital Economy. This Inquiry has significant implications for libraries in Australia and is considering issues such as a fair use exception for copying replacing specific exceptions, repealing statutory licenses for government and education sectors, contracting out of exceptions in the *Copyright Act*, copying of orphan works, voluntary extended collective licensing, the number of copies that a library can make for preservation purposes, and lending provisions. The Australian Libraries Copyright Committee is the primary copyright advocacy organisation for Australian libraries and the CEO and State Librarian, Margaret Allen is the current Chair.

Ms Allen has also been working at the international level through the International Federation of Library Associations and Institutions (IFLA) in support of their international advocacy on copyright and access to digital content.

The Book Industry Collaborative Committee was established by the Federal Government to examine the books industry in Australia. Ms Allen was appointed to this forum providing an opportunity for the State Library to advocate for libraries and access to e-books and digital content.

National and State Libraries Australasia - Re-imagining Libraries

The Library continued 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. The new strategic plan, Reimagining Libraries, guides the collaborative work of NSLA from 2012 to 2016.

The **Digital Preservation Group** is developing a common technical registry for NSLA libraries of file formats with software and hardware dependencies, looking at the skills, resources and capabilities for digitisation in each library and assessing activity in each organisation.

The **Large Pictorial Collections Group** designed and conducted a comprehensive survey of pictorial collections across Australian state and national libraries to capture the extent and format coverage of photographs held in archival collections.

Images from the WA Press Photographer of the Year exhibition.

LEE GRIFFITH
The West Australian

JUSTIN BENSON-COOPER
The Sunday Times

JON HEWSON
Community Newspaper Group

The **Collaborative Collections Group** continued work towards a distributed repository (TALCC – The Australasian Libraries Collaborative Collection) through the development and implementation of an agreed offer/repatriation process. Work is underway to compare legal deposit procedures and processes which will inform the work the Library is doing for legal deposit.

The **Storage Management Group** developed a paper on storage planning for physical collections following an environmental scan to obtain comparative information about international library storage trends and a collection storage survey of NSLA libraries. They are also developing a Storage Costing Tool prototype to provide a consistent methodology to calculate the cost of storage systems and a register of goods and services suppliers relevant to storage management;

The **E-Resources Consortium** continued to provide access to e-resources at a competitive cost through negotiation with vendors. The focus of the group in the latter half of the year was a preparation of a review of the core set of resources and the sustainability of a core set in an environment of diminishing library budgets.

With a dedicated project leader, the **Digital Collecting** Group has worked to identify current digital collecting activity in NSLA libraries, defined terms around digital collecting and developed some principles for digital collecting. A donor kit developed by the Group includes a video to assist people with their digital collections.

The State Library chairs the **Indigenous Group**, which continues to promote best practice for the collection and preservation of materials relating to Aboriginal and Torres Strait Islander people, and supports libraries in their endeavor to engage Aboriginal people in the collection, management and preservation of Indigenous materials. In 2012 the group produced the 'Working with Community Guide', which provides advice for the library profession in building mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples so as to enhance library services and collections.

Significant Issues and Trends Impacting the Agency

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 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 advocacy.

Building relationships will become increasingly 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 all parties get benefits. Having staff with relationship building skills will be very important in the library of the future.

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, newspaper, 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.

However, in an increasingly digital publishing world, libraries in Australia and around the world are facing embargoes by publishers on supply of new digital e-books, significant price increases (typically between 200% and 1200%), contracts which override library rights under the Australian Copyright Act, lack of integration of the e-books into existing library management systems, no assurance of supply if the service provider ceases trading, and concerns over the privacy of user information held by the service providers.

Further, libraries no longer own the e-books they add to their collections – they are simply leased or acquired on a subscription basis. This has significant implications for future collection building as long term access is no longer assured and the community will no longer be able to donate their books to libraries – donation has been the basis of collections of the world's great libraries. The temporary nature of published books in digital form creates significant long term preservation challenges.

Building infrastructure

With the 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 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.
- 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.
- Much of the building infrastructure is now 28 years old, creating a number of critical maintenance issues that compromise client service including the roof, staff lifts, air conditioning, furnishings, fittings and lighting systems.

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, however the dilemma for libraries is how to offer digital access to material whilst remaining true to the rights of creators.

For unique material, determining these rights and who owns them can be difficult and time consuming for libraries, particularly if it is not clarified at the time of acquiring the material. Orphan works, those items where copyright ownership is unclear or unknown, pose even greater difficulties. National and State Libraries Australasia (NSLA), as part of its Re-imagining Libraries strategy, is looking at a range of issues that will make the copyright status of items more visible and implement guidelines to enable clients to make use of the valuable collections they hold. The Library is also participating through national organisations in the Australian Law Reform Commission Inquiry into Copyright and the Digital Economy.

Legal Deposit - Consultation and regulations developed

The passing of the Legal Deposit Act 2012 means that Western Australia once again has a requirement for local publishers to deposit copies of their publications with the Library for the preservation of the State's documentary heritage. This legislation has extended the scope of legal deposit beyond print formats to include audio visual and digital formats to ensure that future publishing trends are covered. While the Act has been passed, most of the Act's provisions do not come into force until the relevant regulations, which prescribe how the provisions will operate, are developed and approved.

The Library has undertaken extensive consultation with stakeholders to develop the regulations for physical items and will undertake a similar process for digital material. 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.

Changing service model

The increased computer literacy of 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 easier searching, multiple concurrent users, accessibility outside the library building, no shelving space required and better ability to track usage. However, not all resources are available electronically, and those that are may be more expensive than print because of their wide accessibility. There is also still some community expectation that reference material will be 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.

Trends in Public Library Usage

Public libraries have a key role in lifelong learning, literacy improvement and community development, and provide substantial benefits to the communities they serve.

A national economic study, released in 2013, found that Western Australian public libraries deliver a return on investment of 2.6 times the amount spent on them, and provide approximately $3.4 million in economic stimulus each year. Benefits included not only the services and programs provided directly to consumers, but also the social interaction and sense of place facilitated by libraries, the contribution to language and computer literacy, employment created throughout the library supply chain, and environmental savings realised from re-use of library collections.

The State Library coordinates the collection of statistical data from Western Australian public libraries following an agreement between State and local governments to report basic performance related data in time for this report. Full data for 2012-13 is not available, but an initial analysis of the data received suggests that indicators have remained relatively stable, with the trends of a slight increase in visitors and enquiries, and decrease in loans and membership, potentially continuing. Statistics vary between local governments, with some libraries showing good increases and others declines. Libraries have the challenge of remaining relevant to their communities and providing the resources, programs and services to meet their needs.

Below is the complete data for previous years:

	2010-11	2011-12
Loans	16,656,354	16,395,311
Visitors	9,412,851	10,069,578
Enquiries	1,392,011	1,639,517
Members	1,019,758	995,794

Loans and membership are no longer the main indicators 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, participating in library programs, and using the internet and online services.

E-books

Public library membership now provides access to more than just physical resources. 2012-13 saw the introduction of a statewide e-book lending service in Western Australian public libraries. This service has proved very popular, with the relatively small collection of e-books receiving twice the rate of use of physical library materials.

There are, however, a number of external factors which limit the provision of e-books to public library patrons. In particular, public libraries are not able to access the full range of titles available to consumers. A number of publishers refuse to allow libraries to purchase e-books at all, and others will do so only at substantially inflated prices or under restrictive conditions. Libraries all over the world are advocating for the ability to purchase e-books on behalf of their users.

[1] *National Welfare and Economic Contributions of Public Libraries: Final report. SGS Economics & Planning, March 2013*

State Library
OF WESTERN AUSTRALIA

DISCLOSURES & LEGAL COMPLIANCE

2012–2013

Certification of Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

THE LIBRARY BOARD OF WESTERN AUSTRALIA CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

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 2013 and the financial position as at 30 June 2013.

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.

Tony Loiacono CPA, FIPA
Chief Finance Officer
5 SEPTEMBER 2013

Dr Margaret Nowak
Chairman
Library Board of Western Australia
5 SEPTEMBER 2013

Mr Mike Murray
Member
Library Board of Western Australia
5 SEPTEMBER 2013

Independent Audit Opinion

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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 2013, 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 2013 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.

7th Floor Albert Facey House 469 Wellington Street Perth MAIL TO: Perth BC PO Box 8489 Perth WA 6849 TEL: 08 6557 7500 FAX: 08 6557 7600

Independent Audit Opinion *(continued...)*

Report on Controls
I have audited the controls exercised by The Library Board of Western Australia during the year ended 30 June 2013.

Controls exercised by The Library Board of Western Australia are those policies and procedures established by the Board to ensure 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.

Board's Responsibility for Controls
The Board is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

Auditor's Responsibility
As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by The Library Board of Western Australia based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Board complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

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

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 during the year ended 30 June 2013.

Report on the Key Performance Indicators
I have audited the key performance indicators of The Library Board of Western Australia for the year ended 30 June 2013.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

Board's Responsibility for the Key Performance Indicators
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 and for such controls as the Board determines necessary to ensure that the key performance indicators fairly represent indicated performance.

Auditor's Responsibility
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 and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Board's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

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

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 2013.

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

Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators
This auditor's report relates to the financial statements and key performance indicators of The Library Board of Western Australia for the year ended 30 June 2013 included on the Board's website. The Board's management is responsible for the integrity of the Board's website. This audit does not provide assurance on the integrity of the Board's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.

DON CUNNINGHAME
ASSISTANT AUDITOR GENERAL ASSURANCE SERVICES
Delegate of the Auditor General for Western Australia
Perth, Western Australia
6 September 2013

Statement of Comprehensive Income

» FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 $000	2012 $000
COST OF SERVICES			
Expenses			
Employee benefits expense	6	14,299	14,036
Supplies and services	7	5,397	4,785
Depreciation and amortisation expense	8	11,947	12,317
Accommodation expenses	9	2,856	2,857
Grants and subsidies	10	404	418
Cost of sales	13	104	89
Loss on disposal of non-current assets	18	-	-
Other expenses	11	395	325
Total cost of services		**35,402**	**34,827**
Income			
Revenue			
User charges and fees	12	1,401	1,306
Sales	13	165	147
Commonwealth grants and contributions	14	318	312
Interest revenue	15	56	86
Bequest contributions	16	5	51
Other revenue	17	1,035	1,093
Total Revenue		**2,980**	**2,995**
Total income other than income from State Government		**2,980**	**2,995**
NET COST OF SERVICES		**32,422**	**31,832**
INCOME FROM STATE GOVERNMENT	19		
Service appropriation		18,332	14,423
Resources received free of charge		11,977	15,073
Royalties for Regions Fund		723	676
Grants and subsidies from State Government		561	539
Total income from State Government		**31,593**	**30,711**
(DEFICIT) FOR THE PERIOD		**(829)**	**(1,121)**
OTHER COMPREHENSIVE INCOME			
Items not reclassified subsequently to profit or loss			
Changes in asset revaluation surplus	30	(566)	(414)
Total other comprehensive income		**(566)**	**(414)**
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		**(1,395)**	**(1,535)**

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

Statement of Financial Position

» AS AT 30 JUNE 2013

	Note	2013 $000	2012 $000
ASSETS			
Current Assets			
Cash and cash equivalents	31	5,650	8,121
Restricted cash and cash equivalents	20,31	234	269
Inventories	21	53	52
Receivables	22	519	874
Amounts receivable for services	23	10,560	10,333
Other current assets	24	391	397
Total Current Assets		**17,407**	**20,046**
Non-Current Assets			
Restricted cash and cash equivalents	20,31	1,467	1,467
Amounts receivable for services	23	12,444	9,318
Property, plant and equipment	25	54,835	58,156
Library collections	25	123,154	121,047
Intangible assets	26	-	-
Total Non-Current Assets		**191,900**	**189,988**
TOTAL ASSETS		**209,307**	**210,034**
LIABILITIES			
Current Liabilities			
Payables	28	2,193	1,522
Other current liabilities	29	13	16
Total Current Liabilities		**2,206**	**1,538**
Non-Current Liabilities			
Other non-current liabilities	29	8	8
Total Non-Current Liabilities		**8**	**8**
TOTAL LIABILITIES		2,214	**1,546**
NET ASSETS		**207,093**	**208,488**
EQUITY	30		
Contributed equity		57,230	57,230
Reserves		99,058	99,624
Accumulated surplus/(deficit)		50,805	51,634
TOTAL EQUITY		**207,093**	**208,488**

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 2013

	Note	CONTRIBUTED EQUITY	RESERVES	ACCUMULATED SURPLUS/(DEFICIT)	TOTAL EQUITY
		$000	$000	$000	$000
Balance at 1 July 2011	30	57,230	100,038	52,755	210,023
Restated balance at 1 July 2011		57,230	100,038	52,755	210,023
Surplus/(deficit)		-	(414)	-	(414)
Other comprehensive income		-	-	(1,121)	(1,121)
Total comprehensive income for the period		-	(414)	(1,121)	(1,535)
Transaction with owners in their capacity as owners:					
Capital appropriations		-	-	-	-
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		**-**	**-**	**-**	**-**
Balance at 30 June 2012		**57,230**	**99,624**	**51,634**	**208,488**
Balance at 1 July 2012	30	57,230	99,624	51,634	208,488
Restated balance at 1 July 2012		57,230	99,624	51,634	208,488
Surplus/(deficit)		-	(566)	-	(566)
Other comprehensive income		-	-	(829)	(829)
Total comprehensive income for the period		-	(566)	(829)	(1,395)
Transaction with owners in their capacity as owners:		-			
Capital appropriations		-	-	-	-
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		-	-	-	-
Balance at 30 June 2013		**57,230**	**99,058**	**50,805**	**207,093**

Statement Of Cash Flows

» FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 $000	2012 $000
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation		4,646	5,371
Maintenance funding		560	-
Holding account drawdowns		10,333	10,070
Royalties for Regions fund		723	676
Net Cash provided by State Government		**16,262**	**16,117**
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(87)	(160)
Supplies and services		(4,717)	(5,003)
Accommodation		(2,907)	(2,857)
Grants and Subsidies		(404)	(418)
GST payments on purchases		(1,854)	(1,602)
Other payments		(2,452)	(422)
Receipts			
Sales of Goods and Services		189	199
User charges and fees		1,379	1,299
Commonwealth grants and contributions		333	312
Interest received		46	86
GST receipts on sales		222	106
GST receipts from taxation authority		1,684	1,388
Other receipts		1,099	2,107
Net cash (used in) operating activities	31	**(7,469)**	**(4,965)**
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(11,299)	(8,271)
Net cash (used in) investing activities		**(11,299)**	**(8,271)**
Net increase/(decrease) in cash and cash equivalents		(2,506)	2,881
Cash and cash equivalents at the beginning of period		9,857	6,976
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	**7,351**	**9,857**

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

1 Australian Accounting Standards

General

The Library Board of Western Australia's financial statements for the year ended 30 June 2013 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, any applicable 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'. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not operative) by the Library Board for the annual reporting period ended 30 June 2013.

2 Summary of significant accounting polices

(a) General statement

The Library Board is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB 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 impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

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, except for 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).

Note 3 'Judgements made by management in applying accounting policies' discloses judgements that have been made in the process of applying the Library Board's accounting policies resulting in the most significant effect on amounts recognised in the financial statements.

Note 4 'Key sources of estimation uncertainty' discloses key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

(c) Reporting entity

The reporting entity is The Library Board of Western Australia. The Library Board of Western Australia has no related bodies.

(d) Contributed equity

AASB Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, 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 TI 955 Contributions by Owners made to Wholly Owned Public Sector Entities and have been credited directly to Contributed equity.

The transfers of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal. See Note 30 'Equity'.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

(e) Income

Revenue recognition

Revenue is measured at the fair value of consideration received or receivable. The following specific recognition criteria must also be met before revenue is recognised for the major business activities as follows:

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 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 fair 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 'Amounts receivable for services' (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 Library Board obtains control over the funds. The Library Board obtains control of the funds at the time the funds are deposited into The Library Board's bank account.

Gains

Realised and unrealised gains 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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

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.

Asset revaluation surplus

The asset revaluation surplus 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.

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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

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.

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. Where an asset measured at cost is written down to a recoverable amount, an impairment loss is recognised in profit or loss. Where a previously revalued asset is written down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income. 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 material 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 fair 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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

(l) Financial instruments

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

- Loans and 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

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 material.

(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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

(i) Provisions - employee benefits

Annual leave and long service 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(v) 'Department of Culture and the Arts.

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) Assets and services received free of charge or for nominal cost

Assets or services received free of charge or for nominal cost are recognised as income at the fair value of the assets and/or the fair value of those services that can be reliably measured and the Library Board would otherwise pay for. A corresponding expense is recognised for services received. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

(u) Comparative figures

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

(v) 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 by 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

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» FOR THE YEAR ENDED 30 JUNE 2013

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 2012 that impacted on the Library Board.

AASB 2011-9	Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049]. This Standard requires to group items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). There is no financial impact.

Voluntary changes in accounting policy

The Library Board made no voluntary changes to its Accounting Policy during 2013 financial year.

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 Library Board has not applied early any following Australian Accounting Standards that have been issued that may impact the Authority. Where applicable, the Library Board plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 9	**Financial Instruments** This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments. AASB 2012-6 Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures amended the mandatory application date of this Standard to 1 January 2015. The Library Board has not yet determined the application or the potential impact of the Standard.	1 JANUARY 2015
AASB 10	**Consolidated Financial Statements** This Standard supersedes requirements under AASB 127 Consolidated and Separate Financial Statements and Int 112 Consolidation – Special Purpose Entities, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10 Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments. The Library Board has not yet determined the application or the potential impact of the Standard.	1 JANUARY 2014
AASB 11	**Joint Arrangements** This Standard supersedes AASB 131 Interests in Joint Ventures, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Authority has not yet determined the application or the potential impact of the Standard.	1 JANUARY 2014
AASB 12	**Disclosure of Interests in Other Entities** This Standard supersedes disclosure requirements under AASB 127 Consolidated and Separate Financial Statements and AASB 131 Interests in Joint Ventures. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Authority has not yet determined the application or the potential impact of the Standard.	1 JANUARY 2014

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AASB 13	**Fair Value Measurement** This Standard defines fair value, sets out a framework for measuring fair value and requires additional disclosures about fair value measurements. The Library Board has liaised with the Western Australian Land Information Authority (Valuation Services) to ensure that sufficient information will be provided to meet the disclosure requirements of this Standard. There is no financial impact.	**1 JANUARY 2013**
AASB 119	**Employee Benefits** This Standard supersedes AASB 119 (October 2010), making changes to the recognition, presentation and disclosure requirements. The Library Board does not have any defined benefit plans, and therefore the financial impact will be limited to the effect of discounting annual leave and long service leave liabilities that were previously measured at the undiscounted amounts.	**1 JANUARY 2013**
AASB 127	**Separate Financial Statements** This Standard supersedes AASB 127 Consolidated and Separate Financial Statements, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Authority has not yet determined the application or the potential impact of the Standard.	**1 JANUARY 2014**
AASB 128	**Investments in Associates and Joint Ventures** This Standard supersedes AASB 128 Investments in Associates, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Authority has not yet determined the application or the potential impact of the Standard.	**1 JANUARY 2014**
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. There is no financial impact.	**1 JULY 2013**
AASB 1055	**Budgetary Reporting** This Standard specifies the nature of budgetary disclosures, the circumstances in which they are to be included in the general purpose financial statements of not-for-profit entities within the GGS. The Authority will be required to disclose additional budgetary information and explanations of major variances between actual and budgeted amounts, though there is no financial impact.	**1 JULY 2014**
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 & 1052 and Int 2, 4, 5, 15, 17, 127, 129 & 1052] This Standard makes amendments to Australian Accounting Standards and Interpretations to introduce reduced disclosure requirements for certain types of entities. There is no financial impact.	**1 JULY 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 Int 2, 5, 10, 12, 19 & 127] This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010. AASB 2012-6 amended the mandatory application date of this Standard to 1 January 2015. The Authority has not yet determined the application or the potential impact of the Standard.	**1 JANUARY 2015**
AASB 2011-2	Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 & 1054] This 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. There is no financial impact.	**1 JULY 2013**
AASB 2011-6	Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements [AASB 127, 128 & 131] This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity comply with Australian Accounting Standards or Australian Accounting Standards – Reduced Disclosure Requirements. There is no financial impact.	**1 JULY 2013**
AASB 2011-7	Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Int 5, 9, 16 & 17] This Standard gives effect to consequential changes arising from the issuance of AASB 10, AASB 11, AASB 127 Separate Financial Statements and AASB 128 Investments in Associates and Joint Ventures. For not-for-profit entities it applies to annual reporting period beginning on or after 1 January 2014. The Library Board has not yet determined the application or the potential impact of the Standard.	**1 JANUARY 2013**
AASB 2011-8	Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 & 1038 and Int 2, 4, 12, 13, 14, 17, 19, 131 & 132] This Standard replaces the existing definition and fair value guidance in other Australian Accounting Standards and Interpretations as the result of issuing AASB 13 in September 2011. There is no financial impact.	**1 JANUARY 2013**
AASB 2011-10	Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 & 2011-8 and Int 14] This Standard makes amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 119 Employee Benefits in September 2011. The Library Board has not yet determined the application or the potential impact of the Standard.	**1 JANUARY 2013**

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» FOR THE YEAR ENDED 30 JUNE 2013

AASB 2011-11	Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements This Standard gives effect to Australian Accounting Standards – Reduced Disclosure Requirements for AASB 119 (September 2011). There is no financial impact.	**1 JULY 2013**
AASB 2012-1	Amendments to Australian Accounting Standards - Fair Value Measurement - Reduced Disclosure Requirements [AASB 3, 7, 13, 140 & 141] This Standard establishes and amends reduced disclosure requirements for additional and amended disclosures arising from AASB 13 and the consequential amendments implemented through AASB 2011-8. There is no financial impact.	**1 JULY 2013**
AASB 2012-2	Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & 132] This Standard amends the required disclosures in AASB 7 to include information that will enable users of an entity's financial statements to evaluate the effect or potential effect of netting arrangements, including rights of set-off associated with the entity's recognised financial assets and recognised financial liabilities, on the entity's financial position. There is no financial impact.	**1 January 2013**
AASB 2012-3	Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132] This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of "currently has a legally enforceable right of set-off" and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact.	**1 January 2014**
AASB 2012-5	Amendments to Australian Accounting Standards arising from Annual Improvements 2009-11 Cycle [AASB 1, 101, 116, 132 & 134 and Int 2] This Standard makes amendments to the Australian Accounting Standards and Interpretations as a consequence of the annual improvements process. There is no financial impact.	**1 January 2013**
AASB 2012-6	Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures [AASB 9, 2009-11, 2010-7, 2011-7 & 2011-8] This Standard amends the mandatory effective date of AASB 9 Financial Instruments to 1 January 2015. Further amendments are also made to consequential amendments arising from AASB 9 that will now apply from 1 January 2015 and to consequential amendments arising out of the Standards that will still apply from 1 January 2013. There is no financial impact.	**1 January 2013**
AASB 2012-7	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 7, 12, 101 & 127] This Standard adds to or amends the Australian Accounting Standards to provide further information regarding the differential reporting framework and the two tiers of reporting requirements for preparing general financial statement. There is no financial impact.	**1 July 2013**
AASB 2012-10	Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049, & 2011-7 and Int 12] This Standard makes amendments to AASB 10 and related Standards to revise the transition guidance relevant to the initial application of those Standards, and to clarify the circumstances in which adjustments to an entity's previous accounting for its involvement with other entities are required and the timing of such adjustments. The Standard was issued in December 2012. The Library Board has not yet determined the application or the potential impact of the Standard.	**1 January 2013**
AASB 2012-11	Amendments to Australian Accounting Standards – Reduced Disclosure Requirements and Other Amendments [AASB 1, 2, 8, 10, 107, 128, 133, 134 & 2011-4] This Standard makes various editorial corrections to Australian Accounting Standards – Reduced Disclosure Requirements (Tier 2). These corrections ensure that the Standards reflect decisions of the AASB regarding the Tier 2 requirements. This Standard also extends the relief from consolidation and the equity method (in the new Consolidation and Joint Arrangements Standards) to entities complying with Australian Accounting Standards – Reduced Disclosure Requirements. There is no financial impact.	**1 July 2013**

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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

6 Employee benefits expense

	2013 $000	2012 $000
Wages and salaries *(a)*	11,177	11,294
Superannuation – defined contribution plans *(b)*	1,303	1,322
Long service leave *(c)*	469	411
Annual Leave *(c)*	1,263	908
Other related expenses	87	101
	14,299	**14,036**

(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

	2013 $000	2012 $000
Communications	507	523
Consultants and contractors	373	294
Consumables	1,168	1,149
Repairs and maintenance	641	599
Travel	105	130
Insurance premiums	72	109
Lease/hire	13	16
Online Information access fees	1,251	644
Freight and cartage	123	139
Other	1,144	1,182
	5,397	**4,785**

8 Depreciation & Amortisation expense

	2013 $000	2012 $000
Depreciation		
Plant, equipment and vehicles	293	354
Buildings	1,690	1,777
Library Collections (State Library)	1,880	1,211
Total depreciation	**3,863**	**3,342**
Amortisation		
Intangible assets	-	-
Library Collections (Public Library Stock)	8,084	8,975
Total amortisation	8,084	**8,975**
Total depreciation and amortisation	**11,947**	**12,317**

9 Accommodation expenses

Repairs & maintenance	919	1,189
Cleaning	378	286
Security	366	295
Utilities	1,167	1,053
Other	26	34
	2,856	**2,857**

10 Grants and subsidies

Recurrent		
Regional subsidies	191	210
Association for the Blind	213	208
	404	**418**

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11 Other expenses

	2013 $000	2012 $000
Bad and doubtful debts *(refer Note 39)*	32	26
Workers compensation insurance	121	102
Prizes paid	136	124
Audit fees*(a)*	46	44
Other	60	29
	395	**325**

(a) Audit fees - see also Note 38 'Remuneration of auditor'.

12 User charges and fees

	2013 $000	2012 $000
Tenancy revenue	90	65
User fees	351	394
Service charges	505	470
Recoveries lost and damaged books	455	377
	1,401	**1,306**

13 Trading profit

	2013 $000	2012 $000
Sales	165	147
Cost of Sales:		
Opening inventory	52	44
Purchases	105	97
	157	141
Closing inventory	(53)	(52)
Cost of Goods Sold	104	89
Trading Profit	**61**	**58**

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

14 Commonwealth grants and contributions

	2013 $000	2012 $000
Department of Territories - Indian Ocean Territories Grant *(a)*	252	297
Department of Regional Australia, Local Government	66	-
National Library of Australia	-	15
	318	**312**

(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	48	14
Contributions received	252	297
Cost of providing services	(269)	(263)
Balance on hand	**31**	**48**

15 Interest revenue

Investments	56	86
	56	**86**

16 Bequest contributions

Other	5	51
	5	**51**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

17 Other revenue

	2013 $000	2012 $000
Recoup of prior year expense	5	7
Salary and wages recoups	14	18
Workers compensation recoups	1	12
Donations received	-	21
Subsidies	692	798
Insurance revenue	15	-
Recoup of costs	250	214
Other	58	23
	1,035	**1,093**

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

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

19 Income from State Government

	2013 $000	2012 $000
Appropriation received during the period:		
Service appropriation *(a)*	18,332	14,423
	18, 332	**14,423**
Services received free of charge *(c)*		
Determined on the basis of the following estimates provided by agencies:		
Crown Solicitors Office	4	5
Department of Culture and the Arts		
- Salaries and wages	12,677	12,597
- Superannuation	1,276	1,322
- Other employee expenses	12	8
- Operational appropriation	(1,992)	1,141
	11,977	**15,073**
Royalties for Regions Fund:		
- Regional Community Services Account *(d)*	**723**	**676**
Grants and subsidies from State Government		
- Premier's Book awards	-	85
- PC replacement	-	120
- Global maintenance specific purpose funding	561	334
	561	**539**
	31,593	**30,711**

(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 Library Board 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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

20 Restricted cash and cash equivalents

	2013 $000	2012 $000
Current		
Royalties for Regions Fund (a)	108	-
Cohen Bequest interest (b)	93	249
Tenancy bond interest bearing deposit (c)	9	8
Other donations with restricted application	24	12
	234	**269**
Non-current		
Tenancy bond interest bearing deposit (b)	9	9
Cohen Bequest (c)	1,458	1,458
	1,467	**1,467**

(a) Unspent funds are committed to projects and programs in WA regional areas.
(b) Principle to be held in perpetuity in accordance with conditions of bequest.
(c) 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.

21 Inventories

	2013 $000	2012 $000
Current		
Inventories held for resale at State Library Shop		
At cost	53	52
At estimated realisable value	-	-
	53	**52**

22 Receivables

	2013 $000	2012 $000
Current		
Receivables	361	676
Allowance for impairment of receivables	(33)	(27)
Accrued revenue	18	21
GST receivable	173	204
Total Current	**519**	**874**
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of year	27	10
Doubtful debts expense recognised in the income statement	32	26
Amounts written off during the period	(21)	(3)
Amount recovered during the period	(5)	(6)
Balance at end of period	**33**	27

23 Amounts receivable for services

Current	10,560	10,333
Non-current	12,444	9,318
	23,004	**19,651**

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 .

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24 Other assets

	2013 $000	2012 $000
Current		
Prepayments	340	308
Other	51	89
Total current	**391**	**397**

25 Property, plant and equipment

	2013 $000	2012 $000
Buildings and improvements		
At fair value *(a)*	51,629	54,719
At cost	4,286	4,286
Accumulated depreciation	(2,061)	(1,742)
Accumulated impairment losses	-	-
	53,854	**57,263**
Furniture and equipment		
At cost	1,088	1,040
Accumulated depreciation	(766)	(645)
Accumulated impairment losses	-	-
	322	**395**
Office equipment		
At cost	2,610	2,340
Accumulated depreciation	(1,951)	(1,851)
Accumulated impairment losses	-	-
	659	**489**
Motor vehicles		
At cost	191	191
Accumulated depreciation	(191)	(182)
Accumulated impairment losses	-	-
	-	9
Total Property, plant and equipment	**54,835**	**58,156**

(a) Buildings were revalued as at 1 July 2012 by Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2013 and recognised at 30 June 2013. In undertaking the revaluation, fair value was determined by reference to market values for buildings: $51,629,282 (2012:$54,719,139). 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'.

	2013 $000	2012 $000
Library collections		
Public Library collections at cost	42,280	41,133
	42,280	**41,133**
State Library collections (non WA)		
At cost	22,833	22,341
Accumulated depreciation	(17,198)	(15,318)
	5,635	**7,023**
State Library rare book collection (non WA)	5,957	5,957
	5,957	5,957
WA Heritage collections at valuation	65,478	63,821
	65,478	**63,821**
Works of art at valuation *(a)*	3,804	3,113
	3,804	**3,113**
Total Library collections	**123,154**	**121,047**

(a) Works of art were revalued as at 30th May 2013 by Simon Storey Valuers and recognised at 30th June 2013.

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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
2013				
Carrying amount at start of period	57,263	893	121,047	179,203
Additions	-	365	10,918	11,283
Transfers	-	16	-	16
Disposals	-	(64)	-	(64)
Revaluation increments	(1,719)	-	1,153	(566)
Depreciation	(1,690)	(229)	(9,964)	(11,883)
Carrying amount at end of year	**53,854**	**981**	**123,154**	**177,989**
2012				
Carrying amount at start of period	62,325	1,031	120,307	183,663
Additions	0	168	8,059	8,227
Transfers	(5)	48	-	43
Disposals	-	-	-	-
Revaluation increments	(3,280)	-	2,867	(413)
Depreciation	(1,777)	(354)	(10,186)	(12,317)
Carrying amount at end of year	**57,263**	**893**	**121,047**	**179,203**

	2013 $000	2012 $000
26 Intangible assets		
Computer software		
At cost	1,011	1,011
Accumulated amortisation	(1,011)	(1,011)
Accumulated impairment losses	-	-
	-	**-**
Reconciliations:		
Computer software		
Carrying amount at start of year	-	-
Additions	-	-
Transfers	-	-
Revaluation increments	-	-
Amortisation expense	-	-
Carrying amount at end of year	**-**	**-**

27 Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2013.

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 2013 have either been classified as assets held for sale or written-off.

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28 Payables

	2013 $000	2012 $000
Current		
Trade payables	357	164
Other payables	1,054	549
Accrued expenses	782	809
Total current	2,193	**1,522**

29 Other liabilities

	2013 $000	2012 $000
Current		
Tenant Bond	9	8
Unclaimed monies	4	8
Total current	13	**16**
Non-current		
Tenant Bond	8	8
Total non-current	**8**	**8**

30 Equity

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

	2013 $000	2012 $000
Contributed equity		
Balance at start of period	57,230	57,230
Contributions by owners		
Capital contribution	-	-
Total contributions by owners	**57,230**	**57,230**
Distributions to owners		
Transfer of net assets to other agencies	-	-
Total contributions by owners	**-**	**-**
Balance at end of period	**57,230**	**57,230**
Reserves		
Asset revaluation reserve:		
Balance at start of period	97,445	97,859
Net revaluation increments/(decrements):		
Buildings	(1,719)	(3,280)
Collections	462	2,866
Works of Art	691	-
	(566)	(414)
Balance at end of period	**96,879**	**97,445**

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

	2013 $000	2012 $000
Asset transfer reserve		
Balance at start and end of period	721	721
Bequest reserve		
Balance at start and end of period	1,458	1,458
Total Reserves	**99,058**	**99,624**
Accumulated surplus/(deficit)		
Balance at start of period	51,634	52,755
Result for the period	(829)	(1,121)
Balance at end of period	**50,805**	**51,634**
Total equity at end of period	**207,093**	**208,488**

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	5,650	8,121
Restricted cash and cash equivalents (see note 20 'Restricted cash and cash equivalents')	1,701	1,736
	7,351	**9,857**

Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities	2013 $000	2012 $000
Net cost of services	**(32,422)**	**(31,832)**
Non-cash items:		
Depreciation and amortisation expense (Note 8)	11,947	12,317
Doubtful debts expense	32	26
Write down of stock	2	3
Resources received free of charge (Note 19) *	11,977	15,073
Net loss/(gain) on sale of property, plant and equipment (Note 18)	-	-
(Increase)/decrease in assets:		
Current receivables	315	(305)
Current inventories	(1)	(6)
Income receivable	(36)	45
Prepayments	(32)	131
Increase/(decrease) in liabilities:		
Current payables	192	(115)
Accrued expenses	(27)	(420)
Other payables	505	268
Net GST receipts/(payments)	52	(260)
Change in GST in receivables/payables	27	110
Net cash provided by/(used in) operating activities	**(7,469)**	**(4,965)**

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.

** Adjustment for other non-cash items*

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

	2013 $000	2012 $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	106	109
Accommodation costs	21	144
Supplies & services	159	21
	286	**274**

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	1,616	1,914
	1,616	**1,914**
The capital commitments include amounts for :		
Library Materials acquisitions	1,528	1,914
Capital commitments Building Management Works, Department of Finance	88	-
	1,616	**1,914**

Lease commitments

Non-cancellable operating lease commitments for vehicles

Commitments for minimum lease payments are payable as follows:

Within 1 year	5	12
Later than 1 year and not later than 5 years	2	6
	7	**18**
Representing:		
Non-cancellable operating leases	**7**	**18**

These commitments are all inclusive of GST.

34 Events occurring after the end of the reporting period

Any events that occurred after the end of the reporting period 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.

35 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 2013

	2013 Estimate	2013 Actual	Variation	Variation
	$000	$000	$000	%
Expenses				
Accommodation expenses	5,674	2,856	(2,818)	-50%
Grants and subsidies	228	404	176	77%
Other expenses	514	395	(119)	-23%
Income				
Commonwealth grants and contributions	252	318	66	26%
Other revenue	1,214	1,035	(179)	-15%

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

Significant variances — > $100,000 or 10%

Accommodation expenses

Accommodation expenses are below budget due to expenditure timing differences in a number of maintenance projects including roof and chiller replacement and rare books room storage.

Grants and subsidies

The expense is higher than budget due to payments to the Association for the Blind.

Other expenses

Other expenses are lower than budget as funds were reallocated to other priorities.

Commonwealth grants and contributions

The increase over budget is due to the National Cultural Heritage Grant received from Department of Regional Australia, Local Government, Arts and Sports.

Other revenue

Recoups of expenditure for the OHRRG (Oral History Records Rescue Group) were lower than anticipated in 2012-13.

Significant variances between actual results for 2013 and 2012

	2013	2012	Variance	Variance
	$000	$000	$000	%
Expenses				
Employee benefits expense	14,299	14,036	263	2%
Supplies and services	5,397	4,785	612	13%
Depreciation and Amortisation Expense	11,947	12,317	(370)	-3%
Cost of Sales	104	89	15	17%
Other expenses	395	325	70	22%
Income				
Sales	165	147	18	12%
Interest revenue	56	86	(30)	-35%

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

Significant variances — > $100,000 or 10%

Employee benefits expense

Employee benefits is higher due to increase in positions occupied compared to prior year award and specified callings increases and a number of senior positions, which were vacant the prior year, were filled in 2012-13.

Supplies and services

Supplies and services are up largely due to increase in online serials and increased costs relating to the ramping up of the Better Beginnings program.

Depreciation and Amortisation Expense

Depreciation is down due to lower depreciation on the Public Library collection.

Cost of sales

Cost of sales are higher due to increase in bookshop sales.

Other expenses

Other expenses is up due to increase in workers compensation and donations and sponsorship of prizes.

Sales

Sale are higher due to increased promotions and activity in the State Library Shop.

Interest revenue is down due to the drop in interest rates during the year.

36 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, loans and receivables, 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 36(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.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

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 36(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.

(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 end of the reporting period are as follows:

	2013 $000	2012 $000
Financial assets		
Cash and cash equivalents	5,650	8,121
Restricted cash and cash equivalents	1,701	1,736
Loans and Receivables *(a)*	23,350	20,321
Financial liabilities		
Financial liabilities measured at amortised cost	**2,192**	**1,522**

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

(c) Financial instrument disclosures

Credit Risk

The following table discloses the Library Board's maximum exposure to credit risk and the ageing analysis of financial assets. The Library Board's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. 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 Library Board.

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

Ageing analysis of financial assets

			PAST DUE BUT NOT IMPAIRED					
	Carrying Amount	Not past due and not impaired	Up to 1 month	1-3 months	3 months to 1 year	1-5 years	More than 5 years	Impaired financial assets
	$000	$000	$000	$000	$000	$000	$000	$000
2013								
Cash and cash equivalents	5,650	5,650	-	-	-	-	-	-
Restricted cash and cash equivalents	1,701	1,701	-	-	-	-	-	-
Receivables *(a)*	346	297	38	11	24	9	-	(33)
Amounts receivable for services	23,004	23,004	-	-	-	-	-	-
	30,701	**30,652**	**38**	**11**	**24**	**9**	**-**	**(33)**
2012								
Cash and cash equivalents	8,121	8,121	-	-	-	-	-	-
Restricted cash and cash equivalents	1,736	1,736	-	-	-	-	-	-
Receivables *(a)*	670	561	61	32	31	8	4	(27)
Amounts receivable for services	19,651	19,651	-	-	-	-	-	-
	30,178	**30,069**	**61**	**32**	**31**	**8**	**4**	**(27)**

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

Liquidity Risk and interest rate exposure

The following table details the Authority's interest rate exposure and the contractual maturity analysis of financial assets and financial liabilities. The maturity analysis section includes interest and principal cash flows. The interest rate exposure section analyses only the carrying amounts of each item.

			INTEREST RATE EXPOSURE			MATURITY DATES					
	Weighted Average Effective Interest Rate	Carrying Amount	Fixed Interest Rate	Variable Interest Rate	Non-Interest Bearing	Nominal Amount	Up to 1 month	1-3 months	3 months to 1 year	1-5 years	More than 5 years
	%		$000	$000	$000	$000	$000	$000	$000	$000	$000
2013											
Financial Assets											
Cash and cash equivalents	-	5,758	-	-	5,758	5,758	5,758	-	-	-	-
Restricted cash and cash equivalents	3.40%	1,593	-	1,593	-	1,593	1,593	-	-	-	-
Receivables *(a)*	-	334	-	-	334	334	334	-	-	-	-
Amounts receivable for services	-	23,004	-	-	23,004	23,004	23,004	-	-	-	-
		30,689	**-**	**1,593**	**29,096**	**30,689**	30,689	-	-	-	-
Financial liabilities											
Payables	-	2,193	-	-	2,107	2,107	2,107	-	-	-	-
Other liabilities - tenant bond	-	17	-	17	-	17	17	-	-	-	-
Other liabilities - unclaimed monies	-	4	-	-	4	4	4	-	-	-	-
		2,214	**-**	**17**	**2,111**	**2,128**	2,128	-	-	-	-
2012											
Financial Assets											
Cash and cash equivalents	-	8,121	-	-	8,121	8,121	8,121	-	-	-	-
Restricted cash and cash equivalents	4.74%	1,736	-	1,736	-	1,736	1,736	-	-	-	-
Receivables *(a)*	-	670	-	-	670	670	670	-	-	-	-
Amounts receivable for services	-	19,651	-	-	19,651	19,651	19,651	-	-	-	-
		30,178	**-**	**1,736**	**28,442**	**30,178**	30,178	-	-	-	-
Financial liabilities											
Payables	-	1,522	-	-	1,522	1,522	1,522	-	-	-	-
Other liabilities - tenant bond	-	16	-	16	-	16	16	-	-	-	-
Other liabilities - unclaimed monies	-	8	-	-	8	8	8	-	-	-	-
		1,546	**-**	**16**	**1,530**	**1,546**	1,546	-	-	-	-

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2013

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	Surplus	Equity	Surplus	Equity
	$000	$000	$000	$000	$000
2013					
Financial Assets					
Restricted cash and cash equivalents	1,593	(16)	(16)	16	16
Financial Liabilities					
Other liabilities - tenant bond	17	-	-	-	-
Total (Decrease)/Increase		**(16)**	**(16)**	**16**	**16**

		-1% CHANGE		+1% CHANGE	
2012	Carrying Amount	Profit	Equity	Profit	Equity
Financial Assets	$000	$000	$000	$000	$000
Restricted cash and cash equivalents	1,736	(17)	(17)	17	17
Financial Liabilities					
Other liabilities - tenant bond	16	-	-	-	-
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 2013

37 Remuneration of members of the Library Board and senior officers

Remuneration of 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:

$	2013	2012
0 – 10,000	16	14
Base remuneration	-	-
Annual leave and long service leave accruals	-	-
Other benefits	-	-
The total remuneration of members of the Library Board is:	-	-

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:

$	2013	2012
80,001 - 90,000	1	-
90,001 - 100,000	-	1
130,001 – 140,000	-	1
140,001 - 150,000	2	1
180,001 – 190,000	1	1
270,001 – 280,000	1	1

	$000	$000
Base remuneration and superannuation	805	812
Annual leave and long service leave accruals	19	19
Other benefits	-	-
The total remuneration of senior officers is:	**824**	**831**

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.

38 Remuneration of auditor

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

	2013 $000	2012 $000
Auditing the accounts, financial statements and performance indicators	**36**	**36**

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

39 Supplementary financial information

Write-Offs

	2013 $000	2012 $000
Bad debts written off by the Library Board during the financial year	21	3
Trading Stock shrinkage provided for during the financial year	2	3
	23	**6**

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.

40 Schedule of income and expenses by service

For the financial year ended 30 June 2013, 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.

State Library
OF WESTERN AUSTRALIA

KEY PERFORMANCE INDICATORS

2012–2013

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.

2009 – 2010	99%
2010 – 2011	98%
2011 – 2012	98%
2012 – 2013	94%

(Library Board Target 99%)

Commentary: *Some conditions, particularly relative humidity, have been fluctuating intermittently beyond acceptable parameters in some stack areas, resulting in an outcome lower than the target. Works to address this problem were undertaken at the end of the financial year, and will continue in 2013-14.*

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.

2009 – 2010	1.2
2010 – 2011	1.2
2011 – 2012	1.1
2012 – 2013	1.1

(Library Board Target 1.1)

Commentary: *Accesses per capita remained stable this year. The number of accesses to State Library collections and services increased slightly, but this was offset by the increase in the Western Australian population.*

3 Accessibility

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

The extent to which 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 library services.

In June 2013, clients were surveyed over a seven day period, with 1,207 survey forms completed (from a total of 1,560 distributed), providing a 77% response rate. Of the forms returned, 1,055 clients provided an appraisal of our services (a 13% non-response to this question). At a 95% confidence level, the estimated maximum sampling error is plus or minus 3%.

	June 2010	June 2011	June 2012	June 2013
Satisfied or very satisfied	94.9%	91.1%	93.0%	**92.6%**
Neutral	3.0%	6.7%	4.5%	**5.6%**
Dissatisfied	2.1%	2.2%	2.5%	**1.8%**

(Library Board Target 91% 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.

2009 – 2010	11.2%
2010 – 2011	13.3%
2011 – 2012	14.5%
2012 – 2013	**15.8%**

(Library Board Target 15.3%)

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.

2009 – 2010	$9.77
2010 – 2011	$11.73
2011 – 2012	$13.57
2012 – 2013	**$13.52**

(Library Board Target $13.76)

Commentary: *The average cost of services was lower than the target due to an increase in the number of accesses to State Library services, and a lower than expected total cost of State Library services.*

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 **2012-2013, 383,702** items were supplied. For the first time, this includes 10,609 e-books.

2009 – 2010	Including cost of item	**$67.45**	
2009 – 2010	Excluding cost of item	**$47.72**	
2010 – 2011	Including cost of item	**$79.33**	
2010 – 2011	Excluding cost of item	**$57.12**	
2011 – 2012	Including cost of item	**$75.23**	
2011 – 2012	Excluding cost of item	**$53.82**	
2012 – 2013	Including cost of item	**$55.57**	*(Target $58.04)*
2012 – 2013	Excluding cost of item	**$36.33**	*(Target $38.07)*

Commentary: *Substantially more items were procured, and therefore processed, for public libraries this financial year compared to previous years, reducing the cost per item. However, the decrease in the indicator also reflects significant efficiencies realised through reforms to procurement and processing practices.*

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 2013.

Dr Margaret Nowak

Chairman

Library Board of Western Australia

Mr Michael Murray

Chairman, Finance Committee

Library Board of Western Australia

Other Financial Disclosures

Ministerial Directives

No Ministerial directives were received during the financial year.

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

Capital Expenditure in 2012-13 totalled $13m against a budget of $19m.

Unspent funds of $2.5m are allocated for works in progress to continue upgrades to essential building infrastructure. This includes stages two and three of the replacement of the State Library roof (Stage one of the roof replacement project was completed). Other projects include replacement of ageing electrical switchgear in the sub-station (the failure of which has brought down services across the Culture and the Arts Portfolio), and the planning for and replacement of the air-conditioning chiller that provides cooling 24/7 to the bulk of the State Library building, including critical stack areas housing the State's valuable heritage collections. All of this infrastructure is 10 to 12 years beyond its useful life. A new Rare Book Room is being built to provide better conditions for housing sensitive and unique collection items.

There are unspent funds of $3.6m due to delays in the acquisition of collection materials relating to public library orders, licence negotiations for e-book purchases and the continuing impact of the strong Australian dollar. In addition, there is always some unpredictability as to when opportunities to acquire significant or unique Western Australian heritage material become available.

Capital Works Funding Allocations	
2012-13 Budget Allocation	$13,124,146
Approved Carry Forward from 2011-2012	$5,946,014
Total 2012-2013 Capital Works Funding	**$19,070,160**

Capital Works Expenditure	
2012-13 Capital Expenditure	$12,975,733
Funds remaining	
Capital Works Projects in progress	$2,478,059
Public and State Library Materials Carry Forward	$3,616,368
	$6,094,427
Total 2012-13 Capital Works Budget	**$19,070,160**

Other Financial Disclosures

Demographics by Employment Category and Gender

The full time equivalent (FTE) staffing as at 30 June 2013 was **178.4** compared to **188.1** for the previous financial year.

Employment Category	Women		Men		Total	
	2013	**2012**	**2013**	**2012**	**2013**	**2012**
Permanent Full-time	71	63	42	41	113	104
Permanent Part-time	54	71	3	7	57	78
Fixed Term Full-time	9	21	4	11	13	32
Fixed Term Part-time	13	10	10	5	23	15
Casual paid on 30 June	0	0	0	0	0	0
Other*	1	1	0	0	1	1
Total	**148**	**166**	**59**	**64**	**207**	**230**

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

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

A Risk Management Strategy has been developed to review and improve Risk Management processes. The strategy includes a revised framework, procedures and a new Risk Register system.

Detailed Business Impact Analysis workshops were carried out with all teams to identify time critical operations within the Library's operations. The next stage of the process is to develop Business Continuity Plans (BCPs) for these areas.

Internal Audit

In compliance with the Financial Management Act 2006 and Treasurers' Instructions, the Library Board through its Chief Financial Officer has established and is maintaining an effective internal audit function to improve governance, risk management and internal controls within the organisation. The role of the Internal Audit is contained in the audit charter as endorsed by the Audit Committee and approved by the Library Board.

The internal audit function operates in conjunction with the Department of Culture and the Arts internal audit function, and has completed five audit assignments. Audits completed were a combination of audits as per the approved risk-based strategic audit plan and audits initiated by the Executive Management Team.

Significant audit recommendations were made in a number of areas including network data backup processes, compliance with supply policy and the effective use of corporate purchasing cards. Management has accepted the recommendations and is progressively implementing them.

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:

1. Total expenditure for 2012-13 was **$61,386**
2. Expenditure was incurred in the following areas:

Advertising Agencies	NIL
Market research organisations	$17,405
Polling organisations	NIL
Direct mail organisations	NIL
Media advertising organisations	$38,836
Optima Media Decisions	$38,598
Media Highway	$238
Recruitment advertising	$5,145
ALIA	$1,818
AdCorp	$1,540
Beilby	$1,196
Career Hub	$491
AICCM	$100

Other Legal Requirements

Disability Access and Inclusion Plan Outcomes

The following is a report against the outcomes of the Library's Disability Access and Inclusion Plan 2013 – 2017.

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.**
  - The Library's revised Disability Access and Inclusion Plan was completed and approved by the Library Board of Western Australia in December 2012.
  - The State Library's Disability Services Committee has been established to take a leadership role in pursuing strategies to achieve the Disability Access and Inclusion Plan's outcomes.
  - Procedures for accessing the Library's special needs computers were developed to improve access for people with disability.
  - Events and functions at the Library are accessible to people with disabilities.

Outcome 2

- **People with disabilities have the same opportunities as other people to access the State Library and its facilities.**
  - The recommendations from the Access Audit of all public areas in the State Library (completed in 2010) continue to be implemented as funds become available.
  - A special needs PC is provided on the ground floor and two additional wheelchair access PCs are located throughout the Library.
  - Access to 10,609 e-books was made available through the State Library and all public libraries in Western Australia, enabling those with a physical disability to access these resources from home. For those with a vision impairment, the font of the e-books can be increased and access to audio books is also available through this service.
  - The State Library continues to provide the framework for public libraries to select resources in alternative formats to assist people with disabilities. At June 2013 library stock in alternative formats were:

Large print books	188,918
Videos/DVDs	192,518
Audio books	123,003

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 Library is working towards ensuring that the website complies with the State Governments's Website Accessibility Policy.

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

The Department of Culture and the Arts (DCA) worked with the Portfolio agencies to ensure that legislative and public sector compliance is achieved. The Culture and Arts Portfolio places significant value on developing compliance initiatives which foster a culture of accountable and ethical decision making. In addition, the Human Resources Directorate consistently reviews and updates workforce policies, procedures and guidelines to ensure they are aligned with contemporary legislative and compliance frameworks.

A range of activities across the portfolio were undertaken to ensure that the DCA workforce maintained a culture of excellence through compliance. These activities included providing education to staff on the Public Sector Standards and Public Sector Code of ethics through the induction to the Department, the compulsory code of conduct review by all staff upon commencement, and support on how to access relevant documentation on the DCA Intranet. These initiatives support the workforce's competency in acting with integrity and in the public's interest.

In 2012-13, a program of Accountable and Ethical Decision Making (AEDM) training was successfully implemented across the whole Portfolio. The AEDM training reinforced compliance requirements, while ensuring the workforce was equipped to make ethical decisions on behalf of the broader community.

The CEO Reporting mechanisms were refined within DCA. This allowed portfolio agencies to better track their performance against key measures of organisational performance. Feedback from Portfolio agencies indicates that the reports provide meaningful workforce statistics that assist them with strategic planning and decision-making.

As a result of the Department's commitment to educating the workforce in the Public Sector Standards and the Public Sector Code of Ethics, low instances of compliance breach claims continued to be recorded. In 2012-13 there were no reported breaches of the Public Sector Standards within DCA. No potential breaches of the Code of Ethics or the Departments Code of Conduct (derived from the Public Sector Code of Ethics) were received during the same period.

Recordkeeping Plans

The State Records Commission approved the Library's Retention and Disposal Authority in May 2013 which will allow all records currently within the Library's possession to be assessed. A revised Corporate Information Records Management Policy was also approved by the Library Board.

The project for the transfer of responsibility for storing and managing all files related to the acquisition and donation of heritage collections was completed, enabling better management of these files. Registration of the backlog of Deeds of Gift contained in those files is progressing and will be completed in 2013-14.

The volume of records captured into the corporate records system has almost tripled with over 500 files created this year. This outcome has confirmed the value of using an electronic records management capture system.

A number of training sessions were conducted on the use of the records management system to enhance the record keeping abilities of staff and also to ensure that business activities conducted through electronic media are captured. This has resulted in greater volumes of information entered into the database.

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.

Equity and Diversity

The Department of Culture and the Arts strives to ensure its workforce is representative of the broader Western Australian Community and seeks to ensure it maintains the capacity to deliver arts and cultural experiences reflecting the state's diversity. This is evidenced by the high representation of women in management (88%) and people from culturally and linguistically diverse backgrounds (14%), which is comparable to the greater Public Sector figures of 39%and 11% respectively (as of 31 March 2013).

The Department of Culture and Arts continues to drive initiatives which increase the perceived value of diversity in the workforce to ensure ongoing delivery of community based services. As of June 2012 the Culture and Arts Portfolio Equal Employment Opportunity (EEO) objectives were incorporated into the Strategic Workforce Plan 2012 – 2017.

Substantive Equality

The Library is committed to the elimination of systemic racial discrimination from all its policies, practices and services. As the State's most visited cultural institution, clients come from diverse backgrounds and strategies are in place to ensure that everyone can understand and access the agency's services.

The Department of Culture and Arts (DCA) established the Substantive Equality Reference Group which continues to provide advice to the portfolio on substantive equality and targeting community based Arts and Culture needs. Development of a new policy and communication plan for substantive equality progressed satisfactorily, helping guide the portfolio towards a clear regulatory framework to support community based projects.

Occupational Safety, Health and Injury Management

Commitment

The State Library operates under the Department's Occupational Safety and Health policy. The Library's Executive Team are 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. Specified policies, work practices and procedures have been prepared to address the hazards and hazardous work processes in the work place. These are available in the Department's Intranet.

Mechanisms for consultation with staff

The Library has formal mechanisms for consultation with employees including 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.

Compliance with injury management requirements

The Departments Injury Management Policy incorporates an injury management system and encourages the development of return to work programs. It is committed to providing effective rehabilitation for 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*.

A formal review of the DCA's OSH management system was undertaken in 2012 to ensure relevance and compliance with codes of practice and guidelines. An audit of both the DCA and the Portfolio agencies was completed using the WorkSafe Plan as the benchmark, with an implementation plan developed for 2013 to 2015 to focus on recommendations in the areas of management commitment, planning, consultation, hazard management and training.

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

Indicator	Target	2012-13	2011-12
Number of fatalities	0	Achieved 0	0
Lost time injury/diseases (LTI/D) incidence rate	Zero (0) or 10% reduction on previous year	Achieved 1.12	2.13
Lost time injury severity rate	Zero (0) or 10% improvement on previous year	Not Achieved 50	25
Percentage of injured workers returned to work within (i) 13 weeks and (ii) 26 weeks	Greater than or equal to 80% return to work within 26 weeks	(i) 50% (ii) 100%	(i) 85.70% (ii) 85.70%
Percentage of managers trained in occupational safety, health and injury management responsibilities.	Greater than or equal to 50%	Achieved. 88% of State Library managers and supervisors received training.	Not Achieved

Staff Members

The following people were employed at the State Library of Western Australia at 30 June 2013.

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

Internal Auditor
Rod Forgus

Administration Officer
Jane Masterman

School Based Trainee
Suzana Grubisic

POLICY & RESEARCH

Manager
Julie Ham

Policy and Research Officer
Adrian Bowen

COMMUNICATIONS & MARKETING

Manager
Priscilla Fouracres

Public Programs Manager
Doug George

Community Awareness Coordinator
Karen de San Miguel

Exhibitions and Online Design Officer
Dana Tonello

STRATEGIC & CORPORATE SERVICES

Director
Mark Woodcock

Budgetary Control & Reporting Officer
Peter Tranter

Administrative Assistant
Jenny Leunig

Manager Strategic Projects
Jackie in't Veld

Manager Organisational Support
Ian Kane

Corporate Information Team Leader
Geoff Carruthers

Records Coordinator
Grace Chiu

DIGITAL SERVICES

Manager
David Gibson

Digital Services Team Leader
Chris Pratt

Online Services Coordinator
Gary Barber
Nick Cowie

Web Designer
Illona Tobin

Systems Administrators
Reagan Siedl
Charlie Chen
Paul Williams

Senior Service Desk Officer
Tony DaCosta

Desktop Support Officers
Jonathan Clayman

FACILITIES MANAGEMENT

Manager
Phil Golder

Facilities Coordinator
Lorraine Beck

Venues Coordinator
Anita Freeman

Assets Officer
Ben Hoper

Building Maintenance Officer
Samad Selamat

Van Dock Supervisor
Peter Vuckovic

Van Dock Storeperson
Ian McMenemy

Facilities Officer
Bill McKay

CLIENT SERVICES

Director
Susan Ashcroft

CLIENT SERVICES

Manager
Vicky Carlyon

Team Leaders
Peter Edwards
Liam Fagan

Librarians
Pena Atanasoff
Cherie Cable
Fiona Caratozzolo
Brenda Collins
Jude Cooper
Kate Eckersley
Sue Hunter
Mary Magaraggia
Pam Phelan
Laura Ranieri
Carol Smith
Jeri Tatian

Library Technicians
John Geijsman
Gwyn Hannay
Alison Higgins
Mary Jones
Sandra Papenfus

Volunteers Coordinator
Mary Doyle

Library Officers
Simone Barnes
Adam Barrett
Kylie Coleman
Linda Davis
Michael Firth
Kalon Ford
Michelle Francis
Linley Janssen
Anne Kingsbridge
Andrew Meredith
Jan Meredith
Helen Ouf
Gayle Roberts
Julie Sheren
Anne Sotzik
Adele Sugars
Rachel Turner

Roster Coordinator
Alanna Kusin

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

COMMUNITY, LEARNING AND DISCOVERY

Director
Sarah McQuade

Battye Historian
Kate Gregory

PUBLIC LIBRARY DEVELOPMENT & STRATEGY

Manager / Public Library Liaison Librarian
Janet Deegan

Public Library Liaison Technician
Shelli Johnston

PARTICIPATION & LEARNING

Manager
Rebecca Ong

Coordinator Community Liaison
Joanna Andrew

Coordinator Community Liaison: Children
Hilary Hatfield

Education Officers
Kate Akerman
Jocelyne Taylor

e-Learning Librarian
Molly Tebo

Senior Subject Specialist Librarian
Steve Howell

Subject Specialist Librarians
Tricia Fairweather
Leonie Hayes

Community Engagement Officer: Western Australian Heritage Collections
Theresa Archer

Community Engagement Officer
Carina McPherson

Community Liaison Officer: Indigenous Engagement
Damien Webb

Project Officer: WA New Music Archive
Lisa MacKinney

BETTER BEGINNINGS

Coordinator, Better Beginnings
Nola Allen

Administration Assistant
Sam Knee

Regional Coordinator
Gemma Lyon

Coordinator, Community Literacy and Learning
Jane Jones

Community Liaison Librarian
Samantha Hughes

Indigenous Liaison Officer
Rebecca Murphy

Education Officers
Alia Parker
Sue Hanson
Susan McEwan

Storeperson
Hassan Alifattahi Helan

COLLECTION SERVICES

Director
Alison Sutherland

Administrative Assistant
Jolanta Andres

DATA & DISCOVERY

Manager
Elizabeth McKenzie

Systems Coordinator
Debra Jones

Librarian Quality
Cathy Kelso

Graduate Librarian
Celine Har

LIAISON, ACQUISITIONS DESCRIPTION

Manager
Barbara Patison

Team Leader
Helen Fitzgerald

ORIGINAL MATERIALS TEAM

Team Leader
Kevin Marsh

Collection Liaison
Laurie Allen
Antoinette Carrier
Jean Chetkovich
Michelle Collier
Amanda De Cinque
Jo Roberts

Librarians
Alison Hocken
Pam Marciano
Glenda Oakley
Susan Low

Library Technicians
Annette Del Bianco
Rosalyn McHale

Senior Library Officer
Helene Charlesworth

Library Officers
Paula Gaete
Meredith Howell
Carolyn Mitchell

PUBLISHED MATERIALS TEAM

Team Leader
Ross Withnell

Collection Liaison
Andrew Black
Sue Byrne
Frances Hammond
Salwa Soliman

Librarians
Robyn Edwards
Sue Hegney
Karin Jones
Anne Keehan
Gabrielle Reynolds
Urszula Wiejowski

Coordinators
David Hodgson
Anne Oakes

Library Technician
Wendy Monaghan

Senior Library Officers
Karen Godfrey
Helen Marsh
Ann Watt

Library Officers
Maureen D'Rozario
Antonetta Fernandes
Yvonne Grant
Linda Laycock
Helen Lysaght
Maria Neale
Caroline Nightingale
Ruth Nitschke
Jo O'Connor
Daniela Popiel
Kerry Randall
Renata Roberts
Jeanette Shepherd
Nicola Smith

Van Drivers
Bennet Cheney
Phil Hough
Robert Nicholls

Storepersons
Walter Drummond-Hay
Bengt Jorgensen
Eugene King
Gary Obrecht

PRESERVATION & MAINTENANCE

Manager
Pat Beament

CONSERVATION TEAM

Senior Conservator
Cristina Albillos

Book Binding Officer
Timothy Cooke

Conservation Technicians
Susan Anderson
Susan Crockett
Rosene Saks

Graduate Officer
Bindy Wilson

REFORMATTING TEAM

Team Leader
Lee Blackford

Imaging Officers
George Borzyskowski
Cynthia Coombs
Les Tucker

Micrographic Technicians
Jennifer Crabtree
Gayle McGlynn

Library Officers
Tina Guariglia
John Naturalny
Sue Osmond

ORAL HISTORY RECORDS RESCUE GROUP

Project Manager
Lee Blackford

Librarian
Cherie Cable

Senior Audio Coordinator
David Kilroy

Audio Technicians
Maureen Blackford
Daniel Gee
Kim Lofts

STOCK & STACK MAINTENANCE TEAM

Team Leader
Toni Young

Senior Library Officers
Jeff Booth
Adam Peterson

Library Officers
Ewa Bieniawski
Renee Bouwes
Norm Brodal
Lucy Dal Busco
Samantha Fairbanks
Jennifer Feehan
Heather Jenkins
Jennifer Jenkins
Greg Kirby
Scott Smith
Kieran Stanton
Patti Szabo
Maria Vargas
Brian Walker
Maryam Yoosefi

Staff Achievements

Kate Akerman

» *Jet your way through the jam on the information superhighway* – Presentation at the English Teachers Association Western Australia 2013 State Conference, Perth, May 2013

Cristina Albillos

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

» Vice President and Professional Member for AICCM WA Branch

Laurie Allen

» Member, NSLA Large Pictorial Collections Working Group

Margaret Allen

» *E-books: Publishing & promises – is the model broken?* – Panel presentation at ALIA Information Online 2013, Brisbane, February 2013

» Setting the scene: the e-book landscape – Presentation at various ALIA e-book Think Tanks nation-wide, March-July 2013

» Invited attendee, IFLA Expert Meeting on e-lending in libraries, the Hague, Netherlands, November 2012

» Associate, IFLA International Leaders Programme

» Chair, National and State Libraries Australasia (NSLA)

» Director, Australian Digital Alliance

» Chair, Australian Libraries Copyright Committee

» Chair, 2012 National Year of Reading Founding Partners

» Member, Book Industry Collaborative Council

» Member, Lending Rights Expert Reference Group

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

» Member, eSmart Libraries Reference Group

» Member, Kay Poustie Award selection panel

» Member, F A Sharr Medal award panel

Nola Allen

» *Making a difference: The Better Beginnings Family Literacy Program* – Presentation at the Office of the Commissioner for Children and Young People seminar, Using evidence and best practice to improve wellbeing, Perth, June 2013

» *Better Beginnings Family Literacy Program and Read To Me I Love It! Program for Remote Aboriginal Communities* – Poster session at Early Childhood Australia National Conference, Perth, October 2012

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

Joanna Andrew

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

» Executive committee member, IBBY Australia

» Committee member, IBBY Australia, WA Branch

» Judge, Tim Winton Young Writers' Competition

Pat Beament

» Member, NSLA Re-imagining Libraries Digital Preservation Group.

Andrew Black

» Member, NSLA eResources Consortium Working Group.

Adrian Bowen

» *Copyright and original materials* – Presentation at Joint PHA(WA) & OHAA Professional Development Session, Perth, August 2012.

Fiona Caratozzolo

» State Library representative, My Language.

Vicky Carlyon

» Member, NSLA Information Services Working Group.

Jean Chetkovich

» Member, Editorial Committee of *The Journal* of the Australian Irish Heritage Association

» Associate editor of Centenary History of UWA

» Member, NSLA Archival Collections Working Group

» Professional member, Professional Historian's Association.

Michelle Collier

» Member, NSLA Web Archiving Working Group.

Amanda De Cinque

» Member, NSLA Digital Collecting Working Group

Tricia Fairweather

- *Bride ships in all but name: Miss Monk and the servant girls* – Presentation at the WAGS Affiliated Societies Conference 2012, Rockingham, September 2012.
- *Soliciting your past: the Stone James & Co. collection of solicitors' records* – Presentation at the Paul Milner British Isles seminar, organised by Unlock the Past in association with the Western Australian Genealogical Society, Perth, February 2013.

Priscilla Fouracres

- Member, NSLA Communications and Marketing Working Group

Kate Gregory

- *Commemorating the colonial Pilbara: beyond memorials into difficult history* – Presentation at the Symposium 'Investigating Catastrophe: Commemoration, Accountability and the Public Record of Disaster', Perth, June 2013
- *Emotions of encounter in Northwest colonial heritage* – Presentation at the Conference 'Sourcing emotions in the medieval and early modern world', Perth, June 2013
- Trustee, Western Australian Museum

Julie Ham

- *Legal deposit: from print to digital* – Presentation to the Australian Web Industry Association, Perth, October 2012
- Member, NSLA Copyright Working Group

Sue Hanson

- *3 year old text awareness screening tool* – Presentation at the Aboriginal Maternal and Child Health Conference, Perth, May 2013

Leonie Hayes

- *Bride ships in all but name: Miss Monk and the servant girls* – Presentation at the WAGS Affiliated Societies Conference 2012, Rockingham, September 2012.
- *Digital resources at the State Library of Western Australia* – Presentation at the National Archives' Shake Your Family Tree Day, Perth, April 2013

Debra Jones

- WA representative, Australasian Innovative Users' Group Committee

Jane Jones

- *Read! Anytime Anywhere Anyhow and Read! 3: an outreach adult literacy program in Western Australia* – Presentation at Learning for All: Public Libraries in Australia and New Zealand, Auslib Conference, Melbourne, September 2012

Gemma Lyon

- *Information literacy before school* – Presentation at IFLA satellite meeting 'The road to information literacy: Librarians as facilitators of learning', Tampere, Finland, August 2012

Kevin Marsh

- *RDA Q&A* – Presentation at the PLWA Resources Sharing Group Meeting, Perth, May 2013
- Member, Australian Committee on Cataloguing
- Member, Joint Steering Committee for Development of Resource Description and Access (JSC)

Sarah McQuade

- *Clickable Culture: Exploring the State Library of Western Australia's Aboriginal collections, services and resources* – Presentation at ALIA Information Online, Brisbane, February 2013
- Project Manager, NSLA Indigenous Working Group
- Member, NSLA Community Created Content Working Group

Rebecca Ong

- Project Manager, NSLA Literacy and Learning Working Group

Barbara Patison

- Member, NSLA Collaborative Collections Working Group
- Member, NSLA eResources Consortium Working Group

Jo Roberts

- Member, NSLA Maps Working Group

Alison Sutherland

- Member, WritingWA Board

Jocelyne Taylor

- *Digital Discovery* – Presentation at the Western Australian Association of Teacher Assistants Conference, Perth, August 2012
- *Then and now* – Presentation at Early Years in Education Society 2013 Conference, Perth, May 2013

Molly Tebo

- *Creative Commons and the State Library of WA* – Presentation at Joint PHA(WA) & OHAA Professional Development Session, Perth, August 2012
- *Being seen and heard: a webcam workshop across two conferences* – Presentation at ALIA Information Online and New Librarians' Symposium 6, Brisbane, February 2013
- *It's Not That Hard: increasing staff engagement with technology* - Presentation at New Librarians' Symposium 6, Brisbane, February 2013
- Member, ALIAWest Committee
- Regional Coordinator WA, ALIA New Graduates Group
- Member, Special Libraries Association Science and Technology Division awards committee and new grads committee.
- Member, NSLA Community Created Content Working Group

Damien Webb

- *Library services at the cultural interface* – Presentation at New Norcia Library Lecture 2012, New Norcia, September 2012
- *Clickable Culture: Exploring the State Library of Western Australia's Aboriginal collections, services and resources* – Presentation at ALIA Information Online, Brisbane, February 2013
- Member, NSLA Indigenous Working Group

Toni Young

- Member, NSLA Storage Management Working Group

Our Partners in **2012–13**

The Library would like to thank and acknowledge the generous support of our partners who have assisted us to deliver our programs in 2012-13.

- 720 ABC Perth
- Activ Industries
- ARC Centre of Excellence for the History of Emotions
- Association for the Blind of Western Australia
- Association of Independent Schools of Western Australia (Inc)
- Australian Broadcasting Corporation
- Australian Institute of Architects
- Australian Libraries Copyright Committee
- Australian Library and Information Association
- Australian Research Council
- AWESOME Arts
- Barefaced Stories
- Books Illustrated
- Capel Public Library
- Catholic Education Office of Western Australia
- Central Institute of Technology
- Child and Adolescent Community Health
- City of Nedlands
- City of Perth
- Community Newspaper Group
- Consulate-General of Japan in Perth
- Creative Innovation
- Curtin University. Department of Information Studies
- Department for Child Protection
- Department for Communities
- Department of Corrective Services
- Department of Education
- Department of Local Government
- Department of Regional Australia, Local Government, Arts and Sport
- Department of Regional Development and Lands
- Department of the Legislative Assembly
- Dependable Laundry Solutions
- Edith Cowan University
- Fremantle Press
- Friends of Battye Library (Inc)
- Good Start Early Learning
- Heritage Perth
- History Council of Western Australia
- Inspiring Australia
- The Japan Foundation, Sydney
- Kadjina Aboriginal Community
- Law Society of Western Australia
- Love2Read
- Metropolitan Migrant Resource Centre
- Metropolitan Redevelopment Authority
- National and State Libraries Australasia
- National Film & Sound Archive
- National Geographic Channel
- National Library of Australia
- National Year of Reading
- Northern Territory Library Service
- Oral History Association of Australia (WA Branch) Inc
- Oral History Records Rescue Group
- Parliamentary Library Western Australia
- Perth International Arts Festival
- Professional Historians Association (WA) Inc
- Public Libraries Western Australia Inc (PLWA)
- Read Write Now!
- The Returned & Services League of Australia WA Branch Incorporated
- Rio Tinto
- Royal Western Australian Historical Society (Inc)
- Royalties for Regions
- Scitech
- ScreenWest
- Spine and Limb Foundation
- State Library of Western Australia Foundation
- The Sunday Times
- Tura New Music
- University of the Third Age
- University of Western Australia Publishing
- WA Country Health Service
- WA Local Government Association (WALGA)
- The West Australian
- Western Australian Academy of Performing Arts
- Western Australian Genealogical Society Inc
- Western Australian Indigenous Tourism Operators Council
- writingWA
- YMCA Perth Inc

In addition, we acknowledge our partnership with local governments in Western Australia to deliver public library services in Western Australia.

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 2012-13:

- Jane Jones
- Theresa Archer
- Jeff Booth
- Volunteers Archives Processing - Patrick Bunbury, Margaret McKay, Ray Omodei, Annette Roberts, Lyn Edwards, Pat Gallaher, Barbara Judge, Ron Knox, Julie Harris, Janet Lamb, Jim McKinnon, Eric Brand and Marion Marlow
- Illona Tobin
- Data and Discovery Team - Cathy Kelso, Celine Har, Debra Jones
- Alanna Kusin

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.

In 2012-13, the Library Board awarded a Fellowship to Dr Peter Williams who has been a generous donor to the State's heritage collections in the field of Australian children's literature and has contributed to the appreciation of, and research into, illustration in children's literature. Dr Williams is an acknowledged expert on Australian children's literature and has been a passionate collector for many years. He has donated 125 works of major contemporary Australian children's and young adult book illustrators and cash donations to the Library for additional acquisitions. Works from the Peter Williams Collection are all individually framed and are regularly showcased in the Library.

The award will be officially presented in November 2013 at the opening of *Picture a Story*, an exhibition that will feature children's illustrations from the Peter Williams Collection.

Library Board of Western Australia Award for Excellence.

The Library Board of Western Australia has established an annual Award for Excellence to reflect 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 2013 winner of this award was Curtin University Library Virtual Bookshelf project. This project provides Curtin clients with a convenient browsing experience combining both physical and virtual book collections into one seamless display. Libraries are purchasing more digital books, while decreasing the number of physical books, and it is difficult to promote these new resources to clients. This technology enables the library to showcase all collections in a bright, attractive way and they have made the technology freely and openly available to others.

The Eaton Community Library was also recognised with a Highly Commended Certificate for their Books Alive event, which promoted the value and pleasure of reading and sharing stories with children of all ages.

At the Library Board of Western Australia Award for Excellence ceremony (from left) Kerry Smith, Conrad Crisafulli, Imogen Garner, Carol Newton-Smith, Margaret Allen, Ruth Campbell-Hicks, Stacey Gillespe, Lorraine Venables and Margaret Nowak.

Workload Indicators

	2008-09	2009-10	2010-11	2011-12	2012-13
Visitors to the State Library Building	1,195,351	1,383,800	1,459,874	1,512,143	**1,525,234**
Visitors to the State Library Collections	644,488	1,032,225	1,137,885	1,106,082	**1,074,029**
SERVICES TO HERITAGE COLLECTIONS					
Information enquiries and consultancy	25,799	29,406	25,336	23,254	**23,113**
SERVICES TO NON-HERITAGE COLLECTIONS					
Information enquiries	56,096	60,472	45,228	32,461	**23,804**
Direct loans to clients	20,985	21,669	24,719	31,656	**31,513**
Membership of State Library	9,661	10,055	15,169	21,091	**31,388**
People attending training / tours / events	13,257	13,471	14,632	20,923	**25,124**
SERVICES TO PUBLIC LIBRARIES					
Number of public libraries	232	233	233	232	**232**
Volumes dispatched on exchange program	513,961	485,208	412,545	423,698	**491,463**
Information enquiries and consultancy	1,359	1,989	2,663	3,678	**3,418**
Public library staff attending training	528	544	732	563	**842**
Other professionals attending training	187	81	329	118	**1,256**

Workload Indicators

	2008-09	2009-10	2010-11	2011-12	2012-13
USE OF INFORMATION TECHNOLOGY					
Visitors to the State Library website*	NA	1,089,640	1,119,360	979,603	**1,007,617**
Page hits on the State Library website*	NA	2,439,001	2,434,469	2,291,158	**2,383,814**
Searches on Electronic Resources	203,499	185,486	363,877	983,757	**895,346**
Digital objects available	67,010	73,538	85,391	102,262	**118,613**
Master preservation digital objects created	67,010	87,267	107,065	149,089	**216,928**
RESOURCE SERVICES					
Acquiring stock					
New volumes delivered to public libraries	369,481	344,994	265,266	272,060	**373,093**
Cataloguing stock					
Titles catalogued for heritage collections	13,467	11,061	6,086	8,395	**7,711**
Titles catalogued for non-heritage collections	2,611	4,935	4,110	2,383	**3,097**
Titles catalogued for public libraries	55,709	55,122	51,861	49,515	**61,743**

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

Stock

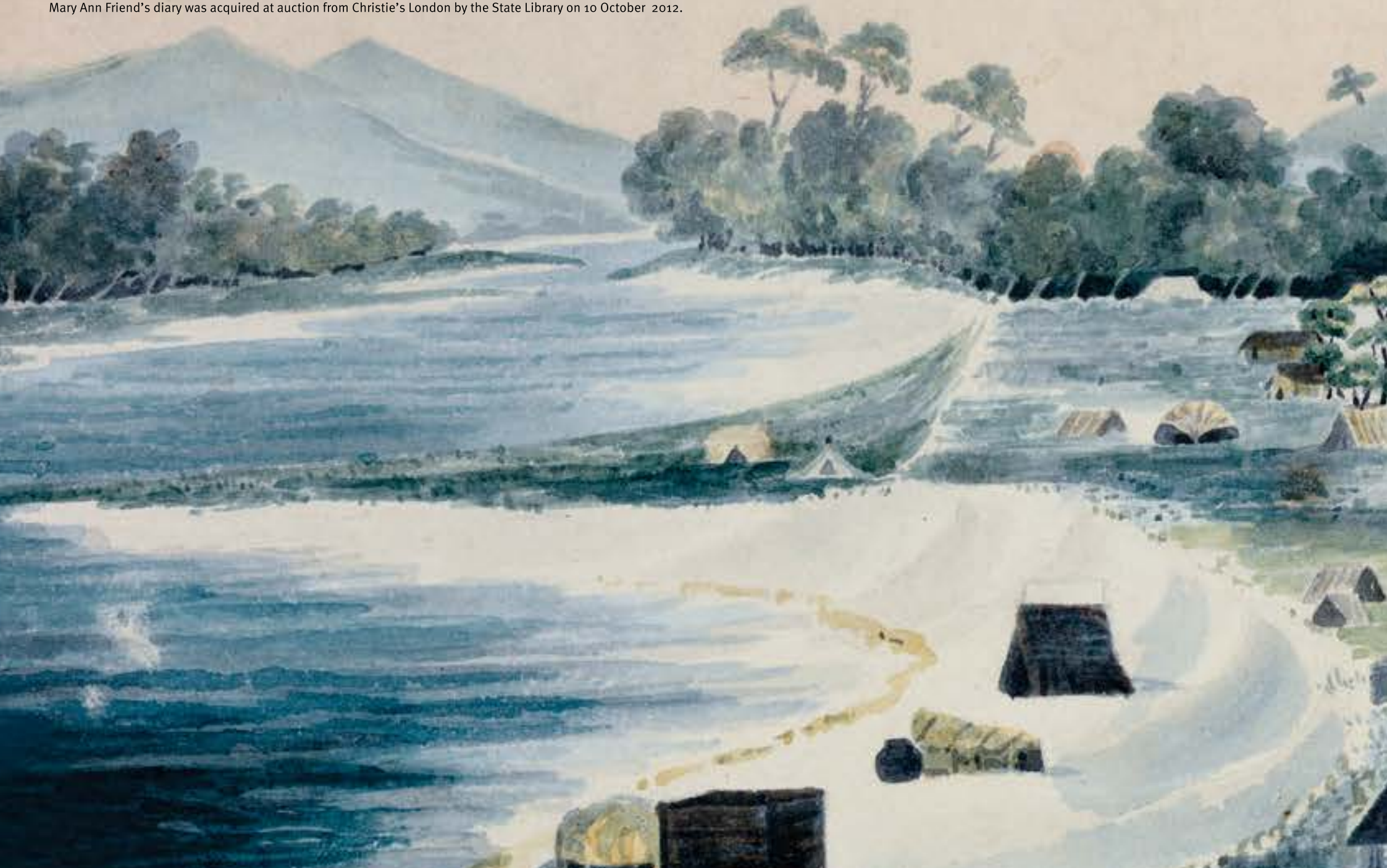
	2008-09	2009-10	2010-11	2011-12	2012-13
HERITAGE COLLECTIONS					
Monograph titles	91,129	93,663	94,735	97,066	**100,368**
Monograph volumes	159,326	162, 881	165,220	163,146	**167,467**
Serial titles	16,673	17,426	17,599	17,822	**17,957**
Microfilm (reels)	17,015	17,026	17,267	17,541	**17,631**
Microfiche (metres)	15.2	15.2	15.2	15.2	**15.2**
Cartographic items	29,194	30,636	30,739	32,609	**32,619**
Ephemera (items)**	97,527	104,488	108,038		
Ephemera (metres)**				16.27	**23.52**
Pictorial images***	542,046	544,858	553,839	563,274	**572,277**
Pictorial collections	7,759	7,825	8,235	8,374	**8,454**
Films and videos***	9,887	10,491	11,019	11,901	**12,038**
Oral history hours of audio	13,683	13,719	13,719	15,800	**16,132**
Oral history transcripts***	2,995	3,016	3,225	3,616	**3,625**
Private archives (metres)	3,175	3,211	3,616	3,849	**3,935**
Sound recordings	5,096	5,243	5,256	5,620	**6,158**
NON-HERITAGE COLLECTIONS					
Monographs (volumes)	434,237	336,429	335,316	330,320	**306,027**
Current print serials and newspaper titles****					**1,169**
Current electronic serials titles****					**23,652**
Microfilm (reels)	13,189	13,856	14,129	14,366	**14,918**
Microfiche (metres)	212.4	212.4	212.4	211.4	**211.4**
Scores	48,673	52,403	54,676	54,555	**55,570**
Musical sound recordings	13,495	12,821	12,974	12,937	**13,217**
Cartographic items	23,497	23,499	23,699	23,699	***23,715***
Films and videos***	3,443	3,463	3,516	3,521	***3,528***

** *In 2011-12 State Library moved to counting ephemera processed in linear metres. Equivalent measurements for previous years were not available at time of writing.*

*** *The counting methodology for some materials was refined in 2012-13, resulting in more accurate figures to previous annual reports*

**** *The way current non-heritage serial titles are reported was revised in 2012-13. Equivalent figures are not available for previous years.*

Stock

	2008-09	2009-10	2010-11	2011-12	2012-13
PUBLIC LIBRARY COLLECTIONS					
Adult non-fiction	1,076,014	1,023,343	1,034,269	992,309	967,945
Adult fiction	897,504	901,273	921,181	916,432	934,126
Junior	895,794	869,919	883,338	894,873	918,871
Total stock	**2,869,312**	**2,794,535**	**2,838,788**	**2,803,614**	**2,820,942**
Special Formats (included above)					
E-books					**10,609**
Languages Other Than English (LOTE)	73,013	70,415	69,356	57,372	**72,155**
Large Print Books	198,981	198,776	201,499	198,408	**188,918**
Videos / DVDs	168,336	166,032	170,971	172,754	**192,518**
Audio Tapes / CDs / MP3	119,115	119,039	119,518	117,321	**123,003**
CD-ROM	15,684	14,290	13,808	12,476	**10,716**

Cover image:
View of Fremantle, 1830. Watercolour from the diary of Mary Ann Friend (painted sometime between 30 January and 19 March). She noted that Fremantle *"...strongly resembled a Country Fair & has a pretty appearance, the pretty white tents looking much like booths - at present there are not above five or six houses."*
Mary Ann Friend's diary was acquired at auction from Christie's London by the State Library on 10 October 2012.