



ANNUAL REPORT 2000-2001

of The Library Board of Western Australia

49th Annual Report of the Board Perth, Western Australia, 2001

Location

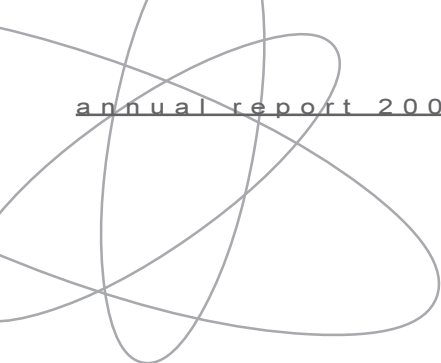
**Alexander Library Building,
Perth Cultural Centre,
Perth, Western Australia, 6000**

Hours of Opening

| | |
|----------------------|---------------------|
| Monday to Thursday: | 9:00 am to 9:45 pm |
| Friday: | 9:00 am to 5:30 pm |
| Saturday and Sunday: | 10:00 am to 5:30 pm |


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Hon Sheila McHale MLA
Minister for Community Development,
Women's Interests, Seniors and Youth;
Disability Services; Culture and the Arts
24th Floor
197 St George's Terrace
Perth WA 6000

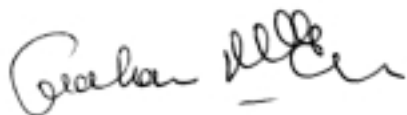
Dear Minister

In accordance with Section 66 of the *Financial Administration and Audit Act, 1985*, and in fulfilment of obligations imposed on the Board by *The Library Board of Western Australia Act, 1951-1983*, we hereby submit for your information and presentation to Parliament the Annual Report of The Library Board of Western Australia for the year ending 30 June 2001.

The Minister will be aware that since 1997 when the Ministry for Culture & the Arts was formed, funds to enable the Library Board to undertake its statutory requirements have been divided between those funds allocated to the Ministry to pay staff salaries, and the remaining funds needed for the Board's operations under the direct control of the Board. The financial statements reflect this situation.

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

Yours sincerely



Mr Graham McEachran
Chairman of the Board



Joan Cameron
Vice Chairman of the Board

23 August 2001

about us

The Library and Information Service of Western Australia (LISWA) is the operational name of the organisation established under the terms of *The Library Board of Western Australia Act 1951-83*. It is responsible to The Library Board of Western Australia through the Chief Executive Officer / State Librarian, who is the Executive Officer of the Board. Since July 1997, LISWA has also been a service delivery agency within the Ministry for Culture & the Arts (renamed Department of Culture & the Arts from 1 July 2001).

LISWA defines its purpose as follows:

To provide and promote equitable access to information resources and services which support the intellectual, economic, cultural, social and recreational needs of the people of Western Australia.

To put this simply, we explain ourselves briefly as:

LISWA : Your Guide to Knowledge

This expresses in a few words to clients, staff, partners and other interested parties the essence of our services. We wish to empower Western Australians to be information literate and so become self sufficient in finding the information they need. Our role is to provide the staff, systems and services that guide people to this goal.

what do we do?

LISWA's main activities are:

Public Library Support Services

The Public Library Services Directorate provides resources, consultancy services and training to local governments and other participating bodies which deliver public library services to the people of Western Australia. The partnership between the State and local governments, and other bodies, works through consultation, joint decision-making and agreed standards.

Reference Services

The State Reference Library provides a general reference information service utilising its own collections as well as the nation's and the world's libraries and databases. Collections and services are designed to complement the school, government, private, university and public library systems. Specialist areas include music, film and business information services.

Western Australian Documentary Heritage Services

The J S Battye Library of West Australian History (Battye Library) has state and national roles to identify, collect, organise, preserve and provide access to Western Australia's documentary heritage. Services based on information about Western Australia are provided to a wide range of clients regardless of location. It also collects and provides information about government and community organisations and services.

Records Management and Archival Services

The State Records Office delivers records management and archival services to State and local

government agencies. Training, consultancy advice and standards development are provided to improve the quality of records management on a system-wide basis and to encourage conformity. Policies, guidelines and instructional publications are produced to promote and implement a government-wide approach in the two jurisdictions. The public has access to government archives through the search facilities in the Alexander Library Building.

Preservation Services

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

Document Delivery Services

LISWA coordinates inter-library loans and other document delivery services among public and other libraries in Western Australia, obtaining information from local, interstate and overseas sources.

Services to make library materials accessible

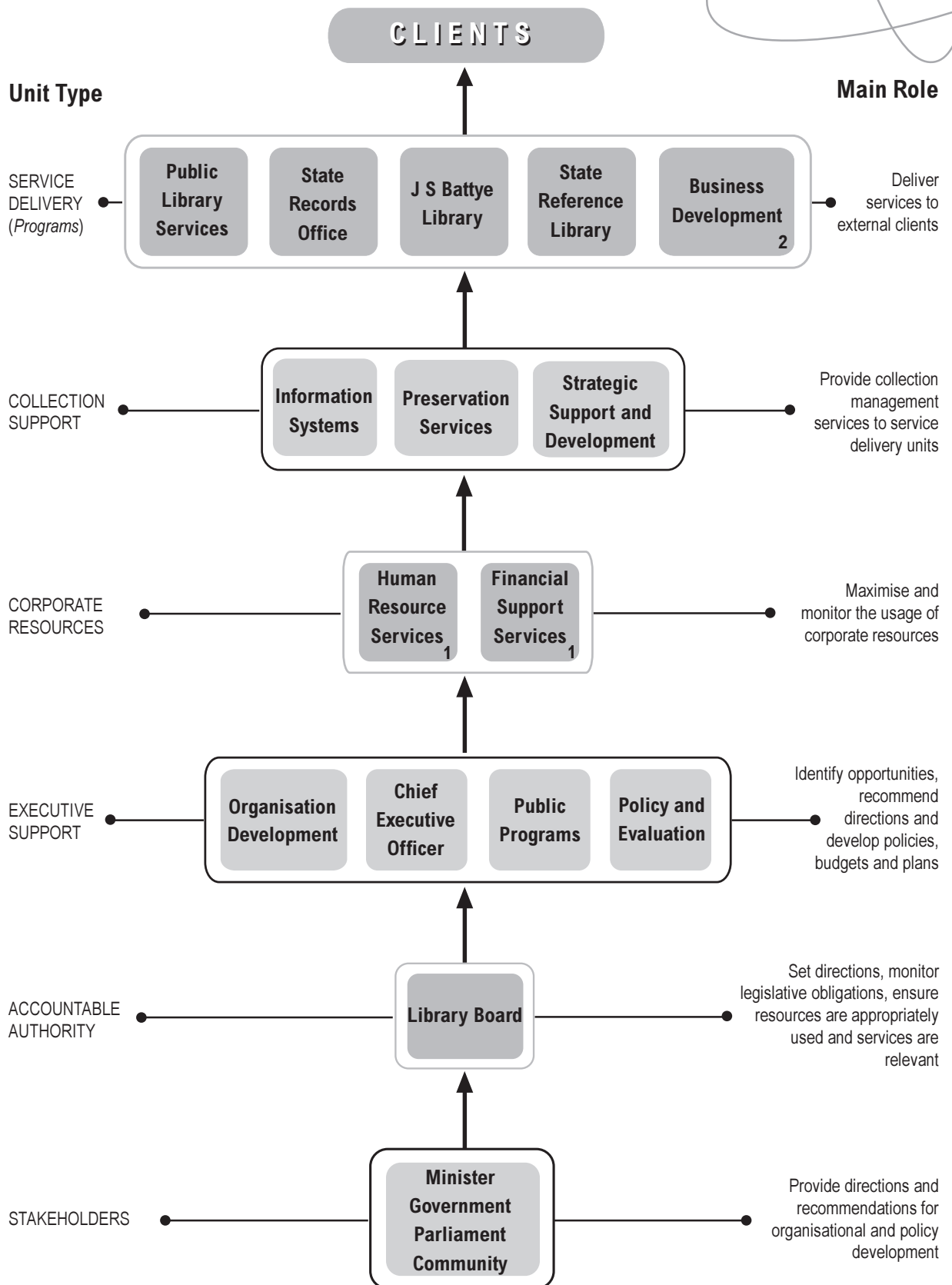
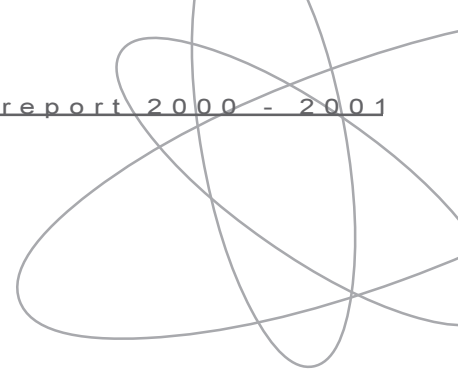
Our information systems allow people throughout Western Australia to access our website and catalogues 24 hours a day. Increasingly we are using our website to provide guides to the best information sources so that people have access to our staff's expertise no matter where they are.

LISWA prides itself on being a value driven organisation. Our values are:

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



functional structure 2000 - 2001



1 Provided jointly by the Ministry for Culture and the Arts as per agreement with the Board.
 2 Provides Customised Information Services and Document Delivery.

Public Library Framework Agreement

Negotiations for a new Framework Agreement to establish new and more up-to-date principles for the delivery of public library services in Western Australia have commenced. The Library Board of Western Australia and the Western Australian Municipal Association established a Negotiating Committee, and a series of position papers were discussed during the course of the year. It is expected that the Framework Agreement will be signed at the end of 2001.

State Records Act

The *State Records Act 2000* and the *State Records (Consequential Provisions) Act 2000* were passed, and it is expected that proclamation will occur during the second half of 2001. This Act will establish an independent authority called the State Records Commission, with standards setting, auditing and reporting responsibilities, and will be accountable directly to the Parliament.

Digitisation

Over 6,000 images from the Batty Library's Pictorial Collection have been digitised and can be seen via thumbnail and screen-size images via the online catalogue. In addition, information about 5,497 pictorial collections, (representing over 420,000 images) from this immense and valuable source of the State's visual history, have been added to the database to improve access to these collections for remote users.

Western Australia and Federation

With the assistance of a National Council for the Centenary of Federation grant, staff produced *Western Australia and Federation*, a CD-ROM and website covering Federation, the 1930s Secession Movement and present day Commonwealth/State relations. It is aimed at upper secondary and tertiary students and features digitised materials from the collections, as well as interviews with key Western Australians. Another Centenary of Federation project was the creation of the website *Western Perspectives on a Nation* which showcases historic images from the collections grouped around the themes of land, the sea, architecture, transport, clothing, mining, and settlement.

Fathers' Reading Program

A Fathers' Reading Program was developed and implemented at Wooroloo Prison. During the six week program, weekly story sessions were held, with prisoners and their families attending to encourage fathers to read to their children as part of a family visit to the prison.

State Library Shop

The State Library Shop was opened on the ground floor of the Alexander Library Building. It supports the Western Australian publishing industry by providing a specialist retail outlet for published works on Western Australia or works written or published by Western Australians.

Records Management Training for Ministerial staff

Training provided to staff of Ministers' offices created a greater awareness of the proper capture, management and disposal of Ministers' records, resulting in a large volume of archival records being transferred to the State Records Office prior to, and following the change of government in February 2001.

Exhibitions

A number of major exhibitions were held in the Centre for the Book: *Quokkas to Quasars – a Science Story*, *Lasting Impressions – Migrant Stories*, and *22 Days Late – an ode to Federation* telling the story of how WA became (reluctantly) a member of the federated states of Australia.

Reorganisation of State Reference Library Services

Client services in the State Reference Library were reorganised to coincide with the replacement of the floor-coverings in all public areas. These changes provide clients with more open floor plans and better access to library materials and electronic services.

Computer Network Upgrade

The LISWA computer network was upgraded to improve the delivery of electronic resources to clients via the Internet.

chairman's report

The year in review has been one of challenge and substantial change for LISWA. Professor Brian de Garis resigned to take up an overseas academic appointment after six years as Chairman of the Library Board, and nine as a Board member. Brian provided the Board with outstanding leadership during these years, especially with respect to the new State Records Act and the various proposals for changes to legislation pursuant to the new Ministry for Culture & the Arts. Brian, thank you for your enormous contribution over many years.

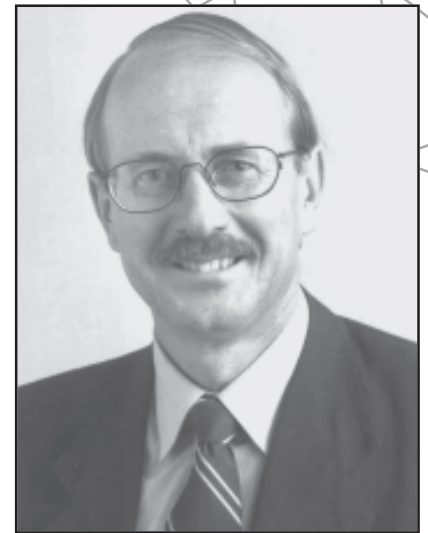
Even more momentously, Dr Lynn Allen retired after 12 years as LISWA's Chief Executive Officer and State Librarian. Lynn was the first woman to hold this position and only the fourth State Librarian since Dr Battye's appointment in 1894. Lynn brought to the position of State Librarian not only the professional skills and enormous integrity which you would expect, but additionally, substantial information technology capability and great innovative vision as to how state libraries needed to re-invent themselves at the end of the twentieth century. Under Lynn's inspiring leadership, LISWA made huge progress in the delivery of core services electronically and laid foundations for many years to come. We thank Lynn for her enormous contribution and wish her well in academic life as a professor at Curtin University. Her excellent portrait, by Perth artist Peter Kendall, will grace the walls of the Alexander Library Building into the future.

Dating back some 40 years or more, the agreements between the Library Board of Western

Australia and local governments with respect to the delivery of public library services have become increasingly outdated. All parties recognise the need for significant change to ensure that all West Australians will continue to receive relevant and high quality public library services. To this end, the Board and the Western Australian Municipal Association (WAMA) signed a Memorandum of Understanding in October. Since that time, under the independent Chairmanship of Mr Paul Fellowes, representative stakeholders have been meeting as a negotiating committee to review discussion papers pursuant to the development of a new Framework Agreement. To date, the degree of common ground and cooperation has been marked and we are all confident of being able to move forward to achieve improved public library services and relationships.

After many years of gestation, the new State Records Act received the Governor's assent in November and is expected to be proclaimed in stages early in the new financial year. Chris Coggin, Director of the State Records Office, has worked tirelessly to ensure, for the foreseeable future, that the State's records and archives will be safe guarded for posterity and this Act will achieve these objectives. Sadly, in one sense, this area will be lost to LISWA as there will be a separate independent State Records Commission to direct this critical area.

The Board has continued to oversee the ongoing development of the State's collections, not least the J S Battye Library of West Australian History, which is so essential to the State's heritage.



Graham McEachran, LISWA chairman

Thanks go to the Custodians of the Save Our Century Fund, the Friends of Battye Library and the sponsors who have supported their endeavours, particularly West Australian Newspapers, Channel Nine and Goundrey Fine Wines. Collection developments during the year included new collection policies for the Battye Library, a review of strategic direction for the State Film Archives, and rationalisation of the Core Stack collection.

Once again, support for WA writers and publishers was boosted by the Premier's Book Awards, to which highly successful event our new Minister and new Premier contributed energetically and enthusiastically. This was again a showpiece review of the WA year in books, for which we must thank the authors, publishers and the hardworking judges' panel, chaired by Professor Vijay Mishra. In addition, the new State Library Shop opened to provide another valuable retail outlet for Western Australian books.

As alluded to earlier, this has been a time of change and challenge for the Board. Several new board members have been appointed and we look forward to

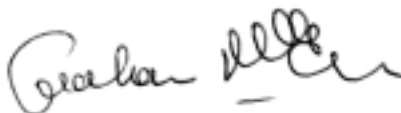


the diversity of their contributions. Special thanks are due to the Vice Chairman, Joan Cameron, whose strong support has been unswerving and to Kay Poustie who served as Chairman for the remainder of Brian de Garis' term, following his early departure. I thank all Board Members for their support in what has continued to be a most challenging environment. Claire Forte has acted as CEO and State Librarian since Lynn's departure and, with the support of the staff and the strong management team, has done a most capable job in difficult circumstances.

Finally, it would be remiss of me not to report on legislative and government issues. As flagged by my predecessor in last year's report, the previous government did not proceed with their Arts legislation, which would have relegated the Library Board of WA to advisory status. The new government's plans in this area remain to be clarified. However, the Government's Machinery of Government policies are likely to have some effect, and the Ministry for Culture & the Arts recently carried out a review of all agencies in the portfolio, the outcomes of which remain to be negotiated. As stated last year by Brian, "if the Board is to fulfil its statutory responsibilities it must have financial certainty and control of its own staff". A Memorandum of Understanding was signed by all parties in October to formalise the relationships between LISWA, the Board, the Minister and the Ministry for Culture & the Arts.

The Board is strongly of the view that this MOU provides a very sound basis for ongoing operation. However, a number of its most important provisions remain to be implemented.

On behalf of the Library Board, I am pleased to present this report on LISWA's activities and financial position as at 30 June 2001. I am confident that, in conjunction with local governments, LISWA will continue to deliver outstanding library and information services to the people of Western Australia.



Graham McEachran
Chairman
Library Board of Western
Australia

chief executive officer's review



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

Introduction

This year has been one of great change for all of us and it is a testament to the hard working staff of LISWA that throughout the year they have remained focused, and maintained their strong commitment to supporting and delivering the many services we provide to the Western Australian community.

Our many achievements and new initiatives during the year are detailed in other sections of this report, so I will mention just a few of our highlights here.

Whole of government issues

As mentioned by the Chairman in his report, in October a Memorandum of Understanding (MOU) was signed between the Minister for the Arts, the Library Board, the Director General of the Ministry for Culture & the Arts and LISWA's CEO. The MOU acknowledges the statutory independence of the Board through its legislation and documents the relationship between the signatories.

In the last quarter of the year, an Organisational Development project to examine the operations of the Ministry and review its structure commenced, involving both LISWA's senior staff and the Board in the discussions. The objective of the review was to recommend improvements consistent with Government policy and aligned with the terms of reference of the Machinery of Government Taskforce review.

A report detailing twelve recommendations, including those related to Culture and the Arts as per the Machinery of Government Taskforce report, was released in June. The report will require further discussions within LISWA, the Board and with the Director General, prior to implementation of any of the recommendations that are not also contained in the Machinery of Government Taskforce report.

New legislation

After a long period of anticipation we were pleased that the State Records Act 2000 and the State Records (Consequential Provisions) Act 2000 were passed, with proclamation expected during the second half of 2001. The Act will establish an independent authority in the State Records Commission, which will have responsibilities for setting standards, auditing and reporting, and be accountable directly to the Parliament. It will be proclaimed in stages early in the new year.

Strengthening our partnerships

There have been a number of new partnerships formed and others revisited and strengthened this year.

In April, members of the Council of Australian State Libraries (CASL) signed a Deed to establish a consortium between the National, State and Territory libraries for the purchase of electronic resources to be made accessible from each of these libraries. As a member of CASL, LISWA participated enthusiastically in this partnership which enables greater purchasing power to participating libraries, and allows for flexibility in negotiations with vendors on important access conditions within State libraries. Through the consortium, several important Australian online databases have been purchased by LISWA and made available free of charge to clients via the public workstations throughout the Alexander Library Building. It is anticipated that the consortium can be extended in future to include the purchasing of electronic resources for public libraries. This would be very welcomed in Western Australia.

We are pleased to be working with our partners on the development of a new Framework Agreement which, when completed, will be a major milestone towards improved delivery of public library services in this State. In developing a series of discussion papers for the Negotiating Committee, both WAMA and LISWA have been offered the chance to review the systems, arrangements and structures required for the effective delivery of public library services.

International Year of Volunteers

We have been pleased to celebrate the many achievements of LISWA's hard working volunteers during the International Year of Volunteers. Of course the work undertaken by our dedicated group of volunteers deserves special recognition in any year, but we took the opportunity this year to pay special tribute to them in a number of ways.

A Christmas lunch was held in December, and in May we hosted a celebratory morning tea during National Volunteering Week. Both functions enabled us to thank all our volunteers for their many contributions and assistance in making specialist collections and services available to the Western Australian community.

Developing our collections

In March the Library Board endorsed the revised Collection Development Policy for the J S Battye Library of West Australian History. This document sets out the collecting intentions for Western Australia's documentary heritage materials, as well as details on the purpose and profile of LISWA's Infolink database of Western Australian government and community organisations. The staff who worked on this policy are to be congratulated for its breadth of content and clarity of purpose. We have made this policy available on our website so that it has wide circulation.

During the year we progressed a major project to review items located in the Core Stack collection, a collection of last copies of items purchased for public libraries and popular items in high demand for loan. This project, which will be ongoing over the next twelve months, involves a

significant number of staff in reviewing items for weeding, discarding or re-locating to ensure useful items remain accessible to clients.

Western Australian writing and publishing

We were pleased to organise the Premier's Book Awards again this year. These awards are of great importance to the promotion of Western Australian writing and publishing and it is fitting that they have remained associated with the State Library. The 2000 Awards were presented by the Hon Geoff Gallop, Premier of Western Australia, at a dinner held in the Alexander Library Building on 15 June 2001. The judges of this year's awards had a difficult task in selecting the winning books with a total of 118 entries submitted overall. Our congratulations go to Michèle Drouart, the winner of the Premier's Prize, and to the winning authors in each of the categories.

The State Library Shop, with a focus on Western Australian writing and publishing, opened within the Alexander Library Building in May. With an enticing and vibrant shop front located on the ground floor, the shop has attracted many of our regular customers, as well as some new visitors. This specialist outlet for published works on Western Australia and works written or published by Western Australians, has been planned over many years, and we are delighted to see this come to fruition in such an exciting way.

We hope you will take some time to browse through the shop when you next visit the Alexander Library Building.

Sponsorship and investment

We are very proud of the CD-ROM and website, Western Australia and Federation, which we have produced with the assistance of a grant from the National Council for the Centenary of Federation. This fascinating resource tells the story of Federation, the 1930s Secession Movement, as well as documents on present day Commonwealth/State relations.

Another Centenary of Federation project has enabled the creation of a website titled Western Perspectives on a Nation which showcases historic images from our collections.

During the year, the State Library Custodians launched the Save Our Film project, to assist in the preservation of unique Western Australian films. The program, through the Custodians, invites people to make donations to enable important conservation work to be performed. Fifteen films have been especially selected for preservation because of the fascinating insight they give of Western Australians at work and play. One film already saved through this program is *A trip to Rottnest, 1912*, which promotes Rottnest as a tourist destination, and is Western Australia's first promotional film.

My thanks go to Ron Sheen, President of the State Library Custodians, for his enthusiasm and drive with the Save Our Century Fund campaign.

Future Directions

LISWA's strategic plan Information and beyond, 1997-2001, has set the strategic directions for LISWA over the last four years. It is now time to review

chief executive officer's review

those directions and establish our strategic intentions for the period 2002-2007.

Through a series of facilitated workshops, LISWA's Strategic Management Team worked collaboratively on developing a vision for our services beyond 2001. This process culminated in a series of discussion papers being published on the future directions for LISWA 2002-2007. The papers were discussed at a planning day held with the Board in February, and were subsequently endorsed for distribution to key stakeholders to generate debate and feedback.

The distribution of these papers stimulated a great deal of interest from our colleagues and the papers were consequently placed on our website to capture the broadest possible range of feedback.

The next phase of our strategic planning process will commence shortly year with a view to completing our next five year strategic plan by 2002-03.

Rewarding our staff
LISWA's greatest asset is its staff and it is always pleasing to be able to recognise their hard work and achievements in special ways. The Terry Campbell Courtesy Award was presented to three staff during the year, with many of the nominations coming from our clients. In December, special achievement awards were presented to a number of staff in recognition of their outstanding contributions during the year.

It was a pleasure to have Mrs Min Hammond, wife of the late James

Hammond, join us at a staff meeting to present the James Hammond Award for attainment of excellence in the fields of book selection and library education, to Nola Allen.

Jane Jones was the recipient of the annual Megan Sassi Award for excellence in reference librarianship.

A year of change

We have experienced unprecedented change in many of the key positions across the organisation throughout the year. In writing this report as the recently appointed Acting Chief Executive Officer, I wish to pay tribute to the vision and many achievements of Lynn Allen who has steered LISWA in the position of CEO and State Librarian for the past 12 years, including all but the last four months of this year.

In February we welcomed Susan Feeney to the position of Director of Public Library Services following a long period where this position was vacant. George Cowcher acted in the position during this time and is to be congratulated for his leadership skills in steering public library services. Following my appointment to the Acting CEO's position in April, Brian Dawson took up the reins as Director of the State Reference Library and at the end of June we farewelled Peter Lambert, Director of Strategic Support & Development.

My thanks go to LISWA's management team, team leaders and all their staff for their continuing support to me in this role, and for their constant enthusiasm in their various roles

of providing information services to the Western Australian community. I would also like to thank our partners, particularly public librarians, for their valuable contributions throughout the year.

Lastly, I extend my gratitude to both Kay Poustie and Graham McEachran for their support in their roles of Chairman of the Library Board, and to Joan Cameron as Vice Chairman. Kay Poustie served as Chairman from July to December, with Graham McEachran elected as Chairman in December for a twelve month term.

I hope you will enjoy reading our report.



Claire Forte
Acting Chief Executive Officer and
State Librarian

who are our customers?

At its most broad, our customers are the people of Western Australia, and we have them as the focus for our services in providing library materials and advisory services to the 236 public libraries throughout the state, in providing access to our catalogues over the Internet and in collecting WA's documentary heritage for current and future generations. But in order to focus our services on our clients' particular needs we must know a bit more about them.

Public Libraries in WA

Public library services are provided through a partnership between local governments (and other authorised bodies) and LISWA. Our direct clients are the staff in public libraries who in turn deliver services to the people of Western Australia. Some statistics for public library services in Western Australia are:

- There are 238 public libraries in WA with at least one library in every local government authority;
- Public libraries in WA employ 712 full time equivalent staff, including 194 librarians;
- They have 1,093,097 members and issued 16,296,433 items in 1999-2000;
- LISWA dispatched 399,693 items to public libraries in 2000-2001;
- 60,570 volumes in over 45 different languages were sent to public libraries to service WA's multicultural community.

People Visiting the Alexander Library Building

There were approximately 689,000 visits to the building in 2000-2001. Many more people used the facilities of the Alexander Library Building to attend meetings, film screenings, seminars, exhibitions or visit the book shops without entering the controlled area housing the collections.

Our clients are:

- 55% female and 45% male, although in the J S Batty Library, women outnumber men by 24%.
- Youth make up 45% of our clients, with 12% aged between 12 and 17, and 33% between 18 and 24. This reflects the high student usage of our facilities with 64% of our clients indicating that they are full-time or part-time students.
- 43% of our clients visit us at least once a week, 22% at least once a month and 8% are first time visitors.
- With our high student usage, most people visit us to study (51%) or do postgraduate or scholarly research (9%).
- People researching family history make up 9% of our visitors, while 10% use us for business related matters.
- Libraries are a community space and 4% of our visitors use the library to access the Internet, and for many others the library provides a place to pursue personal interests.
- 34% of our visitors had looked at LISWA's website from

computers at home, in a public library, university or work place prior to visiting us. This is up from 17% in 1998-99.

Government Agencies

The State Records Office has particular responsibility for collecting and maintaining the State's public records, as well as advising on efficient and effective records management systems, developing policies and standards, and delivering training programs. Their clients comprise 750 State Government bodies and 168 local governments and regional bodies throughout Western Australia.

customer service councils

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

Consultation with public librarians

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

Last year's development of a Strategic Issues Database on the Public Librarians Online website enabled a number of major strategic issues to be identified.

improving customer service

In 2000-2001, the Future Directions Planning Committee discussed three of these issues: the future of public libraries; resource provision; and, State and local government relations. Other topics discussed during the year included consortia purchasing of electronic resources and the future of the communication framework.

The Resources Selection and Supply Committee and the Library Networks Committee are heavily involved in the implementation of the Public Library Resources Review recommendations aimed at improving the selection, management and delivery of public library stock. In 2000-2001 the committees discussed and reviewed the need for community profiles, the possible acquisition of resources in new formats, production of the statistical bulletin online, a new electronic interlibrary loan system and issues surrounding a review of the Core Stack collection.

State Reference Library customers

Because of the breadth of the State Reference Library's customers, a focused approach to determining and meeting clients' needs has been maintained through liaison with community groups to seek feedback on services and collections, and to develop new services for specific client groups. In particular this has occurred with the partnership between LISWA and the Western Australian Genealogical Society Inc. (WAGS) to develop the Genealogy Centre, and with the Children's Book Council (WA Branch) in assessing the collections and services offered through the Research Collection of Children's Literature.

Battye Library and State Records Office Customer Service Council The Customer Service Council continues to provide an excellent means of communication with key client groups. It allows clients and stakeholders to discuss issues concerning current services of the Battye Library and the State Records Office, as well as participate in the development of new client services. The members of the Council are representatives of the Friends of the Battye Library, the Western Australian Genealogical Society, the Professional Historians Association and an independent client. Two meetings were held during the course of this year.

Issues addressed by the Council included access to original materials by school children, the revised Collection Development Policy for the Battye Library, liaison with the National Archives of Australia, the Migrant Communities Archive project, digitisation of images from the Pictorial Collection, and improved access to the Private Archives collection.

overall improvements in customer service

Access to Electronic Resources

In order to promote greater awareness of the electronic databases of full text journal articles now available to clients over the Internet, a new Home Page for clients using the 40 workstations from within the Alexander Library Building was developed. As a result usage of the EBSCOHost database, which has been available for the full

financial year, has increased by 200%. In addition, a much wider range of databases was made available to clients as a result of consortia purchasing of these valuable resources by Australia's state libraries.

Digitisation of Images

The digitisation of material from the Battye Library collections through specially funded projects, and as part of the ongoing work on the Pictorial Collection, has improved customer access to this immense and valuable source of the State's visual history. Information about 5,497 collections, representing over 420,000 images, has been added to the online catalogue. To allow remote users to view some of these collections, 6,000 images have been digitised and can be seen via thumbnails and screen-size images in the online catalogue records.

Revised Information Sheets

All of the Battye Library's information sheets have been extensively reviewed and updated for inclusion on LISWA's website, as well as being available from within the library.

Customer Feedback

The survey of customers using the State Records Office Search room identified key areas of research interest and issues relating to microfilm access. As a result of these suggestions the State Records Office introduced a program of lunchtime seminars, a notice board for meetings and conferences, and an advice poster detailing new transfers, additions to the microfilm collection and other newsworthy items.

services to particular client groups

Disability Services Plan Achievements 2000-2001

An internal working group is overseeing the implementation of the recommendations of the review of LISWA's Disability Services Plan completed last year.

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

LISWA continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2001 library stock in alternative formats were:

| | |
|---------------------|---------|
| • Large print books | 192,576 |
| • Videos | 102,675 |
| • Audio books | 90,412 |

To support the production of audiobooks for people with print disabilities and the excellent library services provided by the Braille and Talking Book Library, LISWA provides an annual cash subsidy to the Association for the Blind of WA Inc.

Outcome 2: Access to buildings and facilities is improved.

Recommendations from the audit on access to the Alexander Library Building, which was undertaken last year, are gradually being implemented.

During 2000-01 LISWA improved access to the building by:

- repainting the stairwell treads at the Francis street entrance to enhance their visibility

- re-carpetting the lift foyers in contrasting colours incorporating floor numbers
- developing a plan to repaint walls of lift foyers to improve contrast with silver signage and lift buttons
- changing flooring in public toilets to improve wheelchair movement
- relocating special needs equipment to the ground floor to improve access.

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

The Association for the Blind presented the exhibition *Technology Outlook* on the ground floor of the Alexander Library Building with great success. This exhibition showcased the latest in technological aids for people with vision impairments and attracted many people with vision impairments and suppliers.

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

LISWA's Consultant: Special Needs continues to provide advice and assistance to library staff and clients with disabilities.

The following training programs were conducted for library staff:

- *Clients with Psychiatric Conditions or Mental Illness*
More than 40 public librarians and LISWA staff participated in the training arranged through the Association of Friends and Relatives of the Mentally Ill

(ARAFMI). Participants evaluated the training positively and reported raised awareness and greater understanding of the needs of this group of library clients.

- A seminar, *Supporting People with Disabilities*, held on 31 October, presented jointly by LISWA, the Department of Training and Employment, and the Australian Library and Information Association, heightened the awareness of approximately 60 librarians working in local government, TAFE and LISWA. The Hon Mike Board JP MLA, then Minister for the Arts, opened the seminar.

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

Several recommendations made in the review related to improving consultation and decision-making processes by actively seeking to include more people with disabilities, and this will be addressed by a working party. In addition, LISWA participates in quarterly meetings of a Disability Services Advisory Committee convened by the Ministry for Culture & the Arts, with representation from other arts and culture agencies and people with disabilities.

Government Two-Year Plan for Women

LISWA contributed to achieving the goals of *Building on Success: Government Two Year Plan for Women 1999-2001* through the continued provision of resources

improving customer service

to the State's permanent library collections in the Alexander Library Building and to metropolitan and regional public libraries, enabling women to access information and resources to support their intellectual, economic, cultural, social and recreational needs. In addition to works in English, 61,000 multi-language books, cassettes and videos were distributed to public libraries in WA which supported the needs of women whose first language is other than English.

Public Library Services facilitated a major research project on the use of public libraries by seniors. Women are a major part of this client group and the survey provided valuable information on senior women's views and their requirements from public libraries. The report highlighted the importance of public libraries for seniors and the increasing demand for resources and different formats required by this age group. These demands are expected to increase as the population ages.

Services To Aboriginal and Torres Strait Islander Peoples
LISWA again collaborated with the Coalition of Peoples WA Inc and other agencies on the second *Survival Photographic Exhibition*. Launched at the Western Australian Museum on 5 January 2001, the exhibition featured contemporary and historical photographs of indigenous Western Australians, many drawn from the extensive collections in the Battye Library. This was a major undertaking and involved many hours of work in designing and scanning images for the exhibition.

The Mirima Council requested assistance to assess the language archive at the Dawang Woorlab-gerring Language and Culture Centre in Kununurra. With the help of ATSI funding, a staff member from the Battye Library and the Senior Conservator visited the centre in April and carried out an assessment of the archive. The preservation strategy included advice on environment control, archival packaging, preservation copying, pest control, disaster preparedness, off-site storage and preservation of archival material. In addition a draft management policy was prepared to advise staff on procedures for future management.

Following a meeting with representatives of Manguri and the Uniting Church Archivist, a formal procedure was developed for providing Aboriginal people with access to the personal records created by the former Sister Kate's Children's Home which are kept in the Battye Library.

Images from the Pictorial Collection were digitised for inclusion on the Aboriginal Cultural Pathway panels prepared by the Centenary of Bassendean in consultation with the Swan Valley Noongar Community and Indigenous families of the district.

LISWA and public library staff attended two Aboriginal Cultural Awareness programs conducted by indigenous trainers from Kurongkurl Katitjin Aboriginal Education Centre at Edith Cowan University.

Special tours of the Battye Library and State Records Office were arranged for representatives from

the Noongar Land Council and other Indigenous organisations during NAIDOC Week 2000.

Negotiations with Aboriginal people in the North West were successfully concluded concerning some footage in an important film in the State Film Archives. In consultation with the Jarlmadangah Burru community, the archivist edited images of culturally confidential ceremonies from access copies provided to the general public. The community members expressed pleasure with LISWA's response and have designated the State Film Archivist as 'trustee of the film'.

The Aboriginal and Torres Strait Islander Libraries and Information Resources Network (ATSILIRN) continues to be supported by LISWA. A LISWA staff member is one of three elected delegates for Western Australia and participated in the annual ATSILIRN Conference held in Canberra in October 2000.

LISWA's Public Library Services continues to provide resources and services to Aboriginal community libraries at Warburton and Kupungarri (in the Kimberley region) and to the Wirrumanu Adult Education Centre at Balgo Hills.

An important donation of photographs of Warburton and the Mt Margaret Aboriginal Mission from the early 1920s to the 1960s was received from the family of Rod Schenk who were missionaries at Mt Margaret. It is intended that the collection be digitised and a copy made available to the Warburton community.

State Government Plan for Young People 2000-2003

The Library and Information Service of Western Australia (LISWA) is committed to encouraging the development of library services for young people and their families throughout Western Australia. As mentioned earlier in this report, youth make up 45% of the clients to the Alexander Library Building, with young people using these resources primarily to support their educational needs. In addition the following activities contributed towards the State Government Plan for Young People 2000-2003.

Outcome 1: Provision and Management of Appropriate Public Library Resources

LISWA has developed a plan entitled *Making the Connection: LISWA, Public Libraries and the Young Adult 1998 – 2002* to encourage the development of appropriate library services to young adults. Resources are evaluated and selected to meet the needs of young adults and their families and supplied to public libraries as part of the Public Library Services program.

Outcome 2: Public Library and LISWA Staff Training

Staff in LISWA's Public Library Services Directorate plan and coordinate a series of Young People's Services meetings with public librarians to focus on trends and developments in the provision of library services to young people. In 2000-2001 the program has included two sessions highlighting services to young adults.

Outcome 3: Effective Communication Strategies with the Client Group

As part of an ongoing objective to promote relevant public library services and resources to young people, public librarians and LISWA staff in the Public Library Services Directorate identified a need to develop a State-wide public library promotion campaign for young adults to draw their attention to the services and resources available to them through the State's public libraries.

Following discussions with public librarians on the style of campaign it was decided to get young people to produce art work which could be reproduced as a series of posters and postcards for distribution in the community through the public library network. Staff at Central Metropolitan College of TAFE incorporated the project into the Graphic Design Diploma at the WA School of Art Design and Media, and students produced a series of graphics suitable for reproducing on posters and postcards. Two designs were selected to be replicated as posters and postcards and four additional graphics to be reproduced on postcards. These were printed and distributed to public libraries throughout the State.

In November 2000, LISWA hosted a week of literature-based programmes for the Awesome International Children's Festival. Approximately 700 young people attended daily workshops at the Alexander Library Building with award winning WA authors Glyn Parry and Elaine Forrester. Exploration of the power of the script and its interpretation onto stage was the essence of Glyn and Elaine's workshops.

An evening forum for the community entitled *Is the Author Dead? from script to stage and back again*, had an emphasis on Italian culture and young people with special needs. Mafra Gagliardi, Italy's renowned children's theatre expert from Alta Marea Edizioni, was joined by artistic director Roberto Gandini and pedagogist, Luigia Bertolotti from Teatro Di Roma, as well as award winning Australian children's authors Glyn Parry and Elaine Forrester, to explore the issues faced by young peoples' authors whose works have been used for dramatic presentations.

As part of the WA Premier's Book Awards, Dymocks sponsored the Writing for Young Adults Award which fosters WA authors who are writing for young people. The winner of this award in 2000 was Anthony Eaton for his book *The Darkness*.

LISWA's Young People's Services Consultant is the State coordinator for *Nestlé Write Around Australia*. This is a national creative writing program for senior primary school students. Children enter the program by writing a 500 word story and submitting it for judging, via LISWA, to six public libraries designated as regional zones. Each zone receives a visit from a published Australian children's author for a week of writing workshops. 20 zone finalists attend a more intensive workshop after which they have the opportunity to re-work their story before submitting it for the final judging. Two zone finalists, one from year 6 and another from year 7, are selected to compete in the State judging. The State presentation is hosted by LISWA each November. This year, 2,784 children entered the competition, a thirty percent increase on 2000.

services to public libraries

Our aim is to meet the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, resources, information and support services.

Services provided

The Public Library Services team provides a balanced public library collection of diverse resources, and facilitates the provision of the widest range of information services to the people of Western Australia through a State-wide network of public libraries managed by local government. The partnership between State and local governments, and other participating bodies, is maintained and developed through consultation, joint decision making and agreed standards. A range of training programs is provided to improve the range and level of services offered by public libraries, and special assistance is provided to public libraries to meet the needs of groups within the community with special needs.

Trends

The need for lifelong learning/self-directed learning and the ability to update existing education qualifications will in the future require a change in the services offered by public libraries and provide opportunities for partnerships to deliver these important services.

The digital environment removes the constraints of geography and time. Through remote access and dial-in capabilities, library clients can be virtual, and frequent, clients of library services thereby requiring libraries to redefine the notion of 'client', looking beyond traditional regional and sectoral boundaries.

Providers of library services have the potential to expand the range of value-added products they provide to clients by utilising an already existing infrastructure and an extensive skills base.

Libraries will continue to have a formidable array of competitors in the electronic delivery of information services. The exponential growth in access to information and communications technology has resulted in an enhanced capacity within the private sector to do what libraries have traditionally done in the past.

The agreements which cover the rights and responsibilities of the State and local governments for the delivery of public library services in Western Australia are now more than forty years old. While these agreements have worked well in the past, there have been enormous changes in the range of services and resources which public libraries are expected to provide, as well as improvements in information technology, and changes in local government administration. There is a need to review the nature of the relationship between the State Government and local governments to take public library services in this State forward.

Strategic objectives 1997 - 2001

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

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

major achievements for 2000-2001

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

Public Library Services staff developed and implemented a Fathers' Reading Program at Wooroloo Prison. During the six week pilot program, weekly story sessions were held in the Visitors Centre at the Prison. Prisoners and their families attended sessions designed to encourage fathers to read to their children as part of a family visit to the prison. These sessions provided an opportunity for fathers to become a positive role model for their children, as well as encouraging awareness of the parent's role as an essential partner in their child's education and development. Outcomes of the sessions have been positive for both the prisoners and their children.

Each year local governments review their service points to cater for changes in population growth, and build new libraries or upgrade existing buildings to cater for increased growth. This year LISWA provided additional resources for two new libraries at Ellenbrook in the City of Swan and Success in the City of Cockburn.

- **To extend the range of LISWA and other information services provided through public libraries.**

Each year LISWA staff and public librarians select new material for purchase from the vast array of new material published in Australia and overseas. This year 26,567 new titles, including 8,911 in languages other than English, were added to the State-wide public library collection. This represented an increase of 6% and 11% respectively over the number of titles added last year.

In addition to increasing the range of titles available to the public, LISWA began acquiring resources in a new format, spoken work CDs. This change in technology caters to the increasing popularity of CD players in cars instead of cassette players.

While LISWA is responsible for providing books to public libraries, we have also been the distribution point for a wide range of pamphlets and booklets on behalf of government and non-government agencies. The extensive public library infrastructure helps in the provision of current information to people across the State, especially those in regional Western Australia.

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

Under the terms of the agreement between local governments and the State Government for the delivery of public library services, it is local government which is

responsible for IT infrastructure and electronic service delivery. LISWA has encouraged local governments to provide access to the Internet in their libraries to increase efficiency and improve information delivery to clients. Increasingly LISWA is providing services online including access to LISWA's online catalogue, plus information gateways to guide people to major sites on the Internet.

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

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

Public library services in Western Australia have been undertaken on a joint basis through the Library Board of Western Australia and individual local governments and other participating bodies since the 1950's. This arrangement has been formalised by an agreement covering the rights and responsibilities of each party, and have been customised where necessary to provide for individual circumstances. These agreements are now over 40 years old, and both State and local governments consider them outdated and failing to provide adequately for the current or future direction of library services. In this context both the Western Australian Municipal Association (WAMA) and the Library Board

commenced negotiations in 2000 for a Framework Agreement that would establish new and more up-to-date principles for the delivery of public library services in WA.

A Framework Agreement Negotiating Committee was established with representatives from the Library Board, LISWA, WAMA and the WA Local Government Librarians Association (WALGLA). It was agreed that the role of the Committee should be to determine the structures, systems and arrangements required to achieve a newly developed vision for WA's public library service. The Committee has commissioned a series of position papers on important issues, the first two of which considered *Public Library Resources* and *Value-added Services*. It is expected that the Framework Agreement will be signed at the end of 2001.

A key area of LISWA's commitment to the public library partnership with local government is providing advice and assistance to local governments and public library staff, particularly those in regional areas. This is achieved through regular meetings, training courses, newsletters and visits to libraries, which enables LISWA staff to become aware of local issues, to address them as required and to change focus where needed. Staff visited 103 public libraries during the year and attended meetings in each region.

Through its consultancy portfolios, LISWA assists public libraries and other participating bodies to provide targeted services to meet the needs of groups within the community with special needs.

services to public libraries

Many services are also provided directly from the Alexander Library Building. Highlights in 2000-2001 included:

- Organising a successful author and illustrator visit to the Indian Ocean Territories' libraries on Christmas Island and the Cocos (Keeling) Islands.
- Involvement in the production of a report commissioned by the City of Nedlands, on behalf of all public libraries in Western Australia, to examine the future provision of public library services to seniors in the State. The report, *Western Australian Seniors and Public Libraries Strategy*, will be the basis of further work to be undertaken by LISWA and public librarians on developing an implementation plan for the strategy.
- Organising and participating in events celebrating NAIDOC Week, Seniors Week, Children's Book Week and National Harmony Day.
- Participating in the Awesome Children's Festival held in Perth's various cultural institutions. LISWA hosted a week-long series of sessions with Western Australian children's authors Glyn Parry and Elaine Forrestal.
- Designing, producing and coordinating, in consultation with public librarians, the annual holiday reading program for children. Over 7,500 children and 120 public libraries participated this year.

- Coordinating the Western Australian component of the *Nestle Write Around Australia* short story competition for school children.
- Working with students from the Central Metropolitan College of TAFE to produce artwork for posters and postcards to distribute to public libraries throughout Western Australia as part of a public library promotion campaign for young adults.
- Development of a collaborative partnership with *Read Write Now!*, a volunteer adult literacy tutoring organisation, for a new adult literacy initiative launched on International Literacy Day (8 September). Tutors and students need only look for the distinctive orange and purple Read Write Now! logo on books and tapes to select relevant learning materials at their local library. Over 1,000 items have been loaned to libraries from the Special Needs Collection and 64 signs, 1,200 promotional leaflets and nearly 5,000 stickers have been dispatched.
- **To improve the efficiency of the public library partnership framework.**

Implementation of the Public Library Resources Review recommendations continued this year. One of the key recommendations, to develop an online stock selection, acquisition and despatch system, has been accorded major project status within LISWA and is planned for development in consultation with public librarians throughout 2001-2002.

A major project to provide for better management of the Core Stack collection of public library stock was commenced in September. The project involves reassessment of all items held in the collection to find ways of better using the resources. Almost 77% of the collection has not been lent in the past five years and 99.6% of the collection is over 10 years old. Public librarians and LISWA staff worked together to provide input to the project plan and schedule. Parameters for the Last Copy Fiction Loan Collection were refined, and there will continue to be a collection of in-demand adult non-fiction stock available for inter-library loan. In addition some popular titles will be re-ordered, others added to public library collections and some books will be transferred to the Battye Library and State Reference Library.

A review of the agreements between the Library Board and the Ministry of Justice for the provision of library services in seven of the State's prisons continued. Much of the work has been completed and is expected to be finalised in the next financial year, pending completion of the Framework Agreement negotiations.

western australian documentary heritage collections and information services

The J S Battye Library of Western Australian History has responsibility to collect, preserve and make available Western Australian materials as part of the nation's heritage.

Services provided

Collections of published and original Western Australian materials are maintained and developed in accordance with the Battye Library's Collection Development Policy. By cataloguing and indexing collections, access is provided to books, newspapers, serials, maps, photographs, manuscripts, private papers, films and oral histories. Reference services assist clients to gain access to these collections, and to community and government information. Advice is given to clients on the management of their collections of Western Australian materials.

Trends

Clients requiring access to Western Australia's documentary heritage are a diverse group, ranging from those who are curious about family or local history, to professional historians and community organisations. Increasingly, expectations are that collections and the delivery of services will reflect the diversity of the community and staff need to design services to meet these needs, taking into consideration clients' information needs, cultural backgrounds and skills.

The volume and variety of formats of Western Australian information continues to increase. In order to identify areas of greatest interest to clients, the future direction of the collections, and to ensure the best use of resources, a formal

collection development policy covering all collections and formats is imperative. This policy should also identify what partnerships need to be developed with other collecting institutions to ensure the best access to Western Australia's documentary heritage.

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

An important issue for this year has been the nation wide celebration of the Centenary of Federation. Services and collections have been in demand to help document and celebrate this milestone event.

Strategic objectives 1997- 2001

- To improve access to Western Australia's documentary heritage and information on Western Australia.
- To make Western Australian information accessible from many perspectives.
- To help people from interstate and overseas gain ready access to Western Australian information.
- To develop and maintain Western Australian documentary heritage collections in a variety of formats.
- To make the Western Australian community aware of the value of heritage information and the means by which it can be preserved and experienced.

major achievements for 2000-2001

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

A key achievement has been the digitisation of material from the Battye Library collections through specially funded projects, and as part of ongoing work on the Pictorial Collection. The Pictorial Collection is an immense and valuable source of the State's visual history. Information about 5,497 collections, representing over 420,000 images, has been added to the online catalogue. To improve access to the content of these collections for remote users, 6,000 of these images have been digitised and can be seen via thumbnails and screen-size images in the online catalogue records.

The Photographic Public Orders service processed 407 orders this year, resulting in 1,256 images supplied to clients. Access for clients has been improved by the production of a manual which details the service and products available.

Images from the Battye Library were used in some notable initiatives this year:

- the CD-ROM and website, *Western Australia and Federation*;
- the *Survival 2001* travelling exhibition featuring Aboriginal history and contemporary achievements;
- the Western Australian Museum's *Land and People* exhibition;

western australian documentary heritage collections and information services

- the Constitutional Centre's Federation display; and
- the Aboriginal Cultural Pathway panels at Success Hill, Bassendean.

The Infolink Government and Community Information Database provides referral information to around 6,800 government agencies and community organisations, with links to the websites of 2,000 of these bodies. Nearly 600 new entries were added this year. A new initiative was the addition of records for over 260 calendar dates of special interest to Western Australians. Other challenges were the State election and change of government, and the restructure of State Government agencies resulting from the Machinery of Government Taskforce recommendations. Records describing State Government organisations were provided to the Ministry of the Premier and Cabinet to assist with the Machinery of Government review.

Over 36,000 records describing information relating to Western Australia were added to LISWA's online catalogue this year. Apart from catalogue entries describing newly acquired materials and records transferred from old card catalogues, staff also added over 28,000 current and retrospective index entries, particularly focusing on biographical and pictorial information. This represents a 30% increase over last year.

Two major projects completed were the online cataloguing of approximately 900 townsite maps, providing details of many rare maps of Western Australian towns, and adding records for all

collections in the Private Archives Collection whether they have been processed or not.

A third project, begun in 1998, was to add records to the database for the Ephemera collection, and this is progressing well with nearly 4,500 records added. This collection makes widely available a fascinating range of social information contained on brochures, programs and leaflets produced by businesses, community organisations and political parties.

As at 30 June, 29 volunteers, who collectively contributed nearly 3000 hours of their time, were registered with the Friends of the Battye Library program. Tasks undertaken included sorting and listing private archives, ephemera and pictorial collections, and assisting staff in Preservation Services. Others are helping to index records and compile lists of bound newspapers for microfilming. A special issue of *knowit* (LISWA's newsletter) in May-June, paid tribute to LISWA's volunteers with articles written by staff and volunteers Dorothy Lee, Geoff Peel, Barbara Judge and Margaret McKay.

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

Members of the public have shown their support of the Battye Library's role in preserving and managing the State's documentary heritage materials by donating materials for future safekeeping. Some notable collections received over the year include:

- The Institution of Engineers donation of papers of the late Denis Cumming, who amassed a large collection of historical research material on Western Australian engineers and engineering activities, and the personal and technical papers of the late Malcolm McCrae who had a distinguished career in the profession in both New South Wales and Western Australia.
- Correspondence, manuscripts and photographs belonging to Joan Williams who sometimes wrote under the name of Justina Williams, a noted Western Australian author and an activist for peace and the environment.
- The John K Ewers papers and manuscripts. This collection is currently being sorted and listed in preparation for cataloguing by his daughter Trisha Kotai-Ewers who has been appointed the Library Board's visiting scholar for 2001.
- A large collection of private and non-government papers from the Hon Richard Court, former Premier of Western Australia, which detail his political and business career from 1982.
- A series of interviews undertaken by Leigh Edmonds for his book *Cathedrals of power: a short history of the power-generating infrastructure in Western Australia 1912-1999*. Copies of these interviews were provided in analogue and digital audiotape as well as computer floppy disk and CD-ROM formats.

western australian documentary heritage collections and information services

- Albums of photographs of the Mount Margaret Aboriginal Mission from the 1920s to recent times. These images were donated by the family of the mission's founder, Rodolphe (Rod) Schenk.
- A photograph album, which also contains children's artwork, and a home movie showing some of the activities of the Gogo Cave School for Aboriginal children in the late 1950s. The film was taken by the former teacher Cyril Burcham who donated the collection.

The Western Australian Migrant Communities Archive is a major project for which the WA State Library Custodians obtained a \$100,000 grant from the Lotteries Commission. This project will establish a representative migrant archive in the Battye Library, develop working relationships between Battye Library staff and Western Australia's ethnic community organisations, and publish a guide to the Archive's materials. A coordinator for the project was appointed in June 2001.

LISWA continues to play an important role in the provision of training for the use of Kinetica, the National Library of Australia's national resource-sharing services and databases. The Team Leader of Battye Bibliographic Services provided four training courses for staff and clients from other organisations, as well as refresher training for LISWA staff. In addition 3,250 entries describing Western Australian materials were added to the National Bibliographic Database.

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

With the assistance of a National Council for the Centenary of Federation grant of \$85,000, staff produced *Western Australia and Federation*, a CD-ROM and website covering Federation, the 1930s Secession Movement and present-day Commonwealth/State relations. Researched and written by archivist, Leigh Hays, it is aimed at upper secondary and tertiary students and features materials from the collections, as well as interviews with key people in Western Australia. The multimedia project was launched by the Director General of Education in August 2000.



Another project, again with funding from the National Council for the Centenary of Federation, was the creation of the website *Western Perspectives on a Nation* which showcases historic images from the collections grouped around the themes of land, the sea, architecture, transport, clothing, mining, and settlement.

Almost 2,000 letters, faxes and emails were received asking for information on a variety of subjects relating to Western Australia. Of these most were from country areas, interstate and overseas. The most common request was for genealogical information, but there were also enquiries from people seeking information about long lost friends or relatives, most of which we were able to satisfy, and on topics covering artists, railways, ships and shipwrecks, explorers, land, the meanings of place names, poetry, mining, court cases, buildings and details of convicts, to name but a few.

Information about Western Australia on LISWA's website was improved by a complete revision of the page on oral history and the addition of new sources of information. All of the Battye Library's information sheets have been extensively reviewed and updated for inclusion on the site, as well as being available from within the library.

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

Records created during a State Film Archives stocktake have provided base information for a reorganisation of LISWA's archival film stock. These records have been checked against ScreenSound Australia's online catalogue to assist in determining the uniqueness of film materials in the collection.

western australian documentary heritage collections and information services

As part of the Battye Library's review of the collection development policy, special attention was paid to the collecting strategies for electronic publications. The Policy includes Western Australian information contained in physical format electronic publications such as computer disks and CD-ROMs, as well as those published on the Internet. Minimum preservation standards were reviewed and a preservation plan detailing work needing to be done for the next five years on selected items from all collections was compiled.

Further work was carried out for the Westrail (Midland Workshops) History project including a training workshop to assist the project team and volunteers identify, list and store materials intended for eventual transfer to the Battye Library. This project was the result of a collaborative research agreement entered into with Curtin University and the Perth Branch of the Australian Society for the Study of Labour History to record the history and social context of the Midland Railway Workshops.

As part of the library's services to the Aboriginal community, a special consignment of books in Pilbara and Kimberley Aboriginal languages was purchased from the Summer Institute of Linguistics.

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

The Battye Library carried out 45 tours for approximately 500 people. Special purpose tours were provided for the Professional Historians Association, delegates to the Congress 2000 genealogy conference, members of the public during Seniors Week, as well as for groups of primary and secondary school students.

It was gratifying to see many Aboriginal people doing courses at various educational institutions and learning about the resources available through our tours. Apart from sessions conducted for students, many school groups under the guidance of their teachers and reference staff used the Battye Library for research without requiring a tour.

Staff provided advice and assistance to prospective donors of materials. As part of our outreach to public libraries, the local studies officer made three field trips during the year to Marble Bar, Kalgoorlie, Dongara and Geraldton. On each visit talks were given about the collections and services available on local history and genealogical issues. There were also visits to museums and other institutions to view and advise on records held.

Assistance was given for oral history projects on Maltese child migration and the Western Australian Parliament, as well as an interview with Margaret Medcalf, former State Archivist, for the Australian Society of Archivists.

Staff were involved in consultation with the Lotteries Commission over the establishment of a pilot program for community histories grants. This initiative provides funding for community groups and smaller local authorities to research and produce histories of their communities. They also contributed to the Grants Technical Panel which reviewed the applications received and the allocation of grants distributed late in 2000.

The *Adopt-A-Soldier* appeal, which was launched in 1999 to raise money to help preserve a large collection of original glass negatives, continues to prove popular. To date 71 soldiers have been 'adopted' by individuals, schools and community organisations.

Our objective is to ensure State records of continuing value are available for use by government agencies and the public, and to provide records and archival management services to State and local government agencies so as to improve the quality of current records management systems.

Services provided

Public records provide the corporate memory of government, and good record keeping documents government accountability, preserves the evidence of government activities, enables timely access to current administrative information, and ensures the survival of original records selected for their archival value. The end result is the capture of heritage documents and their accessibility for the community.

Record keeping services straddle a continuum. At the one end is the creation of the record and its active management and use; in the middle, its semi-active phase; at the other, its final disposition. The first two phases place the function firmly into the category of business activity per se; the last one into the category popularly referred to as archival. Clients in the first two phases comprise Government agencies; in the last named category, the public as well.

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

archival systems, providing consultancy services to agencies and developing and delivering training programs in records management, archival appraisal, and retention and disposal scheduling.

The State Records Office provides archival reference services to the public and to government agencies. Records are the unpublished products of current government business and as such they often have attributes of sensitivity and confidentiality that require special treatment to ensure their security. To protect the interest of the agencies that created those records, mechanisms and policies are developed and applied when handling the transfer of records to the State Records Office. In discharging that responsibility, it is important that documentation standards have been met by the transferring agencies, and that proposed transfers are in accordance with retention and disposal policies.

Trends

Community and government expectations for greater accountability, better control of information resources and increased efficiency in recordkeeping have led to the development of the *State Records Act 2000* which will ensure that records will be created, managed and preserved as a whole-of-government asset.

Electronic networking in records management, archival databases, web technologies and their associated metadata are demanding a reappraisal of ways

client services are delivered. Computer based records are being produced at an increasing rate and innovative mechanisms are constantly being sought to ensure that those of long term value are identified and preserved for the benefit of the community and government.

The recommendations of the report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families, raises complex issues for the identification, location, and management of records containing information of critical importance to the Indigenous community.

Strategic objectives 1997-2001

- To improve access to public records.
- To instil within the Western Australian public sector the value of good records management practice.
- To ensure good records management principles are applied to the management of electronic records.
- To establish a framework for the development of good public records management practices.
- To ensure the State's public records are identified, collected and processed in such a way that the appropriate records are archived.
- To implement the State Records Act.

state records and archival management services

major achievements for 2000-2001

- **To improve access to public records.**

In partnership with the WA branch of the National Archives of Australia, staff toured the Midwest of the State presenting community seminars in Geraldton and Dongara. Other seminars, focusing on the State Records Office collections and methods of access to them, were conducted as 'Sandwich Seminars' within the Alexander Library Building. Each of the seminars generated very positive responses from participants and similar events are planned for the future.

The content documentation for the new State Records Office website has been completed, and specifications for a request for tender developed. This site will provide online access to certain levels of data about records in the State archives collection and is expected to be online in 2001-02.

- **To instil within the Western Australian public sector the value of good records management practice.**

In support of best practice record keeping throughout government, records management consultancies were conducted for a broad range of State and local government agencies this year. As well as consultancies conducted in the metropolitan area, a consultancy was conducted in the Pilbara region. Advice and assistance has also been provided to agencies in response

to enquiries ranging from manual and automated records management systems to more complex issues involving the management of electronic records and the capture of associated metadata and legislative requirements. Staff continue to take an active part in the Records and Information Management Liaison Group, Local Government Records Management Group and the newly formed Southwest Local Government Records Management Group. In addition, significant use has been made of records management listservs to post information of specific interest to industry groups.

The ongoing arrangement with the State Records Authority of NSW, authorising the State Records Office to licence WA Government organisations for the use of *Keyword AAA*, a records management thesaurus, has continued successfully this year. Training courses have been presented to government personnel to assist with the implementation and use of this product.

The Standing Committee on Public Records met on four occasions, deliberating over 107 disposal authorities. Several large disposal authorities, which had been substantially revised, were presented for approval indicating that a number of agencies are preparing for the concept of record keeping plans under the new State Records Act, once it is proclaimed. Extensive advisory and appraisal services were provided to assist each of the agencies with the preparation and submission of retention and disposal schedules.

- **To ensure good records management principles are applied to the management of electronic records.**

The increased use of computers to create and receive records has prompted the development of standards and training programs to assist senior agency personnel in the best practice management of electronic records. In response to these demands, consultancy services, advice and training are provided on all aspects of records management. Thirteen training courses and ten information sessions were conducted as part of this year's program. This included training specifically tailored for a group of government agencies with synergistic functions and objectives, as well as training and information forums presented in Carnarvon, Bunbury and Merredin.

To assist agencies with the management of electronic records an Electronic Records Handbook is being drafted.

- **To establish a framework for the development of good public records management practices.**

Information sessions were presented to encourage officials to administer records management systems in the context of their mission and functions. This aspect will receive particular attention when the new legislation is proclaimed, since agencies will be required to produce detailed record keeping plans in that context.

In addition to the annual training program for agency staff, extra training courses conducted during the year included customised presentations to senior management groups of several agencies, regional librarians and agency staff in three regional centres. One of the success stories was the training of staff in Ministers' offices in order to promote a greater awareness of the proper capture, management and disposal of Ministers' records. Prior to, and following the change of government in February 2001, almost 80 metres of archival records from Ministers' offices of the Court Government were transferred.

Considerable resources have been allocated to developing and revising manuals for the disposition of records and making them more accessible.

- The *General Disposal Authority for Human Resource Records*, *General Disposal Authority for Financial and Accounting Records* and the *General Disposal Authority for Local Government Records* were made available electronically this year.
- *Guidelines for the development of Retention and Disposal Schedules* have been drafted ready for distribution.
- *Guidelines for the provision of Customised Training* were drafted ready for broad distribution.

- **To ensure the State's public records are identified, collected and processed in such a way that the appropriate records are archived.**

Following the in-house introduction of archival box liners for material in the State Archives Collection in 1999-2000, the program was successfully extended to include all new transfers. This will significantly improve the longevity of archival records.

One feature of the year's microfilming program included the stabilisation and filming of Premier's Department and Police files up to 1900. At the time of filming, the same Premier's Department files were consulted by a Boer War historian who visited Perth on behalf of the Australian War Memorial requiring staff to manage the logistics of providing simultaneous preservation and research access to these records.

A pilot program to produce colour scans of early Lands and Survey maps saw the digitisation of approximately 400 documents. These images will eventually be made available on CD-ROM, for use in the State Records Office Search Room and on the website. The digitisation project allows the public to access valuable and fragile records while minimising the risk of damage to the original records through handling and exposure to light.

The microfilming of archival records on behalf of a number of external agencies, including the Court of Petty Sessions and the office of the Minister for Planning

(Planning Appeals) was undertaken. Quality checking, reproduction and storage of archival microfilm was also facilitated on behalf of the Family Court of Western Australia to complement that agency's own microfilming program.

Concerted efforts were made to select archival records from government schools across the State. Consignments from 33 country and metropolitan schools were received as a result.

Other government agencies to transfer archival records to the State Records Office included the departments of Conservation and Land Management, Land Administration and Resources Development as well as Fisheries WA, the Art Gallery of WA and the WA Police Service. A register of ship licenses for the Port of Onslow and a World War I telegraphic code book from the former Audit Department are interesting examples of some of the older records received this year.

- **To implement the State Records Act.**

The *State Records Act 2000* and the *State Records (Consequential Provisions) Act 2000* received the Governor's assent on the 28 November 2000. It is expected that proclamation will occur during the second half of 2001. This Act will establish an independent authority called the State Records Commission, which will report direct to the Parliament on implementation of the Act and agency compliance with legislative requirements.

reference and information services

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

Services provided

The staff of the State Reference Library provide reference and information services utilising resources held in the Alexander Library Building and from libraries and databases from around the world or across the nation. The main target group is Western Australians who need information which is not readily available from other accessible sources.

Collections and services are designed to complement the university, specialist, school and public library systems.

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

Trends

Knowledge is now an economic consideration. Across the world, countries are developing strategies to build 'knowledge economies'. Malaysia has its *k-economy*; Australia is building the *Knowledge Nation*. Major private corporations such as IBM have invested in this area through the creation of divisions such as the Institute of Knowledge Management. Intellectual capital is important and governments and enterprises are building economic structures which require knowledgeable workers who are skilled in their respective fields. Learning management systems are emerging from these interests – these systems deliver 'just in time' learning to workers in rapidly changing workplaces. This represents a major opportunity for libraries since knowledge, information and reference services are core business.

According to a survey of book sales in the United States \$12.6 billion was spent on books in 2000 – an increase of 1% on previous year. While electronic services continue to be significant and continue to grow, the book is still a fundamental source of information for many people. Libraries continue to explore the new electronic media while continuing to satisfy the demand for in-print sources.

Libraries around the world are developing consortia in order to negotiate for the acquisition of electronic resources. In Australia, state libraries have recently come together in order to purchase electronic resources.

Strategic objectives 1997 – 2001

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

major achievements for 2000-2001

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

LISWA is increasingly providing clients with access to electronic databases of full text journal articles as well as citation databases via the Internet from the 40 workstations located in the Alexander Library Building. This year client usage of the EBSCOHost database, which has been available for the full financial year, has increased by 200%. This is partly the result of greater awareness of the availability of these databases after the development of a new home page for clients using the workstations from within the Alexander Library Building.

Towards the end of the financial year a much wider range of databases was made available to clients as a result of consortia purchasing by Australia's state libraries.

The Information Gateways on LISWA's website continue to offer clients access to websites of significant relevance. Links to these sites are updated regularly providing references to new sites as they are developed and others become redundant or their relevance is diminished.

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

Clients have been able to locate information more easily as the result of the growth of the number of index entries contained on LISWA's database. The indexes sometimes guide clients to references not known to exist in other published sources, or they provide clients with the specific locations within the State Reference Library for information they may require. A major project this year saw over 5,000 index entries added, as well as the completion of procedures and training to enable more staff to participate in this important library activity.

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

Where clients require assistance with their research, staff provide quality reference assistance. During the year, 103,740 enquiries were handled in the State Reference Library. These figures

are down from the previous year, in part due to the availability of high quality online databases for clients within the building to use – statistics show that 138,581 searches were conducted on the EBSCOHost database alone during the year.

A total of 115 tours and training courses were conducted for clients during the year, including general tours of the Alexander Library Building, tours of special collections and services, and courses on how to search for information using LISWA's online catalogue and the Internet.

A number of activities were held in the Alexander Library Building during Seniors' Week 2000. The activities ranged from tracing your family history to training on Internet searching and a series of film screenings.

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

The Genealogy Centre, recently opened in 1999, handled over 8,200 enquiries during the year. Services are provided in partnership with the Western Australian Genealogical Society, and volunteers provided 1,092 hours of assistance to clients. To further develop the collection, 360 items were acquired, including a set of 40 volumes of a series entitled "Ordnance Survey Memoirs of Ireland" - written in the 1830s to accompany the 6 inch ordnance survey maps. Another significant addition to the microfiche resources was a set of electoral rolls for Victoria which now cover 1905 -1939.

The public areas of the Alexander Library Building have been recarpeted across the past two years. Such enormous physical movement provided the stimulus for reconsideration of floor layouts and service delivery points. After the success of the second floor recarpeting last year, the ground and first floors were beneficiaries this year. Significant achievements were made by giving more prominence to the Genealogy Centre on the first floor, and the introduction on the first floor of a Technical Assistance desk – this latter provided clients with expert help in the use of the wide range of equipment available.

At a strategic level, much work was undertaken to build a solid framework for the development of reference services for the future. LISWA's strategic planning project included a component of strategic planning for the State Reference Library, and a series of workshops with teams were held in conjunction with other forums to develop a position for future discussions with stakeholders and clients.

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

As well as directing clients to electronic resources from the Information Gateways on the LISWA website, we have commenced cataloguing electronic information to our main database to allow clients to be referred to relevant information no matter its location. For example access to national and international telephone directories

reference and information services

which had previously been offered from print sources is now available electronically from sources catalogued to the LISWA database. While most references on our database will be to sources we have purchased in print format, increasingly librarians will use their information management skills to catalogue alternative sources available on the web.

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

The conversion of manual catalogue entries to a digital format on LISWA's online catalogue continued during the year with 928 titles held in the State Reference Library added to the database. In addition, detailed information on the locations for

14,627 titles was added to the catalogue, enabling greater access to LISWA's extensive reference collections.

A major achievement this year was the completion of the Research Collection of Children's Literature cataloguing project. 924 entries for older books were added to the catalogue this year, and the 10,106 entries for the full collection are now listed online. Items now listed include the earliest published work in the collection (dated 1770) through to the latest works published in 2001. This is a major achievement and will be welcomed by researchers around Australia since the main collection consists of Australian children's books, as well as a representative collection of English-language children's books published overseas.



State Reference Library, Ground floor

Our objective is to provide ancillary, value added customised services and products which meet the information needs of business, the public sector and community, including the sourcing and supply of material by inter-library loan or document supply.

Services provided

Services in this area have three major streams:

- Focusing on increasing investment and sponsorship for LISWA and its services through activities that utilise LISWA's expertise, resources and assets to deliver customised products and services for which clients are prepared to pay.
- Document delivery to libraries throughout Australia and the world utilising LISWA's expertise in inter-library lending and document supply services, with particular emphasis on meeting the requirements of the people of Western Australia through their public libraries.
- Generating revenues by enhancing the experience of clients when visiting the Alexander Library Building through the provision of fee based ancillary services. These include provision of Café Pages coffee lounge, photocopying services, venue hire, The State Library Shop and The Discard Book Shop.

Business Development clearly separates LISWA's free services from fee based customised information and revenue generating services.

Trends

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

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

The National Resource Sharing Network Group has introduced a common fee for the exchange of inter-library loan material between participating members. This has occurred through the recognition that searching, locating and delivering library materials from any source regardless of its geographical or global location is a value added service to the client. The fees contribute to the cost recovery of providing the service, including the processing of requests and freight to and from the client. This sharing of global information resources enables collections to be developed to meet the specific knowledge and information needs of the local community while still being able to tap into and supply specialist material to meet clients' needs.

Resource sharing and document delivery is moving increasingly towards electronic methods of requesting, delivery, and payments processing, including electronic funds transfer (EFT). This increases the efficiency and timeliness of the service delivery, and provides for a simpler taxation compliancy and more transparent accountability.

Digital library resources are increasingly required by library users both on-site and via inter-library resource sharing. LISWA needs to be aware of, and provide input to legislative amendments in the areas of copyright and licensing arrangements to allow technology-neutral fair dealing by library users.

Strategic objectives 1997 - 2001

- To meet the need for customised fee-for-service activities while enhancing the role of free public services.
- To increase our resource base beyond that provided from the Consolidated Fund (State Budget)
- To provide Western Australians with improved access to information held in Australia and overseas
- To develop document delivery services linking public libraries to a wide variety of government and community organisations.
- To provide facilities for electronic inter-library loan requests and document delivery.

business development

major achievements for 2000-2001

Service Delivery Structure

The service delivery structure was changed to cater for the opening of The State Library Shop during 2000-01. This structure now comprises the following client focused Service Delivery Units (SDUs): Document Delivery and Customised Information Services, State Library Sales and The State Library Shop. These discrete service delivery units focused on the development and delivery of sustainable free and fee based customised information services and library products to targeted client groups.

Document Delivery

42,872 inter-library loan, photocopy or subject requests were received in 2000-2001. Of those received from public libraries, 91.58% were satisfied, that is, supplied with an inter-library loan, the requested item was purchased for stock, a photocopy was supplied, information was supplied, or the client was referred to an appropriate alternative source of information. 5,200 requests for bibliographic information were answered by the telephone enquiry service and 22,884 loans were processed. Training in inter-library lending and document supply was provided to 97 metropolitan, regional and country public library staff.

LISWA participated in three initiatives of the National Resource Sharing Working Group during the year that focus on the assessment and improvement of service delivery.

- Promotion of and compliance with the new Australian Inter-Library Resource Sharing (ILRS) Code, launched in January 2001. The new Code strengthens the sharing and supply of resources between Australian libraries, particularly in core service supply with a defined turnaround time of five working days.
- Participating in the Inter-Library Loan Benchmarking Study which collected information about general characteristics, inter-library loan costs, turnaround times, and patron satisfaction. More than 90 libraries participated and the results will be analysed by the Australian Bureau of Statistics for release in September 2001.
- Increasing the amount of information available about LISWA's services and charges in the new online Inter-Library Resource Sharing Directory.

Following the considerable preparatory work undertaken in the previous year to ensure readiness for the implementation of the Goods and Services Tax (GST) on 1 July 2000, a number of new systems were implemented: payment and invoicing of inter-library loans was centralised to allow easier compliance with the new tax system; Australian Library and Information Association (ALIA) vouchers were no longer accepted as payment for inter-library loans; and LISWA began using the Kinetica Document Delivery Service to take advantage of their payments service for GST-compliant processing of payments.

The charges for the supply of loans or photocopies to libraries

external to the State-wide network of public libraries were reviewed to comply with an Australian Taxation Office ruling on the GST, to standardise charges with other state and territory libraries, and to generate revenue. All libraries, other than Western Australian public libraries and libraries within the Ministry for Culture & the Arts, are now charged the recommended prices in the ILRS Code for the supply of library materials.

State Library Sales

The Discard Book Shop continued to adjust its product range to meet the demand and needs of clients. Sales continued to achieve desired stock turnover targets and the revenue generation made a valuable contribution to the cost recovery of the processing and storage of LISWA's discarded library materials. The sale of new publications and merchandise produced by LISWA and the Friends of Battye Library was shifted from the Discard Book Shop to the new State Library Shop in May, enabling the Discard Book Shop to focus on providing the community with the opportunity to purchase discarded library materials at affordable prices.

LISWA conducted a number of community discard book sales during the year both in the Perth metropolitan area, as well as Carnarvon, Esperance and Busselton in partnership with the local public library and local government. These discarded book sales were well attended by the public and provided an opportunity for metropolitan and regional Western Australians to purchase discarded library books at affordable prices.

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

The State Library Shop

A major business development achievement during the year was the appointment of an experienced retail book shop manager and the set-up and opening of the State Library Shop on the ground floor of the Alexander Library Building. This shop aims to support the Western Australian publishing industry, including writers, authors and publishers, by providing a specialist retail outlet for the purchase of published works on Western Australia or works written or published by Western Australians.

As well as a unique mix of published Western Australian and Australian material specialising in literature, the arts and sciences, the shop also stocks a selected range of new fiction and non-fiction books, plus other merchandise.

Value added services offered to clients of The State Library Shop include a premium title search

and ordering service to procure any item not in stock, and membership of its Regular Customer Reward Club for a small annual membership fee. Reward benefits include accumulated credited discounts of 10% on every purchase made through the shop, personal invitations to author signings and book launches, regular book reviews and new release catalogues, priority fast track order service and discounts at the coffee shop in the Alexander Library Building.

Customised Information Services

The distribution of LISWA's Catalogue on CD-ROM continued throughout the year to public libraries and in response to client demand. Positive feedback has been received from clients using this alternative electronic version of the online catalogue. The CD-ROM version provides an alternative research tool and method of access to the LISWA catalogue for clients who are unable to visit the State Library or without home Internet access.

Investigations and preliminary development was undertaken on customising the Infolink Government and Community Information Database to meet the specific information needs of individual client organisations. The objective was to provide a customised subset of Infolink information formatted to meet the clients' distribution or publishing requirements. This requires the identification and flagging of information sources within the online database which are specific to the clients' needs. This

development highlights the opportunities that exist for customised, value added information services for which clients are prepared to pay.

public programs

LISWA promotes its services to the community by organising events and experiences which inform, educate, challenge and entertain through the utilisation of LISWA facilities and collections either alone or in partnership with other organisations. These activities include publications, exhibitions, book launches, multimedia and public events.

Strategic objectives 1997 - 2001

- To make Western Australians aware of the range of LISWA's information services.
- To involve the community in interactive experiences which challenge, educate and explain.

major achievements for 2000-2001

The program of producing three major thematic exhibitions in the Centre for the Book linking Save Our Century Fund stories and objectives to the collections housed in the Alexander Library Building continued successfully this year. Major exhibitions were:

- *Quokkas to Quasars – a science story*, focused on 20 of Western Australia's greatest scientific achievements. As well as the exhibition, two public lectures were held entitled *So who let them clone Christopher Skase? focusing on medical ethics*, and *Death's best kept secrets: Forensic science*. Both proved very popular with the public.
- *Lasting Impressions – migrant stories* provided insight into the immigration story in Western

Australia. This was a cooperative venture with the National Archives in Perth displaying material from their collections. Succinct quotations from migrants extracted from LISWA's Oral History Collection became the focal point on the exhibition panels.

- We could not forgo the opportunity to celebrate the Centenary of Federation without an exhibition based on the Western Australian perspective of joining Federation. Titled *22 Days Late – an ode to Federation* the focus of the exhibition is a 9 verse poem penned by LISWA staffers, Brian Dawson, Allison Fyfe, Virginia Rowland and Steve Howell, telling the story of how WA became (reluctantly) a member of the federated states of Australia.

Our exhibition touring programme continued with bookings received from regional and metropolitan libraries for the previous exhibitions *Herstory*, *West Coast Kids*, *Now and Then*, *Cover to Cover* and *All that Glitters*.

LISWA continued to support publishers and authors by providing a venue for launches and talks. *Pipe Dream to Pipe Line* by Stan Gervis was launched in the Centre for the Book, and the Australian launch and lecture of *The Man who Drew Pooh* by Arthur R. Chandler are just two examples.

The Western Australian Premier's Book Awards were presented in June 2001 with the newly elected Premier, the Hon Geoff Gallop, presenting the awards. We were

also pleased to have the Hon Sheila McHale, Minister for Culture and the Arts, attend the presentation, and our thanks to Master of Ceremonies, Patrick Cornish. This year's Premier's Prize winner was Michèle Drouart, who also won one of the Non-Fiction Awards for *Into the Wadi*. Other winners were Robert Drewe in the Non-Fiction category for *Shark Net*, Simone Lazaroo for her novel *The Australian Fiancé*, Mark Reid in the Poetry category for *Parochial*, Kirsty Murray the Children's Books category for *Zarconi's Magic Flying Fish*, and the Dymock's Young Adults category was won by Anthony Eaton for *The Darkness*.

To promote new books and showcase the library's collections, 61 in-house displays were produced with topics as diverse as *Early Australian Movies*, *Judith Wright*, *The Human Body*, *Religious Pilgrimages*, *Ghost Towns of WA* and *Dance*. These displays are popular with clients and are a useful way to highlight particular collections and events.

The Japanese Film Festival continues to increase in popularity each year. This year the Festival films were shown at a variety of times including Friday and Saturday evenings, plus midweek screenings. Another popular outreach program is the Wednesday Matinee film screenings presented from February to November at 12.30pm. These free film screenings attracted over 3,000 patrons during the year.

LISWA has a significant Western Australian contemporary artwork collection which has appreciated in value since its purchase for the opening of the Alexander Library Building in 1985. The collection was surveyed and assessed, with 75 items in the art collection now having preservation condition reports. A re-valuation of this collection was undertaken with the assistance of the Art Gallery of Western Australia and Gregson-Flannagans Fine Art Ltd.

Procedures to ensure that the collection is appropriately housed, maintained and conserved were examined by the Preservation Working Group during the year and recommendations made on the future preservation and maintenance of the collection.

To promote the *Save Our Century Fund*, the *West Australian*, one of the Fund's founding partners, includes an historical feature in each Monday's newspaper, often using material from the heritage collections. In addition, LISWA staff have produced a fortnightly article in the *Kalgoorlie Miner* based on material from the Oral History Collection.

the western australian library society

The Western Australian Library Society, launched in November 1996, aims to involve the whole community in the life of The Library and Information Service of Western Australia. Its objects are to assist, encourage and promote interest in the Service in many ways.

Members of the Society receive a number of benefits including invitations to exhibition openings,

public lectures, book launches and special tours of the Alexander Library Building. They also receive the bi-monthly LISWA Newsletter *knowit* which keeps friends aware of what LISWA is doing to improve services and collections, as well as providing details of activities for members. Activities for members are aligned to LISWA's cycle of themes, and a number of the events which were held in 2000-01 are mentioned above.

wa state library custodians

The Western Australian State Library Custodians Inc. are a business network group which assists LISWA gain corporate support for building and preserving the library collections.

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

Ron Sheen - President
Richard Hazlewood
Patrick Breen
Helen Muir
Robert Muir
Peter Holland
Ray Steedman
Simon Dawkins
Graham McEachran
Peter Purcell
Kevin McMenemy
Lynn Allen (until March 2001)

The Custodians launched a major fundraising initiative, the *Save Our Century Fund*, in December 1998 to raise community awareness and funds for the collection, preservation and presentation of twentieth century records. Major supporters of the Save Our

Century Fund include the founding partners, West Australian Newspapers and Channel Nine Perth. Other significant sponsors are Goundrey Fine Wines and the Commonwealth Bank.

Since the launch of the campaign, the Fund has received financial donations and in kind donations in excess of \$1 million. Of particular importance in attracting attention to the campaign have been full page advertisements in the *West Australian* and announcements on Channel 9.

The Custodians were again successful in attracting a grant of \$100,000 from the Lotteries Commission to create the Western Australian Migrant Communities Archive. Three staff will be employed to build partnerships with ethnic community organisations, and assist them in identifying records of historical importance and related to the migrant experience. Records will be transferred, as appropriate, to the long-term care of the Battye Library.

A leading company in the Australian oil and gas industry, Chevron Australia Pty. Ltd., made a substantial financial donation to the Fund and has also donated a large collection of important documents and photographic material to the Battye Library. The collection of materials tells the story of the development of the oil and gas industry in Western Australia from the early days of exploration in the Kimberley in the 1920s up to the present day.

Hamersley Iron Pty. Ltd. also made a donation and has undertaken to work with staff from the Battye Library in identifying

public programs

important records of the iron ore industry that can be transferred to the Battye Library.

Financial assistance was also received from a private family trust, for a second year, to assist in the preservation and digital presentation of records of the "Story of Women" in Western Australia.

Royalties from the sale of the West Australian Newspapers Ltd publication of a *Save Our Century Fund* calendar and book, each with the title Western Australia in the 20th century, were gratefully received. Royalties were received from the sales of *Country images*, *Western Australia: a portrait of the past* which was published by The Countryman, with text by Tom Austen and containing many images from the Battye Library's Pictorial Collection.

The Save Our Film campaign, the aim of which is to attract funding and sponsorship to preserve and improve access to unique Western Australian historical films, was launched at a WA State Library Custodians function. Sponsors interested in preserving unique footage can choose from a list of fifteen films which have been identified as high priority for preservation.

friends of the battye library

The Friends of the Battye Library (Inc.) supports and promotes the Battye Library and State Records Office through its fund-raising and volunteer work. Its aim is to encourage and enhance the acquisition, preservation and use of archival and documentary

materials. Membership rights are granted to people undertaking voluntary work on the collections, and confers complimentary membership on individuals who have given special service to the Battye Library or the Friends over the years. Its patron remains Mrs Ruth Reid AM, and its President is Emeritus Professor Geoffrey Bolton. The *Friends of the Battye Library Newsletter* is produced quarterly and is sent to approximately 220 members from all over the State, with the full text of the newsletter now available on LISWA's website at <http://www.liswa.wa.gov.au/frbattnews.html>.

Over the course of the year, volunteers collectively spent 2,800 hours on tasks to sort, list, and index materials. The volunteers valuable and much appreciated contribution assists staff to ensure that more Western Australian materials can be made available to the public.

General meetings are held four times a year and this year speakers were:

- Dr Jenny Gregory from UWA Press who was informative and knowledgeable when discussing publishing and Western Australian historiography;
- Alex George who gave an interesting talk touching on aspects of his distinguished botanical career;
- Professor Geoffrey Bolton whose lively address on the life of Sir Edmund Barton, *Hunting for Toby: the writing of a political biography* was very well received;

- Leigh Hays who, with the assistance of Maryon Craig, presented a fascinating overview of the CD-ROM and website *Western Australia and Federation* which was produced with the help of a Centenary of Federation Grant.

Earnings from the generous bequest to the Friends of the Battye Library from the Estate of Maude Irene Sholl were allocated to a project in the State Records Office for the retrospective inputting of data from the old Archive Notes manual system. Friends funding will be used on another two projects: digitising and listing the Schenk donation of Mount Margaret and Warburton Mission photographs, and an index to Western Australian electoral rolls 1904-1908.

The Friends were successful with another application for a Lotteries Commission grant, this time of \$170,000 to progress the microfilming of country and goldfields newspapers published between 1877 and 1900. These are a uniquely valuable source for the pre-Federation history of Western Australia. The success of the application owes a good deal to the letters of support received from the Royal Western Australian Historical Society, the Albany Public Library, the Geraldton Regional Library, and Professor Tom Stannage on behalf of Curtin University.

managing our people

Human resource services were provided to LISWA on a bureau basis by the Ministry for Culture & the Arts. The most common services provided by the Human Resources Unit to LISWA are in the areas of recruitment, employee advice, workers compensation management and agreement negotiation.

Staffing Summary

LISWA's average Full Time Equivalent (FTE) staffing level for 2000-2001 was 260.24, compared to an average FTE of 258.64 to 30 June 2000. This includes a significant number of casual staff who contribute to client services in the State Reference Library, the J S Battye Library, and the State Library Shop and the Discard Book Shop.

LISWA continues to have high levels of part time employment and provides a range of flexible working options for staff, with 25.5% of LISWA staff having part time employment. Part time employment is most prevalent for female staff, with 51 of the 129 female staff (39.5%) having

permanent part time employment. This compares to 2 of 79 male staff (2.5%) having part time employment.

Towards Connexity – Exploring Future Directions

The first stage of developing LISWA's strategic directions for the next five years was completed with the publication of Discussion Papers on Future Directions for LISWA, 2002-2007. The Library Board participated in a consultative forum prior to the publication being sent out to a range of stakeholders and clients for comment. Due to popular demand, the papers were made available through the LISWA website and feedback has been very encouraging.

The papers were developed through a consultative process, headed by project leaders from the Senior Management Team and with teams comprising Team Leaders and other staff with an interest or expertise in the area. Soft Systems Methodology was the training and development tool, and the project leaders were responsible for facilitating meetings to gain a wide range of world views, presentation of ideas and strategies at each stage of the

methodology, and authorship of the discussion papers.

The next stage of this project is the evaluation of the feedback, further consultation with clients and stakeholders, and the articulation of LISWA's next five year strategic plan.

LISWA Values

Another project completed during the year was the LISWA "Values" project. This project commenced in 1999 and researched how management and staff within LISWA were responding to LISWA's values and our commitment to these values, the effectiveness of communication strategies, and working as teams. The first stage of the project was a focus group of staff from the level 1 to 3 classifications to evaluate staff perceptions and to develop a range of strategies for management consideration. The second stage was the meeting of team leaders across the organisation, with the purpose of evaluating staff comments and strategies, and based on their own experiences, developing a comprehensive approach to promote LISWA values across the organisation.

Staffing Profile

Note: The staffing profile does not include casual staff.

| Classification Level | As at 30 June 2000 | | As at 30 June 2001 | |
|----------------------|--------------------|----------------|--------------------|----------------|
| | Number | % | Number | % |
| Wages | 17 | 6.46 | 16 | 6.14 |
| Level 1 | 93 | 35.4 | 90 | 34.48 |
| Level 2 | 41 | 15.6 | 44 | 16.86 |
| Level 2/4 | 59 | 22.3 | 55 | 21.07 |
| Level 3 | 8 | 3.42 | 12 | 4.60 |
| Level 4 | 4 | 1.52 | 2 | 0.76 |
| Level 5 | 23 | 8.74 | 23 | 8.8 |
| Level 6 | 10 | 3.8 | 12 | 4.60 |
| Level 7 | 1 | 0.38 | 1 | 0.38 |
| Level 8 | 5 | 1.9 | 5 | 1.92 |
| Executive | 1 | 0.33 | 1 | 0.38 |
| Total | 263 | 100.00% | 261 | 100.00% |

resource management

The end result was a range of recommendations such as the development of customer service training for relevant teams, internal client satisfaction surveys, improving team ways of working, marketing, and promotion of services. The next steps are prioritising the recommendations and developing plans for the next financial year.

Advance In-house Training

The State Reference Library (SRL) has responded to a limited training budget with an innovative in-house training program for its staff. All staff within SRL have been able to access computer training, with the delivery of 492 hours of training delivered to 187 attendees. The two SRL staff who undertake this project are accredited trainers and have developed a range of modules relating to office applications associated with computers. The training is relevant to the organisation and customised to LISWA's applications. Staff book their training online and this environment enables the tracking of training attendance for individuals and training statistics for the State Reference Library. The success of this program will see its application to other areas of LISWA in the coming year, with more staff provided with relevant training that meets their needs.

Language Services Plan

LISWA has a Foreign Language Skills database which can be accessed by all staff to assist in the provision of interpretation services for clients of the Alexander Library Building. Approximately 40 languages are spoken by 53 staff within LISWA.

Occupational Safety And Health

The Occupational Safety and Health Committee meets every two months to discuss and review accident reports and issues relating to safety and health.

The personal development of staff in OSH issues was undertaken by regularly updating the safety and health notice board with new information, and the staff newsletter has also been used as a communications tool. Safety representatives were encouraged to attend WorkSafe Week 2000

during which Worksafe presented a public lecture to staff on manual handling and stress management in the workplace.

The RiskCover performance report as at March 2001 continued to show a reduced claims performance, with LISWA's loss ratio being significantly lower than the fund average loss ratio in all areas. At March 2001 LISWA had a loss ratio of 21.74 as compared to a fund average loss ratio of 75.32.

Workers' Compensation

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

| | 1999-2000 | 2000-2001 |
|--|----------------------|-----------------|
| Frequency Rate | 12 | 3.82 |
| <u>Number of LTI/D x 1,000,000</u> Total Hours Worked | | |
| Injury Index | Not available | 26.8 |
| <u>Number of days lost x 1,000,000</u> Total hours worked | | |
| Average Time Lost Rate | 16.5 | 70 |
| <u>Number of working days lost</u> Number of LTI/D | | |
| Estimated Cost of Claims per \$100 payroll | \$0.496 | \$0.4572 |
| <u>Cost of Claims Incurred x 100</u> Total Payroll | | |
| Premium Rate | 1.66% | 1.38% |
| Premium as a % of payroll | | |
| Rehabilitation Success Rate | | |
| <u>Number of Rehabilitated Employees x 100</u> Number of Eligible Employees | N/A | N/A |

information systems

LISWA uses extensive computer and communications facilities to support its service delivery and management functions. Today LISWA offers global access to its online services 24 hours a day seven days a week and receives more than 15,000 hits on the LISWA website each day.

The Information Systems team provides clients with services that allow the most effective use of LISWA's information systems. These services include the development and management of information systems and corporate information, and the provision of advice on the delivery of electronic services.

Public Internet Access

LISWA has provided public access to the Internet since 1996 and has the largest collection of free public access Internet facilities in Western Australia with fifty workstations available in the Alexander Library Building. This popular service ensures that clients without access to the Internet are not disadvantaged and are able to access reference resources on the Internet to complement the extensive collections available within LISWA.

Computer Network Upgrade

During 2000-01, the network used to deliver the Internet service was upgraded to ensure that LISWA can continue to deliver effective Internet services to meet growing demand. Because of LISWA's extensive IT systems, this required considerable planning and all systems were successfully migrated to the new platform

without any interruption to client services.

preservation services

The Preservation Services Team provides a range of services to facilitate the effective preventative conservation and conservation management programs to preserve the information and heritage materials in the LISWA collections. These include microfilming, photographic services, the conservation and restoration of heritage materials, and disaster planning and resources services.

There is considerable demand from clients for traditional service programs such as conservation of paper-based media, optical photography and microfilming, and a need to extend the expertise of staff and the range of services offered in the rapidly evolving information technology sector.

Conservation

The Conservation Unit provides conservation treatments and preventive conservation for materials that are at high risk or of high priority, and for selected valuable and rare materials in LISWA's permanent collections. While this may involve single items, the priority is collection level conservation, including treatment of bound and unbound items, maps, prints, manuscripts, drawings, books and photographic materials.

The unit worked closely with collection managers to ensure that collection material was displayed, housed and stored

under appropriate environmental conditions. The Batty Pictorial Collection was surveyed this year and recommendations made regarding appropriate polypropylene boxes to rehouse some of the material, moving items from vertical to the more appropriate horizontal storage. The book supports, previously made of foam, were replaced throughout the library with pillows made from beans which provides far better support for large or fragile volumes.

A public brochure has been produced, *Caring for your Collections*, to assist in the many enquiries from the public and will be made available on LISWA's website. It provides basic information on storage, handling, display and preservation for outreach programs, community groups and general preservation enquires.

Microfilming

Twenty microfilming projects were produced for the Batty Library, creating 714 reels of preservation and access copies. This includes a preservation master held in the 10-degree vault, duplicate copy used to produce additional copies and an access copy for public use. Some of the newspaper titles were microfilmed because of their fragile condition, as well as materials required for high public access. They included the *Western Mail* (1941-1955), *Coolgardie Miner* (1935-1957), *Mirror* (1907-1910), *Kookynie Press* (1903-1911), *Laverton Mercury* (1899-1921), *Sunday Times* (1998-1999), *Meekatharra Miner* (1909-1918), and *Scarborough District News* (1955-1965).

resource management

The Anglican Church Registers from the Private Archives Collection was a major component of this year's program. The registers consisted of baptism, marriage and burial certificates from most parishes in Western Australia covering the years 1897-1972. They were microfilmed on a 35mm planetary camera in parish order, creating over 27,200 frames. This information will be extremely useful for genealogists.

The Microfilm unit embarked on a pilot-scanning project for the State Records Office as part of their ongoing preservation program. Two sequences of Department of Land Administration cancelled public plans, consisting of 286 plans, were transferred to 29 compact discs. The project will provide alternative means of access to these plans, thus, preserving the original plans by reducing handling and copying. A DeskScan Express colour scanner was used to scan the A0 size plans. One of the advantages with this large scanner was that the scanner head does not touch the document ensuring that the item is not damaged in any way.

Other projects carried out for the State Records Office, including permanent records from government agencies, were: Police files (1883 to 1900), Premier's Department files (1894-1900), Colonial Secretary's Office records, Collie Minute books, Albany Rate books, Town Planning Appeal files and the Court of Petty Sessions records producing 636 reels and over 13,700 microfiche for preservation and access purposes for LISWA clients and agencies.

Photographic and Film Preservation

In order to provide photographic images of contemporary architecture in the metropolitan area for the *Western Perspectives of a Nation* website project, (part of the Centenary of Federation activity) a staff photographer produced 200 transparencies.

Another major photographic conservation project was the re-sleeving of over 38,000 35mm negatives from the film collection, entailing the removal of non-archival glassine sheets and replacing them with archival polypropylene sheets. This project was undertaken by a volunteer under the supervision and technical direction of the photographic staff.

Part of the program to preserve the still film collection was the inserting of 'shock absorbers' made from corrugated board into 105 drawers of full plate glass negatives to give further protection against the possibility of glass fracture. A stocktake of the permanent negative collection was also completed. Information was gathered about the various media such as glass, polyester, and collodion and they can easily be located with details such as the dimensions of each negative assisting in the management of long term storage of the preservation negatives. Additional benefits were the identification of potential problems, such as the 5"x4" negative enclosures starting to breakdown.

As part of a national strategy and to maintain LISWA's preservation film collection, a project was carried out to assess cellulose acetate. Deteriorating acetate film gives off acetic acid emissions called 'Vinegar Syndrome'.

Preservation Services carried out testing on all film held in the preservation stacks, including microfilm, microfiche, plastic negatives, motion picture and magnetic soundtrack, using A-D Strips. This information will provide data for further planning and highlighted the need for action.

financial management

Financial management services are provided to the Library Board of Western Australia jointly by the Ministry for Culture & the Arts, and staff within LISWA. The Ministry provided three outplaced officers in 2000-01 to assist under the direction of LISWA's Manager, Financial Services.

LISWA once again received an unqualified audit report on the 1999-2000 financial statements from the Office of the Auditor General.

LISWA continued to enhance its reporting tools during the year with monthly reports now including projections to the end of the financial year, supplemented by full commitments details.

Goods and Services Tax

The Financial Services team assumed the lead role in initiating and implementing the necessary changes to practices and procedures to ensure the successful transition and compliance with the requirements under the new Goods and Services Tax (GST) legislation. Both formalised and ad hoc training was provided to LISWA staff to assist with GST preparation and implementation. Staff throughout the organisation demonstrated exceptional ability to adapt to the new tax

environment, which led to the smooth and successful integration of the changes required, although some areas, such as the Building Services Branch, experienced increased workloads in adjusting methods of procurement and managing contracts.

Asset Management

A new Policy and Procedures document on 'Asset Management' was finalised and placed online for application by staff. This document is the culmination of a project initiated by Financial Services to ensure a cohesive and consistent approach to asset management in line with relevant legislative requirements. LISWA's financial practices were also streamlined to ensure that accounting procedures and internal controls over the recording of public property are properly maintained at all times.

Finance Online

Working in consultation with the Information Services Branch, electronic versions of many key financial processing forms were successfully placed on LISWA's intranet, LISWA Online. The aim was to provide staff with prompt and up-to-date forms, with full illustration via examples on how to complete them. The success of this project can be measured by the reduction in the number of incorrect forms being used and enquiries on how to complete them.

building services

The Building Services team provides a wide range of services to both internal and external clients over the full opening hours of the Alexander Library Building, including building management, security, fleet management,

occupational safety and health, venue and equipment hire, management of minor and major projects, risk management, van dock receivals and distribution, asset management, emergency planning, leasing arrangements and parking.

Building Maintenance

The Alexander Library Building has reached an age where significant funds are required to undertake maintenance and restoration works. This is indicated in the new *Strategic Building Maintenance Plan 2001-02 – 2005-06* and the *Strategic Facilities Plan* which identify a number of issues that are a priority for the organisation. These include improved access for people with disabilities, investigation of PCBs within light fittings, investigation and treatment of residual ozone depleting substances in plant, upgrading light fittings as an energy saving initiative, upgrades to emergency warning systems and lifts, and prevention of falls in the workplace. This plan is a critical tool for forward capital works planning.

Work continued on the replacement of the floor-coverings within the Library and all public areas have now been completed. Extensive planning was required to complete the project within the limited times available so that client service had only minimal disruption. Almost every available book trolley in the building was required to de-stock the shelves so these could be unbolted, moved and then reassembled in the new layouts.

Refurbishment of the air conditioning supply air fans was commenced in order to extend the

life of this critical plant and all of the fans in public areas have been upgraded. It was necessary to complete the initial works over the Easter break because the plant had to be shutdown. The works involved sealing off supply air chambers and grinding rust from the fan and chambers before repainting in accordance with relevant safety procedures for confined spaces.

A major achievement was the connection of the light load chiller to the essential services power supply, enabling air conditioning to be maintained to the State Archives and Battye Library stacks via the diesel generator during an extended power outage. This is critical to the management of the heritage collections.

New legislation regarding essential services maintenance is likely to be implemented, which will bring us into line with other states. Changes to Australian Standards relating to the treatment of cooling tower water may continue in light of continued problems with Legionnaires Disease in other states, and this will need to be monitored. Changes to the *Building Code of Australia* are also likely to have an impact, requiring refurbishments and ongoing maintenance costs. New initiatives are being considered by Standards Australia relating to disability access, with new standards to be introduced for people with vision, hearing and physical impairments.

Effective energy management is critical. Whilst significant progress has been made in the past two years, retrofitting of light fittings, modifications to light bank switching and load shedding programs are seen as a priority in

corporate governance

Accountable authority

The Library Board of Western Australia is the Accountable Authority as defined by the Financial Administration and Audit Act 1985.

The Library Board of Western Australia

Members of the Board are appointed by the Governor in accordance with *The Library Board of Western Australia Act, 1951-1983*.

| | Eligible Meetings | Attendance |
|---|-------------------|------------|
| Mr Graham McEachran (<i>Chairman</i>) (<i>Ministerial Nominee</i>) First appointed 1994. Term ends April 2002 | 12 | 11 |
| Clr Joan Cameron (<i>Deputy-Chairman</i>) (<i>Country Shire Council's Association</i>) First appointed 1990. Term ends February 2002 | 12 | 11 |
| Mr Alastair Bryant (<i>Ministry for Culture & the Arts</i>) First Appointed 2000. Term indefinite (<i>Ex Officio</i>) | 12 | 9* |
| Clr Janet Davidson (<i>City of Perth</i>) First appointed January 2001. Term ends January 2005 | 4 | 4 |
| Mr Bryn Jones (<i>Fremantle City Council</i>) First appointed 1998. Term ends February 2002 | 12 | 9 |
| Dr Lenore Layman (<i>Ministerial Nominee</i>) First appointed November 2000. Term ends February 2002 | 7 | 5 |
| Ms Kathleen Melsom (<i>Department of Education</i>) First Appointed April 2001. Term indefinite (<i>Ex Officio</i>) | 4 | 1 |
| Mr Glyn Parry (<i>Ministerial Nominee</i>) First appointed November 2000. Term ends November 2004 | 7 | 7 |
| Mrs Kay Poustie (<i>Australian Library & Information Association</i>) First Appointed 1991-93 and 1998. Term ends February 2002 | 12 | 6** |
| Mr Michael Sontter (<i>Ministerial Nominee</i>) First appointed November 2000. Term ends April 2003 | 7 | 4 |
| Dr Ray Steedman (<i>Ministerial Nominee</i>) First appointed January 2001. Term ends January 2005 | 4 | 3 |
| Clr John Walker (<i>Country Urban Councils' Association</i>) First appointed December 1999. Term ends March 2003 | 12 | 11 |
| Mrs Nola Waters (<i>Local Government Association of WA</i>) First appointed 1994. Term ends June 2002 | 12 | 11 |
| Mr David Wood (<i>Department of Education</i>) First Appointed 1997. Term indefinite (<i>Ex Officio</i>) | 7 | 5 |

* On each occasion Mr Bryant was unable to attend, another representative from the Ministry for Culture & the Arts attended the meeting.

** Ms Poustie took leave of absence from the Board for 4 months due to a possible conflict of interest.

Dr Lynn Allen was the Executive Officer to The Library Board of Western Australia from July 2000 until her resignation in March, and the position was subsequently undertaken by Ms Claire Forte.

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

Legislation

The Library Board operates under *The Library Board of Western Australia Act, 1951 - 1983*.

Responsible Minister

July 2000 – February 2001

Minister for the Arts

The Hon Mike Board JP MLA

February 2001 – June 2001

Minister for Culture and the Arts

The Hon Sheila McHale MLA

Ministry for Culture & the Arts

Since 1997, LISWA has been a service agency within the Ministry for Culture & the Arts (The Department of Culture & the Arts from July 2001). New legislation to formalise the arrangement was introduced to Parliament in 1998, but has not been proceeded with. Funds to carry out the Library Board's statutory obligations are derived from those funds appropriated to the Ministry to pay salaries, and the remaining funds needed for the Board's operations under the direct control of the Board.

Other significant legislation

The Board has complied with all relevant written law taking particular account of the following Western Australian and Commonwealth Acts.

Western Australian Acts

- Disability Services Act 1993
- Equal Opportunity Act 1984
- Financial Administration and Audit Act 1985
- Freedom of Information Act 1992
- Industrial Relations Act 1979
- Minimum Conditions of Employment Act 1993
- Occupational Health, Safety and Welfare Act 1984
- Public Sector Management Act 1994

- State Supply Commission Act 1991
- Workers' Compensation and Rehabilitation Act 1981
- Workplace Agreements Act 1993

Commonwealth Acts

- Competition Policy Reform Act 1995
- Copyright Act 1968
- Trade Practices Act 1974

specific corporate governance issues

Risk Management

A Risk Management Policy was endorsed by the Library Board and a Risk Management Manual has been developed for application within LISWA. LISWA's risk management processes will continue to be reviewed and updated in line with legislative requirements.

Freedom of Information

The *Freedom of Information Act 1992* created a general right of access to documents held by State and local government agencies. During 2000-2001, The Library and Information Service of Western Australia received no Freedom of Information applications for access to information under the Freedom of Information Act, 1992.

The Library Board of Western Australia (the Board) provides support for and commitment to the Freedom of Information (FOI) Legislation. A copy of LISWA's Information Statement, together with internal policies and procedures which have an effect

or potential effect on members of the public, are available for public inspection from the FOI Coordinator in the Alexander Library Building.

FOI Coordinator
Library and Information
Service of Western Australia
Alexander Library Building
Perth Cultural Centre
PERTH 6000

Telephone: (08) 9427 3444

Facsimile: (08) 9427 3336

Compliance with Section 175ZE of the Electoral Act 1907

During 2000-01, The Library Board of Western Australia did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

\$64,148.24 was spent on radio & newspaper advertising for events, sales, and exhibitions. \$2,640 was spent sponsoring *Trek Online Magazine*. \$2,898.23 was spent advertising Hire Venues and \$15,704.42 was spent advertising and promoting the opening of the State Library Book Shop. \$37,800.34 was spent on advertising for staff recruitment.

Compliance with Public Sector Management Act 31(1)

Human resources services are provided to the Library and Information Service of WA by the Human Resources Business Unit of the Ministry for Culture & the Arts in accordance with a Service Delivery Agreement.

corporate governance

The Public Sector Standards in Human Resource Management were made available to all staff through LISWA's Intranet, LISWA Online. Also, the Ministry for Culture & the Arts Standards and Guidelines Manual are accessible to all staff.

Responsibility for compliance with the Standards and ethical codes is documented through LISWA Online.

A compliance monitoring and assessment program has been developed and implemented in the Ministry for Culture & the Arts. The program provides for the assessment of transactions and for the audit of human resource systems and processes. The program includes periodic external validation and audit of compliance.

The LISWA Code of Conduct was released to staff in February 1998 after extensive consultation with staff. The Code of Conduct has processes for breaches of the Code.

1. In the administration of the Agency, I have complied with public sector standards in human resource management, the Public Sector Code of Ethics and LISWA's Code of Conduct.
2. I have put in place procedures designed to ensure such compliance and conducted appropriate internal checks to satisfy myself that the statement made in 1 is correct.
3. There were no breach applications lodged with regard to recruitment and selection at LISWA during 2000-2001.



Claire Forte
Acting State Librarian and
Chief Executive Officer

members of the library board of western australia

chairman



Mr Graham McEachran

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

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

Graham has been a member of numerous other boards and is a member of the Business Faculty Advisory Committee at Edith Cowan University. All his life, Graham has haunted libraries and bookshops.

Graham hopes to contribute his commercial and business experience to the Board, as well as his specific expertise in

strategic information technology investment, a key success area for the Library and Information Service.

deputy chairman



Councillor Joan Cameron

Joan Cameron was appointed to the Library Board in 1990. A member of the Board's Executive since 1991 and Vice Chairman of the Board from 1993 to 1997 and again from 1998 to the present, she was an inaugural member of the Library Board's Standing Committee on Public Libraries in 1991 and chaired the Committee from 1993 to 1997.

With a background as a bibliophile and legal executive, Mrs Cameron has been a farmer and grazier for over thirty years and has been active in community affairs in that time. Whilst being impressed by, and dedicated to, the library system as a whole, there is a particular interest in small and isolated rural libraries which provide such a vital and comprehensive service to people who have limited access to cultural, educational and recreational facilities. Coming to the Board with twenty years experience as a Councillor of the Shire of Plantagenet and having been a former long standing member of the Country Shire

Council's Association Executive, she is interested in seeing the partnership between the Board and local government strengthened.

members



Mr Alastair Bryant

Alastair Bryant is the Director General of the Ministry for Culture & the Arts, made up of the Art Gallery of WA, the WA Museum, LISWA, Perth Theatre Trust, ScreenWest and ArtsWA. In addition to being on the Library Board, he is a Trustee of the Museum, and serves on the Boards of the Art Gallery and the Perth Theatre Trust. Prior to his current appointment he held the position of Commissioner of State Revenue for six years.

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

Alastair is an active Rotarian and was a foundation member of the Heirisson Club and is a past President of that club. He was awarded a Paul Harris Fellow in recognition of his service to the Heirisson Club.

members of the library board of western australia



Cllr Janet Davidson

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

Councillor Davidson is secretary to the National Council of Women and Convener for Science and Technology, and she has been involved in the Australia Day Celebrations and Northbridge Festival Committee as a councillor for the City of Perth.



Mr Bryn Jones

Bryn Jones was an elected member of the Fremantle City Council where he has taken an active interest in the automation of the City Library and the provision of free Internet access to library users. He is a member of the steering committee of "Fremantle On-Line", a project which is developing an integrated approach to information

technology for the city. This includes the role of IT in economic development, customer service, and participation and democracy.

Bryn is a senior lecturer in Information Technology and Communications at Notre Dame University, situated in the west end of Fremantle. He provides consultancy services on the planning and implementation of information technology in schools and the development of online curriculum.



Dr Lenore Layman

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



Ms Kathleen Melsom

Ms Melsom is Assistant Director

of Learning and Teaching at the Education Department of Western Australia.



Mr Glyn Parry

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

His community work includes Community Leader with the WA Drug Abuse Strategy Office and the 2000-2001 Youth Panel of the Australia Council for the Arts.



Mrs Kay Poustie

Kay Poustie is a Director of Poustie Consulting Pty Ltd, specialising in consultancies in the library and information industry and local government. She held the position of Manager, Libraries, Arts and Culture at the City of Stirling for sixteen years, strategically positioning the library

service to become the busiest in Western Australia.

Kay was an inaugural member of the Bertelsmann International Network of Public Libraries, an international group of 14 public library managers responsible for undertaking research on issues pertinent to public libraries. She is now a Consulting member of the Network.

She is also Director of AIMA Training and Consultancy Ltd., and has held various positions in the Australian Library and Information Association, including four years as the Chair of the Board of Education and Member of the Executive of the General Council of the Association. She was made a Fellow of the Association for her contribution to public libraries and the profession in 1997.



Mr Michael Sonter

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

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



Dr Ray Steedman

Dr Steedman has over thirty years experience in providing national and international ocean and environmental sciences and engineering services to the oil and gas and mining industries, and government. He was a founder and director of Steedman Limited and related entities from 1974 to 1989, and executive director of Oceanroutes Australia Pty Ltd and other related Swire Group companies.

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

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

Environmental Covenancing Committee.

Clr John Walker

John Walker is an elected councillor with the City of Albany, and Deputy Mayor. He has a background as a farmer and grazier, and is a member of the Great Southern Road Forum; the Rainbow Coast Regional Council and Waste Management Committee; Timber 2002; Albany Chamber of Commerce; and Chairman of the Joint Venture Saleyard Committee. He is the City of Albany delegate to the Country Urban Councils' Association and President of that body since August 1999.

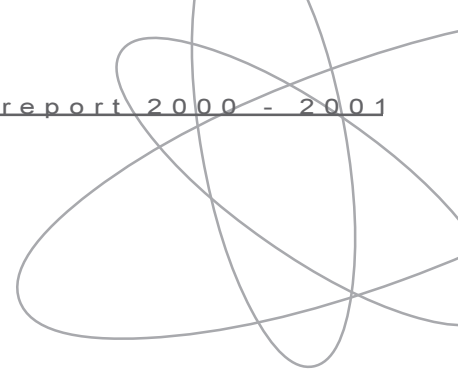


Mrs Nola Waters

Nola Waters has been a Councillor of the City of Cockburn for 22 years. She is employed by the Education Department as a teacher assistant in junior primary schools.

Mrs Waters has been a staunch supporter for the public library system in Cockburn and played a major role in the establishment of the branch library at Coolbellup.

standing committee on public records



The Standing Committee on Public Records is a sub-committee of the Library Board of Western Australia.

| | |
|---|--|
| Clr Nola Waters , <i>Chairperson</i> | Library Board |
| Ms Kay Poustie | Library Board |
| Professor Geoffrey Bolton | Historian |
| Mr Michael Sonter | Law Society / Library Board |
| Mr Phil Chapman | Records and Information Management Liaison Group |
| Mr Neil Granland | Records Management Association of Australia (WA) |
| Ms Jenny Edgecombe | Australian Society of Archivists |
| Ms Rhonda Beaton <i>(until August 2000)</i> | Local Government Records Management Group |
| Ms Diane Jowett | Local Government Records Management Group |
| Dr Lynn Allen , <i>Ex officio</i> <i>(until March 2001)</i> | CEO and State Librarian, LISWA |
| Ms Claire Forte , <i>Ex officio</i> | Acting CEO and State Librarian, LISWA |
| Mr Chris Coggin , <i>Executive Secretary</i> | Director: State Records Office |
| Ms Isabel Smith , <i>Secretary of the Committee</i> | Team Leader: State Records Office |
| Mrs Norma Shopland , <i>Minutes Secretary</i> | State Records Office |

Terms of reference

Since its first meeting in April 1991 the Standing Committee on Public Records has operated under the terms of reference originally set for it in 1990, namely to make recommendations to the Library Board with regard to:

- the retention and disposal of public records; and
- other matters incidental thereto.

Activities

The Standing Committee on Public Records met on four occasions during the year and recommended 107 disposal authorities for Board approval. Major retention and disposal schedules were approved for the Water Corporation, Government Employees Superannuation Board, Totalisator Agency Board, Ministry for Culture & the Arts, and East Pilbara College of TAFE.

Approval was also given to a further schedule produced by the Education Department of Western Australia as a comprehensive revision of the Schools Schedule approved in 1994.

Chief Executive Officer and State Librarian

Dr Lynn Allen (*until March 2001*)

Ms Claire Forte

Appointed to Acting position April 2001

Director: Public Library Services

Mr George Cowcher (*Acting until February 2001*)

Ms Susan Feeney

Appointed: February 2001

Director: J S Battye Library

Dr Ronda Jamieson

Appointed: March 1999

Director: State Records Office

Mr Chris Coggin

Appointed: May 1995

Director: State Reference Library

Ms Claire Forte (*until April 2001*)

Mr Brian Dawson

Appointed to Acting position April 2001

Director: Strategic Support & Development

Mr Peter Lambert

Appointed: May 1999

Chief Information Officer

Mr Graham Hilton

Appointed: March 1995

Manager: Business Development

Mr Greg Doehring

Appointed: February 1995

Manager: Organisation Development

Ms Carole Baetge

Appointed: August 1995

Manager: Public Programs

Mr Doug George

Appointed: October 1996

Consultant: Policy & Evaluation

Ms Julie Ham

Appointed: May 1997

FINANCIAL INTERESTS OF PRINCIPAL OFFICERS

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

**AUDITOR GENERAL**

To the Parliament of Western Australia

**THE LIBRARY BOARD OF WESTERN AUSTRALIA
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2001**

Scope

I have audited the key effectiveness and efficiency performance indicators of The Library Board of Western Australia for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

The Board is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance and appropriateness of the performance indicators in assisting users to assess the Board's performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

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

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of The Library Board of Western Australia are relevant and appropriate for assisting users to assess the Board's performance and fairly represent the indicated performance for the year ended June 30, 2001.

A handwritten signature in black ink, appearing to read 'K O'Neil'.

K O O'NEIL
ACTING AUDITOR GENERAL
November 22, 2001

outcome

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

Funds for the Library Board of Western Australia were included in the 2000-01 Budget Statements under the outcome for the Ministry for Culture & the Arts. These funds were allocated to the Ministry's Output 2: Library, Archival and Information Services.

The Library and Information Service of Western Australia contributes to this outcome by:

- Meeting the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, information and support services, and through the provision of reference and information services to individuals and organisations from the Alexander Library Building.
- Maintaining and providing access to Western Australia's documentary heritage to meet the needs of current and future customers.
- Ensuring public records of continuing value are available for use by government agencies and the public through the provision of records and archival management services.
- Creating cultural experiences by displaying and interpreting information through exhibitions, publications and on the Internet.

key effectiveness indicators

The extent to which the State Government's contribution to the public library system is delivered to meet the information and reference needs of public library users.

The ratio of LISWA public library stock to State population

LISWA provides a circulating stock to public libraries. To meet this requirement the Library Board has a policy of maintaining an overall stock of 1.25 items per capita. Each year funding is provided to purchase new stock, but this is offset by the discard of worn out stock and population increases which offset these stock increases in real terms.

Number of items per capita

| | |
|---------|------|
| 1996-97 | 1.30 |
| 1997-98 | 1.27 |
| 1998-99 | 1.27 |
| 1999-00 | 1.25 |
| 2000-01 | 1.24 |

Note: (1) While the stock in public libraries increased in 2000-01, this increase was not sufficient to account for the additional 23,600 people in WA.

(2) The population estimate of the WA population for 2000-01 is 1,897,400 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics December Quarter 2000)

(3) Public Library Stock includes 65,000 items in the Core Stack - a collection of final copies of books available for inter-library loan.

Percentage of inter library loan requests which were satisfied.

| | |
|---------|--------|
| 1996-97 | 92.12% |
| 1997-98 | 90.75% |
| 1998-99 | 92.26% |
| 1999-00 | 93.70% |
| 2000-01 | 91.58% |

Note: (1) By satisfied, the person was supplied with an inter-library loan, the requested item was purchased for stock, a photocopy was provided, information was provided, or the person was referred to an appropriate alternative source of information.

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

The extent to which the public's information requirements are satisfactorily met in a timely, cost effective and efficient manner by services available from the Alexander Library Building.

LISWA provides information services to clients from the State Reference Library, the J S Battye Library of West Australian History and the State Records Office. These clients have been surveyed for a number of years to determine their satisfaction with the services provided. The same survey form is used for clients of the State Reference Library and the Battye Library, with a more targeted form used in the State Records Office reflecting their more specialised clientele. Administration of the survey in the State Reference Library and Battye Library was by a sample of 870 clients for one week, with a set number of forms distributed each day (and at different times) for 7 days. The State Records Office surveyed 80 clients using the search room as well as 20 regular researchers by mail. The response rate was 86%, with a standard error rate of $\pm 1.27\%$.

performance indicators

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

| | June 1997 | June 1998 | June 1999 | June 2000 | June 2001 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| Satisfied or very satisfied | 87.6% | 89.8% | 92.3% | 89.4% | 89.5% |
| Neutral | 8.1% | 7.9% | 5.4% | 7.3% | 8.7% |
| Dissatisfied | 0.9% | 1.15% | 1.4% | 0.9% | 1.1% |
| Did not respond | 3.4% | 1.15% | 0.9% | 2.4% | 0.7% |

Note: 2000-01 satisfaction rates for individual areas were:

- 95.5% for the Battye Library
- 87.6% for the State Reference Library
- 93.4% for the State Records Office.

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

During May-June 2001 a survey was conducted to measure government agency client satisfaction with the major services offered by the State Records Office. The survey focused on the 127 agencies who had utilised two or more areas of service during the current year. Responses were received from eighty (80) agencies, a 63% response rate, and a standard error rate of $\pm 6.67\%$. While this error rate is higher than what is recommended for surveys, given the number of government agencies in Western Australia, this survey contained a high percentage of the target population.

Respondents who thought services were good or very good:

| | 1996-97 | 1997-98 | 1998-99 | 1999-00 | 2000-01 |
|--|---------|---------|---------|---------|---------|
| Consultancy Services | 96% | 96% | 96% | 100% | 100% |
| Records Management Advice | n/a | n/a | 94% | 92% | 98% |
| Disposal Authority Formulation | 96% | 95% | 93% | 90% | 96% |
| Publications | 95% | 94% | 89% | 85% | 89% |
| Training Courses | 93% | 94% | 96% | 91% | 93% |
| Archival Records Loan Service | 77% | 92% | 90% | 96% | 100% |
| Temporary Records Loan Service | 75% | 85% | 75% | 86% | 100% |
| Overall Satisfaction with SRO Services | n/a | n/a | n/a | n/a | 97% |

Note: The training course evaluation represents the agency's evaluation of the range of courses and service delivery as distinct from the individuals evaluation on the day of the training.

efficiency measures

Output 2

Library, Archival and Information Services.

Cost of Exchanging stock

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

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

| | |
|---------|--------|
| 1996-97 | \$2.22 |
| 1997-98 | \$2.17 |
| 1998-99 | \$2.21 |
| 1999-00 | \$2.09 |
| 2000-01 | \$2.16 |

Note: 399,693 items were distributed in 2000-2001, a decrease of 3,492 over the number in 1999-2000. The increase in costs was due to both increased salary costs and the decrease in the number of items distributed.

Enquiry Services

Providing information to the public is a vital service of the Battye Library and the State Reference Library. While these costs are measured per enquiry, it also includes the time staff spend on indexing, developing and providing guidance to the collections. Staff in the Battye Library answered 60,913 consultancies and enquiries, and the State Reference Library 103,740.

Cost per enquiry

| | Battye Library | State Reference Library |
|---------|----------------|-------------------------|
| 1996-97 | \$11.84 | \$9.07 |
| 1997-98 | \$10.97 | \$8.24 |
| 1998-99 | \$ 9.54 | \$8.04 |
| 1999-00 | \$ 9.35 | \$9.52 |
| 2000-01 | \$10.07 | \$11.24 |

Note: The increase in 2000-01 is due to a decrease in the number of enquiries and consultancies and an increase in salary costs.

Retrieving documents for researchers in the Archives search room

With all archival material stored in closed stacks, identifying and retrieving documents for researchers is a very staff intensive process.

Cost per document retrieved for researchers

| | |
|---------|--------|
| 1996-97 | \$5.46 |
| 1997-98 | \$4.53 |
| 1998-99 | \$4.34 |
| 1999-00 | \$4.64 |
| 2000-01 | \$4.71 |

Note: (i) The increase in costs is mainly due to reduced retrievals.
(ii) From 1996-97 this figure only includes government records, as the private archives collections were transferred to the J S Batty Library.

Costs for Acquiring and Maintaining the Collections

Each year over 7 million dollars are spent purchasing stock for public libraries and the permanent collections in the Alexander Library Building. Considerable resources are allocated to purchasing, cataloguing and processing new stock and maintaining the permanent collections.

Cost per title of acquiring public library stock.

| | |
|---------|---------|
| 1996-97 | \$13.34 |
| 1997-98 | \$11.02 |
| 1998-99 | \$10.25 |
| 1999-00 | \$12.58 |
| 2000-01 | \$12.51 |

Note: (1) Figures for 1996-97 and 1997-98 include costs for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. Since 1998-99 the figure is for public library stock, the bulk of the orders.
(2) The decrease in 2000-01 is due to increased orders for public library stock.

Unit cost of preparing public library stock for use.

| | |
|---------|--------|
| 1996-97 | \$0.81 |
| 1997-98 | \$0.81 |
| 1998-99 | \$0.59 |
| 1999-00 | \$0.89 |
| 2000-01 | \$0.88 |

Note: Figures for 1996-97 and 1997-98 were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. From 1999-2000 the figure is for public library stock, the bulk of the stock (233,105 items), which decreased by 41,285 in 2000-2001.

Unit cost of cataloguing new titles for stock.

| | All stock | Public Library stock | State Reference Library stock | J S Batty Library stock |
|---------|-----------|----------------------|-------------------------------|-------------------------|
| 1996-97 | \$22.25 | | | |
| 1997-98 | \$21.10 | | | |
| 1998-99 | | \$6.07 | \$32.64 | \$54.51 |
| 1999-00 | | \$7.30 | \$39.46 | \$48.69 |
| 2000-01 | | \$7.33 | \$30.52 | \$52.14 |

Note 1: Figures for 1996-97 to 1997-98 were based on total costs of the Bibliographical Services Branch and included all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs and the 1998-99 figures reflect this and are separated into stock for each client area. The figures now more accurately reflect the different levels of cataloguing for different types of stock and client groups.

- (i) Public library stock includes large numbers of junior and fiction stock which receives minimal cataloguing, with most non-fiction being copy cataloguing.
- (ii) State Reference Library stock requires additional subject access and has a range of material which requires original cataloguing such as music, recordings, videos and maps.
- (iii) The cost of cataloguing stock for the Batty Library reflects the high level of cataloguing required for this material (for which LISWA has national responsibility) and the amount of original cataloguing for unique Western Australian material.

Note 2: Although expressed in terms of titles catalogued, these figures include time staff spend on retrospective conversion of material, updating records and maintaining the database to a high standard. The Team Leader for the Batty Bibliographical Services Team also has organisational responsibility for maintaining database standards and training staff. In 2000-01 the cost of cataloguing public library stock and stock in the Batty Library increased due primarily to increased salary costs, but these were offset for State Reference stock, where significantly more titles were catalogued while constraining cost increases.

cost of maintaining the permanent collections

Cost per support staff activity

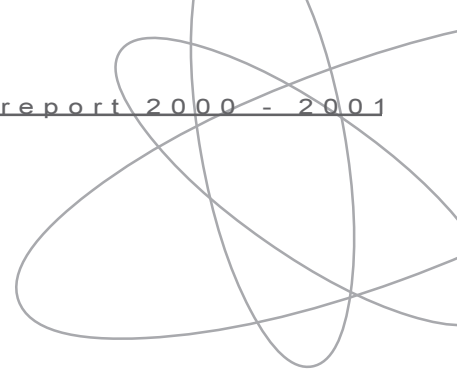
Support staff activities counted are current serial issues processed, new materials processed and items re-shelved.

| | J S Batty Library | State Reference Library |
|---------|-------------------|-------------------------|
| 1996-97 | \$2.32 | \$2.01 |
| 1997-98 | \$1.80 | \$1.90 |
| 1998-99 | \$1.96 | \$1.70 |
| 1999-00 | \$1.96 | \$1.86 |
| 2000-01 | \$1.76 | \$2.49 |

Note: The number of support staff activities in 2000-2001 decreased, however, costs also increased in the State Reference Library with staff engaged in other activities.

performance indicators

certification of
performance indicators



In accordance with the *Financial Administration and Audit Act* and Treasurer's Instruction 904, we hereby certify that the accompanying Performance Indicators are based on proper records and fairly represent the performance of The Library Board of Western Australia for the year ending 30 June 2001.

Graham McEachran, Chairman of the Board

Joan Cameron, Vice Chairman of the Board

23 August 2001

outcome

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

In 2000-2001, LISWA reported under Output 2, Library, Archival and Information Services, for the Ministry for Culture & the Arts in the Budget Statements. These output measures reflect both the output measures in the 2000-2001 Budget Statement and the target measures for 2001-2002, which have slightly different measures. The performance measures below are not audited.

Output 2: Library Archival and Information Services

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

| | 1999-00 Actual | 2000-01 Target | 2000-01 Actuals | 2001-02 Target |
|--|-------------------|-------------------|--------------------|-------------------|
| quantity | | | | |
| Information Interactions | 3,374,975 | 3,500,000 | 3,615,944 | 3,650,000 |
| Items maintained which support WA's collection management | 3,267,979 | 3,400,000 | 3,602,590 | Not applicable |
| Number of new items added to the collections | 378,797 | 374,000 | 323,609 | 350,000 |
| quality | | | | |
| Client satisfaction with services | 89% | 91% | 90% | 90% |
| Client satisfaction with products | 91.5% | 93% | 96% | Not applicable |
| % collections covered by collection development policies | 99% | 100% | 100% | 100% |
| % of collection stored according to appropriate standards | 99% | 99% | 99% | Not applicable |
| Adherence to collection policy for acquisition | 99% | 99% | 99% | Not applicable |
| timeliness | | | | |
| Time taken from order to dispatch (public library collections) | 118 days | 130 days | 133 days | 125 days |
| Hours the Library is open | 74.5 hours | 74.5 hours | 74.5 hours | 67.5 Hours |
| cost | | | | |
| Information interactions | \$7.46 | \$7.34 | \$6.89 | \$5.97 |
| New items added to the collections | \$28.47 | \$27.69 | \$34.60 | \$41.50 |
| Average cost per item in the collection | \$1.45 | \$1.03 | \$1.11 | Not applicable |

output measures

notes on the output measures

Quantity

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

The number of items maintained indicates the total number of items in LISWA's collections. These include the public library collections and the reference and heritage collections housed in the Alexander Library Building. This measure covers a variety of formats which are measured in different ways, but the overall figure gives a trend in the collections maintained. This measure will not be used in 2001-2002.

The number of new items added to the collections provides an indication of the spending power of the acquisitions budget, although most heritage materials are not purchased. This figure includes not only the purchase price for new items, but also the cost of acquiring, cataloguing and processing those collections ready for use.

Quality

The satisfaction rate is a combined measure of feedback from our clients to the services and products provided. Our products include exhibitions, publications and training courses developed by LISWA staff which interpret the collections and provide information to clients.

Establishing a collection development policy to meet the needs of clients, and then adhering to this policy, is the main measure of quality for a large diverse library collection. All of LISWA's collections are now covered by collection development policies. Setting the quality measure for adherence to collection policy at 99% reflects the difficulty of adhering to a collection policy 100% of the time when many staff are purchasing and appraising nearly 400,000 items per year. Some mistakes do occur.

The collections stored adequately is also at 99% because some films and photographs in the J S Battye Library of West Australian History are not stored to Australian standards.

Timeliness

The timeliness measure reflects the number of hours per week that people can physically access the Alexander Library Building. However, through the LISWA website, LISWA provides access to the database and some digital collections 24 hours a day.

The time taken from the ordering to the dispatch of public library stock to a sample of country and metropolitan libraries is used as the measure for collections. Performance is improving as recommendations from the Public Library Resources Review are implemented.

Cost

Cost figures for the 2000-2001 estimated costs are from the 2000 budget statements. The 2000-2001 Actuals reflect the cost per interaction achieved based on the resources LISWA allocated to each output and a proportion of the costs from the Ministry for Culture & the Arts in 2000-2001.

The following people were employed by The Library Board of Western Australia as at 30 June 2001. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

public library services

Director : Public Library Services

Susan Feeney

Administrative Assistant

Claire Harloe

Library Advisory Services Team

Team Leader

George Cowcher

Consultants

Consultant: Multicultural Services

Pearl Tan

Consultant: Seniors Services

Ruth Balding

Consultant : Special Needs

Yvonne Morant

Consultant : Young Peoples Services

Sue North

Consultant: Public Library Services

Michelle Gherghinis

Librarians

Nola Allen
Michael Cuomo
Oliver Gatty
Norene Garry
Leonie Hayes
Sue Hunter
Karin Jones
Tom Knapp

Library Officer

Anne Oakes

Stock Management Services Team

Team Leader

Ian Kane

Supervising Clerk: Maintenance Team

Kathy Wilkinson

Supervising Clerk: Outgoing Exchanges Team

Roger Ford

Supervising Clerk: Incoming Exchanges Team

Krystyna Kudla

Library Officers

Cindy Baty
Pat Cambridge
Teresa Epps
Jenny Feehan
Yvonne Grant
Pam Gulley
Diane Herbert (seconded)
Ken Hewitt
Jenny Mars
Maria Milos
John Naturalny
Pamela Pilmer
Clint Polman
Daniella Popiel
Brian Pratt
Lynsey Scott
Amrick Singh
Peter Thackray
Brian Walker
Alan Wyncol

Store Officers

Colin Arrowsmith
Terry Cambridge
Ryan Guddan
Phillip Hough
Valma Bell

Van Drivers

Zachary Bell
Gary Obrecht
David Rowe

Bibliographical Services Team

Team Leader

Gladys Douthwaite

Librarians

Jane Jeleric
Joan McKenna
Ursula Wiejowski

Orders Coordinator

Pat Hyde

Library Technician

Wendy Monaghan

Senior Clerk: Orders

Anita Freeman
Helen Marsh (M/L)

Senior Clerk: Invoices

Deborah Jones

Senior Clerk: Processing

John Rebick

Library Officers

Pam Beveridge
Alex Brennan
Kim Buccino
Zofia Carter
Antonetta Fernandes
Lorraine Karas
Gregory Kirby
Karen Lydon
Jo O'Connor
Jeanette Shepherd
Nicola Smith
Pat Szabo

Store Officers

Catherine McIntyre
Ron McPherson

j s battye library of west australian history

Director: Battye Library

Ronda Jamieson

Administrative Assistant

Patricia Barr

staff members

**Original Materials and
Information Services Team****Team Leader**

Jennie Carter

Librarians

Gerard Foley

Steve Howell

Julie Martin

Archivist: Private Archives

Michael Price

Secretary: Oral History

Valda Kiely

Library Technicians

Fiona Caratozzolo

Maryon Craig

Brenda Ellen

David Jones

Library Officers

Gail O'Hanlon

Diana Ridge

Carl Studd

**Migrant Communities Archive
Project Coordinator**

Leigh Hays

**Information Materials and
Information Services Team****Team Leader**

Brian Stewart

Librarians

Sue Byrne

Alison Hocken

Glenda Oakley

Carol Smith

David Whiteford

Library Technician

Jan Skillington

Senior Clerk

Robert Reece

Library Officers

Lynley Edwards

Mawghan Elverd

Meredith Howell

Mary Jones

Andrew Macdonald

Sue Osmond

Bibliographical Services Team**Team Leader**

Beth Frayne

Librarians

Angela Don

John Draffin

Robyn Edwards

Senior Clerk

Pat Willans

Library Officers

Lucy Dal Busco

Linda Davis

Rachel Turner

**state records
office****Director : State Records Office**

Chris Coggin

Administrative Assistant

Norma Shopland

Archival Services Team**Team Leader**

Tom Reynolds

Archivists

Damien Hassan

Ted North

Lise Summers

Archives Officers

Maria Carvalho

Jessica Morris

Archives Assistants

Ken Cramphorn

Peter Di Marco

Patrick McCourt

Recordkeeping Services Team**Team Leader**

Isabel Smith

Recordkeeping Consultants

Martin Fordham

Anne Gill

**Recordkeeping Advisory
Officers**

Paul Ferridge

Lena Stekl

Support Officer

Doug Carrie

**state reference
library****Director: State Reference
Library**

Brian Dawson

Secretary

Wendy Mekisic

Arts & Literature Team**Team Coordinator**

Nicole Piontek

Librarians

Marilyn Carcavas

Julianne Clifford

Anne Keehan

Mary Lewin

Mary Magaraggia

Jeya Ponnuthurai

Carol Rikli

Library Officers

Linda Black

Paul Buttsworth

Derek Chantler

Kay Commons

Lucien Duwooz

Bibliographical Services Team**Team Leader**

Barbara McGuire

Librarians

Sai-Kee Kek
Pam Marciano
Kathy Rawlinson
Robin Robinson
Jeri Tatian

Serials Coordinator

Karen Godfrey

Acquisitions Coordinator

Kerry Randall

Library Officers

Betty Bilton
Grace Chiu
Linda Laycock (M/L)
Glenys Oakes
Renata Roberts

Business & Management Team

Team Leader

John Toomey

Librarians

Jude Cooper
Caroline Dowling
Pam Phelan
Salwa Soliman

Library Technician

Virginia Burris

Senior Clerk

Tanya Daddi

Library Officers

Evelyn Bullin
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss

Industry & Technology Team

Team Leader

Gabrielle Reynolds

Librarians

Peter Bloomfield
Brenda Collins
Kate Eckersley (M/L)

Carmel McRobert

Senior Clerk

Sharon Pratt

Library Officers

Julie Ellender (Leave)
Samantha Fairbanks
Jenny Leunig
Angela Maw

Music & Performing Arts Team

Team Coordinator

Julie Sheren

Librarians

Allison Fyfe
Janet Hocken
Jane Jones

Library Officers

Dixie Moore
Gayle Roberts

Social Sciences Team

Team Leader

Gaye Sweeney

Librarians

Russell Hamilton
Susan Henson
Sue Sondalini

Library Technician

May Pye

Senior Clerk

Jolanta Andres

Library Officers

Ewa Bieniawski
Eileen Branson
Moiria Harding
Cecil Hare
Sue Ryan

**strategic support
& development**

Director: Strategic Support & Development

Peter Lambert

Preservation Services

Manager

Pat Griffiths

Senior Conservator

Stephanie Bailey

Conservator - Books

Timothy Cooke

Conservation Technician

Susan Anderson

Conservation Assistant

Ian Donaldson

Coordinator Micrographic

Lee Blackford

Micrographic Technicians

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

**Coordinator Photographic and
Multimedia Services**

Toni Munro

Photographic Technician

Robert Diggins

Clerk

Maria Jakovcich

Financial Services

Manager

Janet Yap

Financial Officer Budgeting

Lilian Dinardo (Outplaced)

Supply Officer

Kim Armstrong (Outplaced)

Finance Officers

Diana Edwards (Outplaced)

staff members

Daniel Hutchinson

Building Services**Manager**

Rob Didcoe

House Officer

Lorraine Beck

Van Dock Supervisor

Victor Thorpe

Bookings Officer

Pat Skidmore

Maintenance Officer

Brian Howard

Storeman

Jeff Booth

Duty Officers

Sam Earnshaw

Rimar James

Mike Phillipsz

Tim Riley

Des Tonge

Information systems**Chief Information Officer**

Graham Hilton

Coordinator: Application Services

Kaye Hill

Coordinator: Information Technology

Dianne Calway

Coordinator: Corporate Information

Jill Jones (M/L)

LIDDA Administrator

Collett Richards

Web Administrator

Illona Tobin

Network Administrator

Ivelina Staneva

Contractors

Shaun Bennett

Tricia Rolls

Jessica Forbes

Senior Corporate Records Officer

Tarmila Cook

Administrative Officer

Fiona Petersen

Officers

Geoff Carruthers

Wendy Sharratt

Business development**Manager: Business Development**

Greg Doehring

Document Delivery Services**Team Leader**

Ross Withnell

Librarians

Barbara Harris

Pena Polmear

Library Technician

Sue McDonald

Senior Clerk

Julie Jennings

Library Officers

Carole Casbolt

Simon Eadie

Bill Hollis

Sandra Jones

Kate Kenny

Caroline Nightingale

Helen Reece

Marta Rossignoli

Annette Stephens

Dianne Young

State Library Sales**Bookshop Manager**

Alyson De Souza

Coordinator Discard Sales

David Hodgson

Client Service Officer: The Discard Book Shop

Maureen D'Rozario

executive & strategic management**Chief Executive Officer and State Librarian**

Claire Forte

Senior Executive Assistant

Lesley Smith

Manager: Organisation Development

Carole Baetge

Consultant: Policy & Evaluation

Julie Ham

Project Leader: Western Stories

Patrick Moore

Project Officer: Save Our Century Fund

Pauline Jamieson

Executive Assistant

Jean Duff

Library Officers

Shirley D'Cruze

Jane Masterman

Public Programs**Manager**

Doug George

Exhibitions Coordinator

Penny McKay

Production Assistant

Dana Tonello

Researcher

Virginia Rowland

Nola Allen

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

Judge, Eve Pownall Award for Information Books

Judge, Tim Winton Young Writers Award

Judge, Christobel Mattingley Young Writers Award

Reviewer, *Magpies: Talking About Books For Children*

Carole Baetge

"Introduction to Discussion Papers; Methodology and process", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Jennie Carter

Secretary and Meeting Coordinator, Friends of the Battye Library Inc.

Committee Member, State Aboriginal Records Taskforce, Family and Children's Services

"Mastering the maze: resources in the Battye Library", presentation, *Let Records Speak!* The 9th Australasian Congress on Genealogy and Heraldry, September 2000

Chris Coggin

Member, Geographic Names Committee

Member, Friends of Battye Library (Inc) Committee

Member for WA, Council of Federal, State and Territory Archives

Member, "Bringing Them Home" Records Task Force

"Generators, Guardians and Gatekeepers: The function and role of recordkeeping and the State Records Office of Western Australia", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

"International forum on recordkeeping legislation" panel

leader, National Archives of Australia, Canberra, February 2001

George Cowcher

Member, Community Services Co-Location Committee (Dept of Commerce and Trade)

Member, Regional Services Committee (Ministry for Culture & the Arts)

"21st Century Public Library Services: The function and role of LISWA" (with Susan Feeney), *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

"Public libraries in Western Australia", *Ohio Libraries*, Spring 2001

Brian Dawson

"Document delivery: the perspective of a public music library", in: *Continuo*, vol 29, 2000, pp27-30.

Greg Doehring

"Increasing Investment: income generation for survival or growth?", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Brenda Ellen

Secretary, ALIA (WA Branch) Library Technicians' Section

Susan Feeney

"21st Century Public Library Services: The function and role of LISWA" (with George Cowcher), *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Gerard Foley

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

Curated film program for the Association of Moving Image Archivists Conference, Regional Audio-visual Archivists Interest Group Session, Montreal, Canada

Presentation and curated film program for *Let Records Speak!* The 9th Australasian Congress on Genealogy and Heraldry, September 2000

"Western Australia: history and images", *The Oxford Companion to Australian Film*, Melbourne: Oxford University Press

"Back to the Future: Motion Pictures as Archives", *knowit*, November-December 2000

Martin Fordham

Editor, Friends of Battye Library (Inc.) Newsletter

Contributor, *Informaa Newsletter* (RMAA WA Branch), *Western Archives Newsletter*, and *Friends of Battye Library (Inc) Newsletter*

"Managing and Accessing Government Records" presentation to regional public librarians, Merredin, June 2001

"Public Sector Recordkeeping Responsibilities and Legislative Requirements", presentation to staff of the Country High Schools Hostels Authority, Perth, June 2001

Claire Forte

Member, Council of Australian State Libraries (CASL)

Member, CASL Consortia and Licensing Working Group

Member, CASL Partnerships in Education Working Group

Member, CASL Reference Services Working Group Member, Online WA Advisory Council

"Smart Reference: Exploring the future for a state-funded information and knowledge based service", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Beth Frayne

Convenor, WA Kinetica Users' Group.

staff achievements

Convened four meetings and represented this group and LISWA at the Kinetica Annual Users Meeting, in Melbourne

"LISWA indexing", panel presentation, WA Technical Services Network meeting, Alexander Library Building, June 2001

Allison Fyfe

Western Australian Representative, International Association of Music Libraries (IAML) Australian Branch

"LISWA indexing", panel presentation, WA Technical Services Network meeting, Alexander Library Building, June 2001

Doug George

Member, Council of Australian State Librarians (CASL), Public Programs, Public Affairs and Communications Group

Anne Gill

"Records and Archives, What to keep? And what to toss out?", presentation to senior staff of the Environmental Health Branch of the Health Department of WA and to staff of Ministers' offices, September 2000

Michelle Gherghinis

Judge, Tim Winton Young Writer's Competition

Julie Ham

Member, CASL Public Libraries Statistics Group

Damien Hassan

Editor, Australian Society of Archivists (WA) Committee

Contributor, *Informaa Newsletter* (WA Branch), *Western Archives Newsletter*, *Western Ancestor Journal* and *Friends of Battye Library (Inc) Newsletter*

"Records relating to Aboriginal People and the Administration of Aboriginal Affairs held by the State

Records Office of WA", in: *Studies in Western Australian History*, no. 22, 2001, pp 169 – 176

Leigh Hays

Western Australia and Federation, a CD-ROM and website published in November 2000

"Western Australia and Federation", presentation, Friends of Battye Library, May 2001

Kaye Hill

Member, Western Australian Innopac Users' Group (WAIUG) Committee

Council of Australian State Librarian's Representative, National Library of Australia's Kinetica Advisory Committee

Graham Hilton

Member, OnlineWA Expert Reference Group, Dept of Commerce and Trade

Member, Online Services Reference Group, Dept of Commerce and Trade

Member, Internet Access Working Group, Information and Communications Policy Advisory Council

"Networking Knowledge: The role of LISWA within the information society", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Steve Howell

"Western Australian Information Sources". presentation, *Let Records Speak!* The 9th Australasian Congress on Genealogy and Heraldry, September 2000

Ronda Jamieson

Award of Doctor of Philosophy in History from Murdoch University for thesis titled *Country Storekeeping: A case study of the Daw family businesses in Ravensthorpe, and other country areas of Western and South Australia*

Member, WA Professional Advisory Panel, Winston Churchill Memorial Trust of Australia

Member, Friends of Battye Library Committee

"Heritage Collections of the Future", *Discussion Papers on Future Directions for LISWA 2002-2007*, LISWA, May 2001

Opening speaker, Oral History of Australia (WA) conference, 20 August, 2000

"Using the LISWA online catalogue to discover riches from the Battye Library", and a panelist for "Golden West in text and images", New Norcia Library Lecture, 19 October 2000

"Accessing online photographs and records from Battye Library collections", presentation to Regional Librarians

Contributor *Friends of Battye Library Newsletter, Knowit*

Julie Martin

Treasurer, Friends of the Battye Library Inc. Committee

"The Battye Library's Pictorial Collection" presentation, *Let Records Speak!* The 9th Australasian Congress on Genealogy and Heraldry, September 2000

Yvonne Morant

Committee member, Ministry for Culture & the Arts Disability Services Advisory Committee

Sue North

Committee member, ALIA Children's & Youth Services Section (WA Group)

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

Committee member, Conference Committee for the Children's Book Council Conference

Judge, City of South Perth Christobel Mattingley Young Writers Competition

Ted North

Member, Australian Society of Archivists (WA) Committee

"Services and Collections", presentation, joint LISWA / National Archives Public Seminars, Geraldton and Dongara, November 2000

Michael Price

"Sir Gerard Smith", *The Western Scribe*, July 2000

Tom Reynolds

Treasurer, Australian Society of Archivists (WA)

Member, Council of Federal State and Territory Archives, Reference and Access Group

"Archival sources for local history studies", presentation, ALIA Local Studies seminar, Perth, August 2000

Isabel Smith

Member, Council of Federal, State and Territory Archives, Current Records Issues Working Group

Member, Records and Information Management Liaison Group, Executive Committee

Technical Advisor, Contract and Management Services, Common Use Contracts, Temporary Records Storage

Advisor, Machinery of Government workshop presented by Quality Records Services Pty Ltd, June 2001

"The State Records Bill", presentation to Members of Parliament, October 2000.

"Records Management Practices and Legislative Requirements", presentation to the Executive Team of the WA Museum, February 2001

"State Records Act 2000", presentation to members of the Records and Information Management Liaison Group, February 2001

"Electronic records and data management", presentation to management groups of the WA Land Information System, May 2001

Sue Sondalini

"Resources at the State Reference Library of Western Australia", paper, *Let Records Speak!* The 9th Australasian Congress on Genealogy and Heraldry, September 2000

"1880 – 1910: Genealogical records relating to Western Australia", paper, National Capital Family History Seminar, Canberra, 20 – 22 April 2001

Regular contributor to *Western Ancestor*, the journal of the Western Australian Genealogical Society Inc.

"The Genealogy Collection", radio interview, 100FM Radio, Fremantle, 22 August 2000

Brian Stewart

Deputy Presiding Member, Bassendean Library Advisory Committee

"Information Services Management", presentation, Edith Cowan University, March 2001

Lise Summers

Convenor, Australian Society of Archivists (WA)

Member, ALIA Local Studies Section, WA & National Committees (until October 2000)

Member, National Trust's Defence Heritage Committee

"Records and Archives, What to keep? And what to toss out?", presentation to staff of Ministers' offices, September 2000

"Heritage resources in the State Records Office of WA", seminar to students of the Research Institute of Cultural Heritage, March 2001

"An Insider's Guide to AN24", presenter, sandwich seminar to members of the public, June 2001

Gaye Sweeney

Branch Councillor, ALIA (WA Branch)

"The winning CV", presentation, Group Mentoring (GUMP), Curtin University of Technology, library studies graduates, Floreat Public Library, March 2001

Pearl Tan

Award, Associate in Music, Australia (AMusA)

David Whiteford

Member, Rail Heritage Committee, National Trust of Australia (WA)

"Local History and Genealogical sources in the J S Battye Library", presentation, combined Pilbara Regions Libraries meeting, Marble Bar, July 2000, and Goldfields Regional Libraries meeting, Kalgoorlie, October 2000

Presenter, public workshops, joint LISWA/National Archives of Australia, September 2000, Greenough Regional Libraries meeting, Dongara, and Geraldton, December 2000

Ross Withnell

"Interlibrary Resource Sharing Code", presentation, WA Kinetics User Group, February 2001

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

LISWA representative, CASL Copyright Working Group

staff awards

terry campbell courtesy award

The Terry Campbell Courtesy Award is awarded to a staff member who, on a particular occasion or, by general attitude to the public or to staff, has shown great courtesy and helpfulness. Nominations are received from staff members or members of the public.

The award is in memory of Terry Campbell (1931-1989) who worked as a receptionist and telephonist with LISWA. She was unfailingly helpful and courteous and this award aims to recognise staff who display these characteristics.

The award was given to the following staff in 2000-01:

- **Paul Ferridge**
- **Geoff Carruthers**
- **Virginia Burris**

megan sassi award

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

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

The 2000 Megan Sassi Award was presented to **Jane Jones** from the Music and Performing Arts Library for her diligence in delivering reference services to a wide range

of clients, as well as developing existing services for the benefit of clients and colleagues. Jane has relished the opportunities which have emerged due to the proliferation of digital reference sources and she has passed her knowledge and enthusiasm on to colleagues through her participation in *Advance*, the State Reference Library's training unit.

james hammond award

The James Hammond Award is presented for the attainment of excellence in the field of book selection and library education.

This award, presented by Mrs Hammond, commemorates James Hammond who made an outstanding contribution to librarianship during his time as Chief Assistant Librarian of the Library Board of WA from 1954-1972.

The 2001 Award was made to **Nola Allen** in the Public Library Services team for her work in the evaluation and selection of junior resources for the State's public libraries, and her exceptional knowledge of literature for young people. Nola's expert knowledge of resources for children and young adults, and her consummate ability to select a range of quality materials for public libraries is acknowledged not only by her colleagues within LISWA and public libraries, but also by authors, booksellers, editors and critics who often seek her advice.

2000 special achievement awards

The Chief Executive Officer has instigated special achievement awards, to acknowledge an

outstanding contribution by either an individual staff member or a team.

The 2000 Special Achievement Awards were presented to:

Damien Hassan from the State Records Office Archival Services team for his work on the *Documenting a Democracy* website project.

David Hodgson from the Business Development team for organising and managing LISWA's metropolitan and country discard book sales.

Daniel Hutchinson from the Finance team for his work on debt recovery, asset management and procedures for the implementation of the GST.

Pauline Jamieson from the Executive Services team for her work as Senior Executive Assistant and in supporting the WA State Library Custodians and the Save Our Century Fund.

Julie Sheren from the Music and Performing Arts Library team in the State Reference Library for her work as Coordinator of the team.

Jan Skillington from the Battye Library's Information Services team for work in the automating the Ephemera Collection card catalogue.

Patti Szabo from the Public Library Bibliographical Services team for her work in relation to charges for lost and damaged books and the introduction of the GST

Illona Tobin from the Information Systems team for maintaining and developing LISWA's websites.

new liswa publications in 2000-2001

- *Discussion Papers on Future Directions for LISWA, 2002-2007* (May 2001)
- *Annual report / The Library and Information Service of Western Australia. (Annual) Free*
- *knowit: the official newsletter of The Library and Information Service of Western Australia. (Bi-monthly)*

other current publications available

Bibliographies

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

The Genealogy Centre Resource List: Australasia (Bibliographical Series No. 2) (1999)
This is a guide to the extensive collections of Australasian resources held in the Centre.

Corporate

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

Commitment to service: your window on the world of information: LISWA's customer service charter / Library and Information Service of Western Australia. ([1995], 13p.).

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

Exhibition publications and brochures

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

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

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

Genealogical and Historical guides

Access to ancestors: a research kit of resources in the State Archives of Western Australia. (1990, 247 microfilm reels, 77 microfiche, guide (36p.)) **Details available on request from the State Records Office.**

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

The Genealogy Centre Resource List: Australasia (Bibliographical Series No. 2) (1999)

This is a guide to the extensive collections of Australasian resources held in the Centre.

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

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

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

LISWA Research Series

The following issues in the LISWA Research Series are available.

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

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

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

publications

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

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

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

State Records Office

The State Records Office publishes a range of handbooks and guides. Prices are available on application.

Records Disposal: a handbook for government agencies/ State Records Office of Western Australia. (2000).

Policies and Standards Manual: Records management/ State Archives of Western Australia. (1992 incremental).

General Disposal Authority for Human Resource Management Records/ State Records Office of Western Australia (1999). Electronic format now available.

General Disposal Authority for Local Government Records/ State Records Office of Western Australia. (1999). Electronic format now available.

General Disposal Authority for Financial and Accounting Records/ Public Records Office of Western Australia. (1995). Electronic format now available.

How to Design a Records Management Procedure Manual/ Public Records Office of Western Australia (1995).

Writing Competitions

Grandma Frog and other Stories: A compilation of stories from the "Connecting All Ages" Writing Competition organised by LISWA during 1999 to celebrate the International Year of Older Persons.



workload indicators

2000-2001 (as at 30 June 2001)

Workload indicators for 2000-01 operations and stock levels are provided on the following pages, along with figures for the previous five years.

| OPERATIONS | 1995-96 | 1996-97 | 1997-98 | 1998-99 | 1999-00 | 2000-01 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Visitors to the Alexander Library Building | 458,245 | 560,125 | 793,230 | 749,044 | 711,755 | 688,988 |
| PUBLIC LIBRARY SERVICES | | | | | | |
| Total public libraries and extension services | 228 | 230 | 234 | 236 | 236 | 238 |
| Additional volumes in public libraries- Development Program | 44,436 | 60,415 | 74,535 | 85,845 | 33,538 | 23,412 |
| Volumes despatched on Exchange Program | 418,137 | 444,523 | 393,459 | 384,134 | 403,185 | 399,693 |
| Volumes repaired in-house | 15,027 | 9,447 | 15,234 | 25,197 | 24,790 | 27,388 |
| Information materials distributed | 317,979 | 282,055 | 200,955 | 243,097 | 155,086 | 107,165 |
| Information enquiries | 3,795 | 3,261 | 3,267 | 4,291 | 4,164 | 4,271 |
| Multi-language volumes lent | 64,249 | 54,234 | 67,961 | 69,286 | 56,679 | 60,570 |
| Number attending training courses | 347 | 172 | 311 | 352 | 396 | 501 |
| WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES | | | | | | |
| J S Battye Library | | | | | | |
| Information enquiries and consultancy | 66,313 | 61,125 | 64,792 | 65,811 | 67,887 | 60,825 |
| New Researcher registrations | | | | 209 | 649 | 667 |
| Material retrieved /reshelved after public use | 123,871 | 151,802 | 144,555 | 146,823 | 143,817 | 140,645 |
| New index entries | 6,627 | 3,418 | 3,158 | 8,449 | 9,637 | 13,686 |
| Infolink database records updated | 6,281 | 4,287 | 11,895 | 7,684 | 5,368 | 6,182 |
| STATE RECORDS AND ARCHIVAL MANAGEMENT SERVICES | | | | | | |
| Information Services | | | | | | |
| Information enquiries | 9,988 | 11,685 | 12,606 | 13,836 | 14,241 | 14,929 |
| New Researcher registrations | | | | 552 | 375 | 307 |
| Documents used by researchers | 19,961 | 17,495 | 18,021 | 20,154 | 19,248 | 21,562 |
| Records Management and Archival services | | | | | | |
| Consultancies with State and local government | 42 | 97 | 53 | 45 | 38 | 34 |
| Series registered | 174 | 88 | 53 | 120 | 56 | 120 |
| Government archive consignments processed | 217 | 161 | 129 | 174 | 139 | 240 |
| Archival loans to government agencies | 4,132 | 3,498 | 4,186 | 5,297 | 5,664 | 6,739 |
| Loans of intermediate records to agencies | 2,871 | 2,416 | 1,692 | 911 | 638 | 805 |
| REFERENCE AND INFORMATION SERVICES | | | | | | |
| State Reference Library | | | | | | |
| Information enquiries | 134,153 | 151,815 | 139,988 | 141,024 | 115,324 | 103,740 |
| Stock reshelved after public use | 467,236 | 472,601 | 442,418 | 436,902 | 397,201 | 304,151 |
| Scores, cassettes and scripts lent to members | 39,615 | 35,631 | 35,998 | 36,131 | 35,723 | 36,276 |
| Film and video loans to organisations | 17,009 | 11,395 | 7,480 | 7,130 | 6,174 | 5,718 |
| Films / videos viewed in State Film and Video Library | 6,163 | 4,424 | 3,110 | 3,421 | 3,550 | 3,117 |
| Total membership of the State Music Library | 8,720 | 8,346 | 8,217 | 7,939 | 7,540 | 7,234 |
| Total membership of the State Film and Video Library | 2,076 | 2,064 | 2,248 | 2,372 | 2,491 | 1,806 |

workload indicators

2000-2001 (as at 30 June 2001)

| OPERATIONS | 1995-96 | 1996-97 | 1997-98 | 1998-99 | 1999-00 | 2000-01 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| ACCESS TO INFORMATION TECHNOLOGY | | | | | | |
| Searches on LISWA's database | | 1,896,523 | 1,891,225 | 2,049,600 | 2,448,276 | 2,732,892 |
| Hits on the LISWA Website | | | | 3,054,101 | 4,470,156 | 5,926,272 |
| Searches on EBSCOhost database | | | | | 106,640 | 147,653 |
| Number of Internet sessions booked | | | | 1,079 | 43,062 | 41,113 |
| Number of records on LISWA's database | 680,601 | 718,098 | 755,410 | 810,895 | 864,741 | 927,619 |
| Number of items linked to LISWA's database | 2,827,348 | 2,941,305 | 3,009,191 | 3,153,044 | 3,219,446 | 3,300,656 |
| Number of index entries in the database | | | 11,787 | 32,394 | 61,094 | 92,840 |
| BIBLIOGRAPHICAL SERVICES | | | | | | |
| Acquiring stock | | | | | | |
| Number of orders raised | 29,310 | 31,911 | 31,106 | 29,669 | 30,587 | 32,962 |
| Items processed for Public Library Services stock | 275,617 | 326,353 | 262,475 | 264,650 | 274,390 | 233,105 |
| Serial issues processed for Alexander Library Building stock | 92,727 | 97,176 | 96,116 | 91,448 | 89,434 | 74,741 |
| Cataloguing stock | | | | | | |
| Total number of titles catalogued | 29,602 | 33,893 | 34,565 | 32,486 | 34,251 | 37,108 |
| Titles catalogued for Public Library Services | 17,769 | 17,965 | 17,120 | 19,659 | 21,888 | 23,713 |
| Titles catalogued for State Reference Library | 13,431 | 10,872 | 11,958 | 7,938 | 6,494 | 7,511 |
| Titles catalogued for J S Battye Library | see above | 4,905 | 5,487 | 5,405 | 5,869 | 5,884 |
| PRESERVATION SERVICES | | | | | | |
| Reels of microfilm produced | 994 | 1,912 | 1,358 | 727 | 1,333 | 1,234 |
| Microfilm jackets produced | | | 16,234 | 11,122 | 1,323 | 5,053 |
| Negatives made for stock | 4,606 | 882 | 3,569 | 1,332 | 3,859 | 833 |
| Items produced for outside orders | 2,766 | 3,529 | 2,437 | 1,661 | 1,975 | 1,656 |
| Protective encasements | 3,895 | 3,910 | 4,332 | 3,749 | 2,869 | 2,308 |
| Public enquiries | 239 | 85 | 92 | 113 | 116 | 86 |
| DOCUMENT DELIVERY SERVICES | | | | | | |
| Number author/title and subject requests received | 69,783 | 69,683 | 64,674 | 53,902 | 48,572 | 41,667 |
| Reference and location enquiries | 18,011 | 17,633 | 12,550 | 9,451 | 6,728 | 5,200 |
| Loans arranged | 39,657 | 34,970 | 33,139 | 28,140 | 27,023 | 22,884 |
| Photocopy requests received | 2,831 | 2,468 | 2,019 | 1,768 | 1,506 | 1,213 |
| PUBLIC PROGRAMS | | | | | | |
| Exhibitions/displays mounted | 70 | 57 | 50 | 49 | 94 | 68 |
| Total number of items published or printed | 282 | 240 | 161 | 144 | 304 | 188 |
| Media releases prepared | 19 | 20 | 15 | 12 | 18 | 16 |



**Annual Report of
The Library Board of Western Australia**

FINANCIAL STATEMENTS

2000-2001

**AUDITOR GENERAL****To the Parliament of Western Australia****THE LIBRARY BOARD OF WESTERN AUSTRALIA
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2001****Scope**

I have audited the accounts and financial statements of The Library Board of Western Australia for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

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

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

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

Audit Opinion

In my opinion,

- (i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys and the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the Statement of Financial Performance, Statement of Financial Position and Statement of Cash Flows and the Notes to and forming part of the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards, other mandatory professional reporting requirements and the Treasurer's Instructions, the financial position of the Board at June 30, 2001 and the results of its operations and its cash flows for the year then ended.

K O O'NEIL
ACTING AUDITOR GENERAL
November 22, 2001

THE LIBRARY BOARD OF WESTERN AUSTRALIA
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2001

| | <i>Note</i> | 2000/01 \$000 | 1999/00 \$000 |
|--|-------------|------------------|------------------|
| COST OF SERVICES | | | |
| Expenses from ordinary activities | | | |
| Employee expenses | 3 | 10,436 | 10,313 |
| Supplies and services | 4 | 2,790 | 3,140 |
| Maintenance | | 784 | 948 |
| Borrowing Costs expense | 5 | 2,333 | 2,338 |
| Grants & subsidies | 6 | 444 | 456 |
| Depreciation expense | 7 | 9,574 | 9,523 |
| Other expenses from ordinary activities | 8 | 13 | 43 |
| Total cost of services | | <u>26,374</u> | <u>26,761</u> |
| Revenues from ordinary activities | | | |
| User charges and Fees | | 212 | 172 |
| Sales | | 464 | 520 |
| Repayments and recoveries | | 545 | 610 |
| Interest revenue | | 11 | 10 |
| Trading profit (Bookshop) | 9 | 3 | 0 |
| Commonwealth grant | | 122 | 222 |
| Other revenue from ordinary activities | 10 | 229 | 21,472 |
| Total revenues from ordinary activities | | <u>1,586</u> | <u>23,006</u> |
| NET COST OF SERVICES | 21 | 24,788 | 3,755 |
| REVENUES FROM GOVERNMENT | | | |
| Consolidated fund - recurrent appropriation | 11 | 14,450 | 14,288 |
| Consolidated fund - capital appropriation | 11 | 400 | 700 |
| Resources received free of charge | 11 | 10,271 | 9,974 |
| Total revenues from Government | | <u>25,121</u> | <u>24,962</u> |
| CHANGE IN NET ASSETS | | 333 | 21,207 |
| Net increase/(decrease) in asset revaluation reserve | | 28,109 | 14,609 |
| TOTAL CHANGES IN EQUITY | | <u>28,442</u> | <u>35,816</u> |

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

**THE LIBRARY BOARD OF WESTERN AUSTRALIA
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2001**

| | Note | 2000/01 \$000 | 1999/00 \$000 |
|--|--------|------------------|------------------|
| CURRENT ASSETS | | | |
| Cash assets | 12, 21 | 1,616 | 1,844 |
| Restricted cash assets | 12, 21 | 240 | 120 |
| Receivables | 13 | 228 | 115 |
| Inventories | 14 | 57 | 0 |
| Prepayments | 15 | 348 | 270 |
| Total current assets | | <u>2,489</u> | <u>2,349</u> |
| NON-CURRENT ASSETS | | | |
| Property, plant, equipment | 16 | 67,349 | 50,993 |
| Library Collections | 16 | 76,313 | 66,937 |
| Works of Art | 16 | 1,676 | 305 |
| Total non-current assets | | <u>145,338</u> | <u>118,235</u> |
| Total assets | | <u>147,827</u> | <u>120,584</u> |
| CURRENT LIABILITIES | | | |
| Payables | 17 | 528 | 835 |
| Accrued expenses and other liabilities | 18 | 561 | 779 |
| Interest - bearing liabilities | 19 | 1,230 | 1,174 |
| Total current liabilities | | <u>2,319</u> | <u>2,789</u> |
| NON-CURRENT LIABILITIES | | | |
| Interest - bearing liabilities | 19 | 23,959 | 24,689 |
| Total non-current liabilities | | <u>23,959</u> | <u>24,689</u> |
| Total Liabilities | | <u>26,278</u> | <u>27,477</u> |
| NET ASSETS | | <u>121,549</u> | <u>93,107</u> |
| Equity | | | |
| Accumulated surplus/(deficiency) | 20 | 64,333 | 64,000 |
| Asset Revaluation Reserve | 20 | 57,216 | 29,107 |
| TOTAL EQUITY | | <u>121,549</u> | <u>93,107</u> |

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

**THE LIBRARY BOARD OF WESTERN AUSTRALIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2001**

| | Note | 2000/01 Inflows (Outflows) \$000 | 1999/00 Inflows (Outflows) \$000 |
|--|------|---|---|
| CASH FLOWS FROM GOVERNMENT | | | |
| Recurrent appropriation | | 14,450 | 14,288 |
| Capital appropriation | | 400 | 700 |
| Net cash provided by government | | 14,850 | 14,988 |
| Utilised as follows: | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Payments | | | |
| Payments to employees & related costs | | (442) | (146) |
| Payments to suppliers | | (3,585) | (4,055) |
| borrowing costs | | (2,325) | (2,308) |
| Subsidies paid | | (443) | (456) |
| GST payments on purchases | | (1,106) | (17) |
| GST payments to taxation authority | | 0 | 0 |
| Grants and subsidies from government sources | | 122 | 222 |
| Receipts | | | |
| User Fees and Charges | | 676 | 770 |
| Interest received | | 11 | 10 |
| GST receipts on sales | | 144 | 0 |
| GST receipts from taxation authority | | 883 | 0 |
| Other operating revenue | | 587 | 733 |
| Net cash used in operating activities | 21 | (5,478) | (5,247) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Payments for purchases of non current physical assets | | (9,013) | (9,700) |
| Net cash used in investing activities | | (9,013) | (9,700) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| Proceeds of borrowings from WA Treasury Corporation | | 500 | 2,252 |
| Repayment of borrowings to WA Treasury Corporation | | (1,173) | (1,092) |
| Net cash provided by financing activities | | (673) | 1,160 |
| Net increase/(Decrease) in cash held | | (314) | 1,201 |
| Cash assets at the beginning of the financial year | | 1,844 | 597 |
| Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year | | 86 | 46 |
| CASH ASSETS AT THE END OF FINANCIAL YEAR | 12 | 1,616 | 1,844 |

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 2001

1. significant accounting policies

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

General Statement

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

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

The statements have been prepared on the accrual basis of accounting using the historical cost convention, with the exception of certain non-current assets which subsequent to initial recognition, have been measured on the fair value basis in accordance with the option under AAS 38(5.1) (see notes 1(c) and 16).

(a) Net appropriation determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer provides for retention of the following moneys received by the Board:

- Proceeds from fees and charges; and
- Proceeds from training courses provided.

Retained revenues may only be applied to the outputs specified in the 2000-2001 Budget Statements.

Total retained revenues for 2001 is \$1.6M
(2000-\$1.9 M; exclude abnormal item)

(b) Grants

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

(c) Revaluation of land and buildings

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

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

The transitional provisions in AAS 38 (10.9)(b) have been applied to land and buildings. The 2001 revaluation of the Board's land and buildings undertaken by the Valuer General's Office for the Government Property Register, are recognised in the financial statements. Valuation based on Integrity 3 (kerbside valuation) was used. Written down values for both the Alexander Library and Dianella Repository buildings were adjusted in line with these valuations (see Note 16).

**notes to the financial statements
for the year ended 30 June 2001****(d) Library collections**

In the past, no value was assigned to the Board's collection of books, periodicals, microfilm, etc. They were not shown as assets but treated as consumables in the year of purchase.

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

Each year, the latest year's purchases are added and the earliest year's purchases (from five years previous) deleted. For 2000/01, purchases of \$6.195M have been added and the purchases in 1995/96 of \$6.825M have been subtracted.

Another section of the Board's collections was brought to account for the first time in 1998/99. This related to the State Reference Library collections, and ten years purchases was deemed to represent an appropriate useful life. An amount of \$12.265M was included in the assets that year. As with the Public Library Services collection, each year the latest year's purchases are added and the earliest year's purchases (from ten years previous) deleted. For 2000/01, purchases of \$1.042M have been added and the purchases in 1990/91 of \$1.310M have been subtracted.

The heritage collections were taken up as assets for the first time in 1999/00. The collections, valued at \$21.108M, were based on the cost of replacing those assets, the services they provide, average values of similar size collections at other libraries and itemised values for particular items. Adjustment to the valuation practice during 2000/01 resulted in an increment of \$9.971M to the value of this collection. Three collections were not valued; i.e. private archives, the ephemera collection and the state archives collection. Unlike the Public Library Services and State Reference Library collections, these heritage collections will not be depreciated, as their service potential has not, in any material sense, been consumed during the reporting period.

(e) Depreciation of non-current assets

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

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

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

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

(f) Employee entitlements

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

notes to the financial statements for the year ended 30 June 2001

(g) Leases

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

(h) Receivables

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

(i) Accrued salaries

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. The Board considers the carrying amount approximates net fair value.

(j) Payables

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

(k) Inventories

The Board's inventories relate to stock held at the new State Library Shop which commenced operation during 2000/01. The inventories are valued at the lower of cost and net realisable value.

(l) Investments

The Board accrues interest on its interest bearing and overseas accounts. The interest revenue is recognised as it is accrued.

(m) Interest – bearing liabilities

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

(n) Resources received free of charge or for nominal value

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

(o) Foreign currency translation and hedges

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

notes to the financial statements for the year ended 30 June 2001

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

(p) Revenue recognition

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

(q) Rounding of figures

The figures in the financial statements have been rounded to the nearest thousand dollars.

(r) Comparative figures

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

2. ministry for culture & the arts

With effect from 1 July 2001, the Ministry was renamed the Department of Culture & the Arts, as part of the new Government's "Machinery of Government" strategy.

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

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

| | 2001 | 2000 |
|----------------------------------|---------------|---------------|
| | \$000 | \$000 |
| 3. employee expenses | | |
| Salaries and wages | 10,110 | 9,989 |
| Other staff cost | 326 | 324 |
| | <u>10,436</u> | <u>10,313</u> |
| 4. supplies and services | | |
| Services and contracts | 2,216 | 1,872 |
| Communications | 258 | 252 |
| Consumables and sundry materials | 316 | 1,016 |
| | <u>2,790</u> | <u>3,140</u> |
| 5. debt servicing costs | | |
| Interest paid | 2,283 | 2,288 |
| Guarantee fees | 50 | 50 |
| | <u>2,333</u> | <u>2,338</u> |

notes to the financial statements for the year ended 30 June 2001

| | 2001 | 2000 |
|--------------------------------|--------------|--------------|
| | \$000 | \$000 |
| 6. grants and subsidies | | |
| Regionalisation | 200 | 194 |
| Association for the Blind | 162 | 141 |
| Other grants and prizes paid | 82 | 121 |
| | <u>444</u> | <u>456</u> |
| 7. depreciation expense | | |
| Buildings | 971 | 819 |
| Computer equipment | 302 | 271 |
| Furniture and equipment | 166 | 159 |
| Library acquisitions | 8,135 | 8,274 |
| | <u>9,574</u> | <u>9,523</u> |

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

8. other operating expenses from ordinary activities

| | | |
|-----------------------------|-----------|-----------|
| Capital purchases | 0 | 13 |
| Bad debts/asset written off | 3 | 11 |
| Other | 10 | 19 |
| | <u>13</u> | <u>43</u> |

9. trading profit

| | | |
|--------------------|-------------|----------|
| Sales | 17 | 0 |
| Cost of sales: | | |
| Purchases | (71) | 0 |
| Closing inventory | 57 | 0 |
| Cost of goods sold | <u>(14)</u> | <u>0</u> |
| Trading profit | <u>3</u> | <u>0</u> |

The Library Shop commenced operation in May 2001.

10. other revenue from ordinary activities

| | | |
|-----------------------------|------------|---------------|
| Gain on exchange rate | 86 | 74 |
| Donations and contributions | 1 | 2 |
| Recoups and sundry | 142 | 288 |
| Abnormal item (i) | 0 | 21,108 |
| | <u>229</u> | <u>21,472</u> |

(i) Relates to non current assets brought to account for the first time, as part of the heritage library collections (see Note 1(d)).

notes to the financial statements for the year ended 30 June 2001

| | 2001 | 2000 |
|--|---------------|---------------|
| | \$000 | \$000 |
| 11. revenues (to)/from government | | |
| Appropriation revenue received during the year: | | |
| Recurrent | 14,450 | 14,288 |
| Capital | <u>400</u> | <u>700</u> |
| | <u>14,850</u> | <u>14,988</u> |

The original 2000/2001 appropriation for recurrent funding was increased by \$538 during the year through applications for supplementary funding. These related to the arrangements for funding between the Board and the Ministry for Culture and the Arts. A summary is detailed below :

| | \$000 |
|-----------------------------------|---------------|
| Original appropriation | 13,912 |
| Department financial arrangements | <u>538</u> |
| Final appropriation | <u>14,450</u> |

Resources received free of charge

Determined on the basis of the following estimates provided by agencies:

| | | |
|--|---------------|---------------|
| Services provided by the Ministry for Culture and the Arts | 10,253 | 9,958 |
| Office of the Auditor General | <u>18</u> | <u>16</u> |
| | 10,271 | 9,974 |
| Total Revenues from Government | <u>25,121</u> | <u>24,962</u> |

12. cash assets

| | | |
|---------------------------------|--------------|--------------|
| Cash and restricted cash assets | 1,367 | 1,636 |
| Overseas bank accounts | 486 | 325 |
| Cash on hand | <u>3</u> | <u>3</u> |
| | <u>1,856</u> | <u>1,964</u> |

13. receivables

| | | |
|----------------|------------|------------|
| Current | | |
| Trade debtors | 162 | 115 |
| GST receivable | <u>66</u> | <u>0</u> |
| | <u>228</u> | <u>115</u> |

14. inventories

| | | |
|--|-----------|----------|
| Current | | |
| Inventories held for resale: | | |
| At lower of cost or net realisable value | <u>57</u> | <u>0</u> |
| | <u>57</u> | <u>0</u> |

15. other assets

| | | |
|-------------------------------------|------------|------------|
| Current | | |
| Prepayments for library collections | <u>348</u> | <u>270</u> |
| | <u>348</u> | <u>270</u> |

notes to the financial statements
for the year ended 30 June 2001

| | 2001 \$000 | 2000 \$000 |
|--|-----------------------------|-----------------------------|
| 16. property, plant and equipment | | |
| Land - at valuation | 335 | 290 |
| Buildings and improvements | | |
| - at valuation | 64,143 | 48,380 |
| - at cost | 962 | 467 |
| Accumulated depreciation | (3) | 0 |
| | <u>65,102</u> | <u>48,847</u> |
| Computer hardware and software at cost | 1,711 | 1,235 |
| Accumulated depreciation | (863) | (561) |
| | <u>848</u> | <u>674</u> |
| Furniture and equipment at cost | 1,737 | 1,691 |
| Accumulated depreciation | (673) | (509) |
| | <u>1,064</u> | <u>1,182</u> |
| Library collections | 98,763 | 81,252 |
| Accumulated depreciation | (22,450) | (14,315) |
| | <u>76,313</u> | <u>66,937</u> |
| Works of art | | |
| - at cost | 261 | 253 |
| - at valuation | 1,415 | 52 |
| | <u>1,676</u> | <u>305</u> |
| | <u>145,338</u> | <u>118,235</u> |

The revaluation of land and buildings was performed in June 2001 by the Valuer General's Office. Fair value has been determined on the basis of current market buying values. The valuation was made in accordance with a policy of annual revaluation (see Note 1(c)). The revaluation of works of art was performed in May 2001 by professional valuer from Gregson Flanagan, Fine Art Limited.

Reconciliations

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

| | Land | Buildings | Computer | Furniture/ equipment | Library collections | Works of art | Total |
|----------------------------------|--------------|------------------|-----------------|---------------------------------|--------------------------------|-------------------------|--------------|
| | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| 2001 | | | | | | | |
| Carrying amount at start of year | 290 | 48,847 | 674 | 1,182 | 66,937 | 305 | 118,235 |
| Additions | | 498 | 476 | 46 | 7,540 | 8 | 8,568 |
| Disposals | | | | | | | |
| Revaluation increments | 45 | 16,730 | — | — | 9,971 | 1,363 | 28,109 |
| Depreciation/write-off | — | (973) | (302) | (164) | (8,135) | — | (9,574) |
| Write-off of assets destroyed | | | | | | | |
| Carrying amount at end of year | 335 | 65,102 | 848 | 1,064 | 76,313 | 1,676 | 145,338 |

notes to the financial statements for the year ended 30 June 2001

| | Land | Buildings | Computer | Furniture/ equipment | Library collections | Works of art | Total |
|----------------------------------|-------|-----------|----------|-------------------------|------------------------|-----------------|---------|
| | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| 2000 | | | | | | | |
| Carrying amount at start of year | 225 | 33,778 | 935 | 1,521 | 46,239 | 254 | 82,952 |
| Additions | | 467 | 300 | 170 | 28,972 | | 29,909 |
| Disposals | | | | | | | |
| Revaluation increments | 65 | 14,602 | — | — | | 51 | 14,718 |
| Depreciation/write-off | — | | (561) | (509) | (8,274) | — | (9,344) |
| Write-off of assets destroyed | | | | | | | |
| Carrying amount at end of year | 290 | 48,847 | 674 | 1,182 | 66,937 | 305 | 118,235 |

| | 2001 | 2000 |
|---------------------------------------|--------------|--------------|
| | \$000 | \$000 |
| 17. payables | | |
| Trade payables for goods and services | 528 | 835 |
| | <u>528</u> | <u>835</u> |

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

18. accrued expense and other current liabilities

| | | |
|--|------------|------------|
| Accrued expenses – interest and guarantee fees | 550 | 541 |
| – salaries | 0 | 227 |
| Other | 11 | 11 |
| | <u>561</u> | <u>779</u> |

19. borrowings

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

Repayments of \$14,916 to date (\$1.2M in 00/01) have reduced the Board's interest - bearing liabilities as at 30 June 2001 to \$ 25,189.

20. equity reserves

| | | |
|------------------------------|---------------|---------------|
| Asset revaluation reserve: | | |
| Opening balance | 29,107 | 14,498 |
| Net revaluation increments: | | |
| Heritage library collections | 9,971 | 0 |
| Land & buildings | 16,775 | 14,557 |
| Works of art | 1,363 | 52 |
| Closing balance | <u>57,216</u> | <u>29,107</u> |

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

notes to the financial statements for the year ended 30 June 2001

| | 2001 \$000 | 2000 \$000 |
|----------------------------------|-----------------------------|-----------------------------|
| Accumulated surplus/(deficiency) | | |
| Opening balance | 64,000 | 42,793 |
| Change in net assets | 333 | 21,207 |
| Closing balance | <u>64,333</u> | <u>64,000</u> |

21. notes to the statement of cash flows

(a) Reconciliation of cash

For the purpose of the Statement of Cash Flows, cash includes cash at bank, amounts in suspense and restricted cash, net of outstanding bank overdrafts. 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 | 1,616 | 1,844 |
| Restricted cash assets | <u>240</u> | <u>120</u> |
| | 1,856 | 1,964 |

(b) Non-cash financing and investing activities

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

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

| | | |
|--|-----------------------|-----------------------|
| Net Cost of Services | (24,788) | (3,755) |
| Non-cash items: | | |
| Depreciation expense | 9,574 | 9,523 |
| Resources free of charge | 10,248 | 9,608 |
| Gain on exchange rate | (86) | (46) |
| Bad debts / write offs | 3 | 11 |
| (Profit)/loss on sale of property, plant & equipment | 3 | 1 |
| Increase/(Decrease) in assets: | | |
| Accounts receivable (Increase)/Decrease | (113) | 122 |
| Prepayments (Increase)/Decrease | (78) | (229) |
| Inventory (Increase)/Decrease | (57) | 26 |
| Increase/(Decrease) in liabilities: | | |
| Accounts payable Increase/(Decrease) | (307) | 322 |
| Accrued expenses Increase/(Decrease) | 14 | 108 |
| Other liabilities Increase/(Decrease) | 0 | (52) |
| Assets brought to account for the first time | 0 | (21,108) |
| Net GST receipts/(payments) | (79) | 0 |
| Change in GST in receivables/payables | <u>66</u> | <u>0</u> |
| Net Cash Provided by/(used in) Operating Activities | <u>(5,600)</u> | <u>(5,469)</u> |

notes to the financial statements for the year ended 30 June 2001

| | | |
|--|--------------|--------------|
| 22. commitments for expenditure | 2001 | 2000 |
| | \$000 | \$000 |

(a) Capital expenditure commitments

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

| | | |
|-----------------------|-----|----|
| Not later than 1 year | 253 | 65 |
|-----------------------|-----|----|

(b) Commitments for Library acquisitions

The Board had A\$2,267 commitments outstanding at 30 June 2001 for Library acquisitions.

(c) Non-cancellable operating lease commitments

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

| | | |
|--|-----|-----|
| Not later than 1 year | 122 | 124 |
| Later than 1 year and not later than 5 years | 118 | 53 |
| | 240 | 177 |

23. events occurring after reporting date

The Machinery of Government Taskforce was established in March 2001 to brief the Government on a program to enhance the service delivery of the public sector. The reorganisations of agencies as recommended by the taskforce, will result in the review of the relationship between the Ministry for Culture and the Arts and the statutory Boards within the arts and culture portfolio. A portfolio management team will be established to discuss cross portfolio issues, approve and implement changes in the delivery of support services, or any other processes in the portfolio where mutual benefits can be realised. The Taskforce also recommended the establishment of the State Records Office as a division of the Ministry for Culture and the Arts. This will come into effect when the State Records Act is proclaimed in 2001/02. Presently the State Records Office is a division of the Library Board of Western Australia.

24. explanatory statement**(i) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year.**

Details and reasons for significant variations between actual results with the corresponding items of the preceding year are detailed below. Significant variations are considered to be those greater than 10% or \$100,000.

| | 2001 | 2000 | Variance Over/(under) |
|--|--------------|--------------|------------------------------|
| | \$000 | \$000 | \$000 |
| Employees expenses | 10,436 | 10,313 | 123 |
| Supplies and services | 2,790 | 3,140 | (350) |
| Maintenance | 784 | 948 | (164) |
| Services charges | 212 | 172 | 40 |
| Sales | 464 | 520 | (56) |
| Repayments and recoveries | 545 | 610 | (65) |
| Commonwealth grant | 122 | 222 | (100) |
| Other revenue from ordinary activities | 229 | 21,472 | (21,243) |

notes to the financial statements for the year ended 30 June 2001

Employee expenses

The increase was mainly the result of a rise in the number of FTEs (full time equivalents) from 263 to 271 and increased leave costs.

Supplies and services

The decrease was due to reduction in utility costs and consumables. The latter was in line with budget reduction compared to the previous year's spending.

Maintenance

The decrease was due to reduction in contract and consultancy costs associated with maintenance of plant and equipment.

Service charges

The variance was due to increased fees generated through facilities hire.

Sales

Reduction in the sale of photographs and photocopies resulted in lower sales revenue.

Repayments and recoveries

The variance was due to decreased recoveries for lost and damaged books during the year. In the previous financial year, a number of public libraries automated their systems, and as part of this process, carried out full stocktakes. The stocktakes revealed an increased number of lost items, which resulted in increased repayments and recoveries to the Board.

Commonwealth grants

The variance was due to additional funding received for the Centenary of Federation Projects in 1999/2000.

Other revenue from ordinary activities

Under changes to the new reporting format, abnormal items are now included as ordinary activities of the Board. In 1999/2000, the Board brought into account as assets its heritage collections for the first time (valued at \$21.108M).

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

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

| | 2001 Estimates \$000 | 2001 Actual \$000 | Variance Over/(under) \$000 |
|---|----------------------------|-------------------------|-----------------------------------|
| Employee expenses | 10,960 | 10,436 | (524) |
| Supplies and services | 2,944 | 2,790 | (154) |
| Sales | 677 | 464 | (213) |
| Other revenue from ordinary activities | 80 | 229 | 149 |
| Consolidated Fund – recurrent appropriation | 13,912 | 14,450 | 538 |
| Resources received free of charge | 10,382 | 10,039 | (343) |

Employee expenses

The variance was mainly due to the implementation of measures to achieve future funding reduction. In addition, funds set aside for salaries and wages increment was not paid during the year, pending finalisation of the new Wages Framework Agreement.

notes to the financial statements for the year ended 30 June 2001

Supplies and services

The variance was due to reduction in consultancy, advertising, utility costs and consumables. Consultancy and advertising expenses decreased in line with the Government's directive to reduce spending in these areas.

Sales

The variance was due to lower than anticipated sale of discard books, merchandise, photographs and photocopies.

Other revenue from ordinary activities

The favourable variance was mainly due to more than anticipated salary and other recoups.

Consolidated Fund – recurrent appropriation

The original 2000/2001 appropriation for recurrent funding was increased by \$538,000 through an application for supplementary funding. This related to the arrangements for funding between the Board and the Department of Culture and the Arts.

Resources received free of charge

The variance was mainly due to salaries and wages increment not paid during the year, pending finalisation of the new Wages Framework Agreement, and increased salary recoups received directly by the Ministry for Culture and the Arts.

25. financial instruments

(a) Interest rate risk exposure

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

| | Weighted average effective interest rate | Variable Interest rate | Fixed interest rate maturities | | | Non interest bearing | Total |
|-----------------------------------|--|------------------------------|--------------------------------|--------------------------|--------------------------|-------------------------|---------------|
| | % | % | 1 year or less \$000 | 1 to 5 years \$000 | Over 5 years \$000 | \$000 | \$000 |
| 2001 | | | | | | | |
| Financial assets | | | | | | | |
| Cash resources | | | | | | 1,856 | 1,856 |
| Accounts receivable | | | | | | 228 | 228 |
| | | | | | | <u>2,084</u> | <u>2,084</u> |
| Financial liabilities | | | | | | | |
| Accounts payable | | | | | | 528 | 528 |
| Interest - bearing Liabilities | 8.37% | | 9,483 | 9,498 | 6,209 | | 25,190 |
| Accrued expenses | | | | | | 793 | 793 |
| | | | <u>9,483</u> | <u>9,498</u> | <u>6,209</u> | <u>1,321</u> | <u>26,511</u> |
| 2000 | | | | | | | |
| Financial assets | | | | | | 2,079 | 2,079 |
| Financial liabilities | 9.08% | | 9,685 | 9,603 | 6,575 | 1,604 | 27,467 |

(b) Credit risk exposure

All financial assets detailed in (a) above are unsecured.

(c) Net Fair Values

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

notes to the financial statements for the year ended 30 June 2001

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

Remuneration of Members of the Board

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

| | <u>2001</u> | <u>2000</u> |
|---------------------|-------------|-------------|
| Under \$10,000 | 2 | 2 |
| \$10,000 - \$20,000 | 1 | 0 |

The total remuneration of the members of the Accountable Authority is: 0 0

No retirement benefits were paid to Members of the Board.

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

Remuneration of Senior Officers

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

| | <u>2001</u> | <u>2000</u> |
|---|--------------|--------------|
| \$50,001 - \$60,000 | 0 | 1 |
| \$60,001 - \$70,000 | 4 | 4 |
| \$70,001- \$80,000 | 3 | 4 |
| \$80,001- \$90,000 | 4 | 1 |
| \$90,001- \$100,000 | 0 | 0 |
| \$100,001-\$110,000 | 0 | 0 |
| \$110,001-\$120,000 | 0 | 0 |
| \$120,001 - \$130,000 | 0 | 1 |
| | <u>2001</u> | <u>2000</u> |
| | <u>\$000</u> | <u>\$000</u> |
| The total remuneration of senior officers is: | 817 | 840 |

Retirement benefits of senior officers

The following amounts in respect of retirement benefits were paid or became payable for the financial year:

Total notional contributions to Gold State Superannuation Scheme and West State Superannuation Scheme.

These amounts are paid by the Department of Culture and the Arts (see Note 2).

| | |
|----|----|
| 93 | 90 |
|----|----|

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

notes to the financial statements for the year ended 30 June 2001

27. service delivery arrangement - commonwealth grant

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

| | 2001 \$000 | 2000 \$000 |
|---|-----------------------------|-----------------------------|
| Opening balance of funds | 0 | (12) |
| Recoups received from the Commonwealth Government | 122 | 129 |
| Cost of providing services | (118) | (117) |
| Balance on hand | (4) | 0 |

28. supplementary information

Write-Offs

Public property written off during the year

| | | |
|-------------|---|---|
| – Bad debts | 3 | 4 |
| – Property | 0 | 6 |

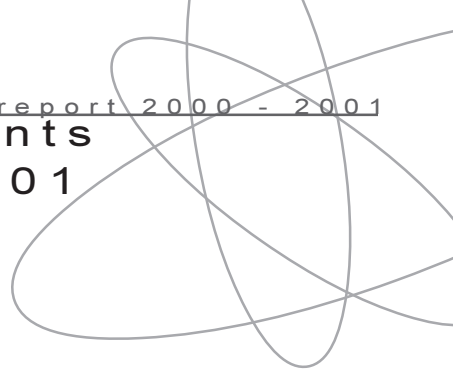
Losses Through Theft, Defaults and other causes

| | | |
|---|---|---|
| Losses of public property through theft | 0 | 1 |
|---|---|---|

Gifts of Public Property

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

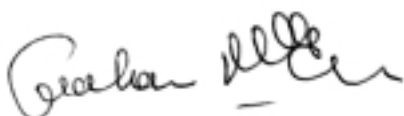
notes to the financial statements
for the year ended 30 June 2001



THE LIBRARY BOARD OF WESTERN AUSTRALIA
CERTIFICATION OF FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2001

The accompanying financial statements of The Library Board of Western Australia have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the year ending 30 June 2001 and the financial position as at 30 June 2001.

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.



Graham McEachran
Chairman of the Board
and State Librarian



Claire Forte
Acting Chief Executive Officer



Joan Cameron
Vice Chairman of the Board



Janet Yap
Principal Accounting Officer