



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

The State Library of Western Australia

2003 - 2004 Annual Report



The State Library of Western Australia

2003 - 2004 Annual Report

*of The Library Board of
Western Australia*

*52nd Annual Report of the Board
Perth, Western Australia, 2004*



Location

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

Hours of Opening

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Letter to the Minister

Hon Sheila McHale MLA
Minister for Community Development,
Women's Interests, Seniors and Youth;
Disability Services; Culture and the Arts
12th Floor, Dumas House,
2 Havelock St
West Perth WA 6005

Dear Minister

In accordance with Section 66 of the *Financial Administration and Audit Act, 1985*, and in fulfilment of obligations imposed on the Board by *The Library Board of Western Australia Act, 1951*, we hereby submit for your information and presentation to Parliament the Annual Report of the Library Board of Western Australia for the year ending 30 June 2004.

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

Yours sincerely



Mrs Kay Poustie
Chairman
Library Board of Western Australia



Cr Janet Davidson
Vice Chairman
Library Board of Western Australia

27 August 2004

Profile of the State Library of Western Australia

Our Role

The State Library of Western Australia is the operational name of the organisation established under the terms of *The Library Board of Western Australia Act 1951*. It is responsible to the Library Board of Western Australia through the Chief Executive Officer / State Librarian, who is the Executive Officer of the Board. Since July 1997, the State Library has also been a service delivery agency within the Department of Culture and the Arts.

The State Library defines its purpose as follows:

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

To put this simply, we explain ourselves briefly as:

The State Library : Your Guide to Knowledge

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

What do we do?

Major activities of the State Library of Western Australia are:

- **Public Library Services**

The Public Library Services Directorate provides resources, consultancy services and training to local governments and other participating bodies which deliver public library services to the people of Western Australia. This partnership works through consultation, joint decision-making and agreed standards. Another important service is the coordination of inter-library loans and other document delivery services among public and other libraries in Western Australia with copies obtained from local, interstate and overseas sources.

- **Reference and Information Services**

The State Reference Library provides a general reference and information service utilising its own collections as well as the nation's and the world's libraries and databases. Collections and services are designed to complement the school, government, private, university and public library systems. Specialist areas of strength have been developed including music and performing arts, film, Australian children's literature, genealogy and business information services.

- **Western Australian Documentary Heritage Collections and Information Services**

The J S Battye Library of West Australian History (Battye Library) has State and national roles to identify, collect, organise, preserve and provide access to Western Australia's documentary heritage. Services based on these collections and information sources are provided to a wide range of clients regardless of location. The provision of information about government and community organisations and services is another important activity.

- **Preservation Services**

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

- **Services to make library materials accessible**

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

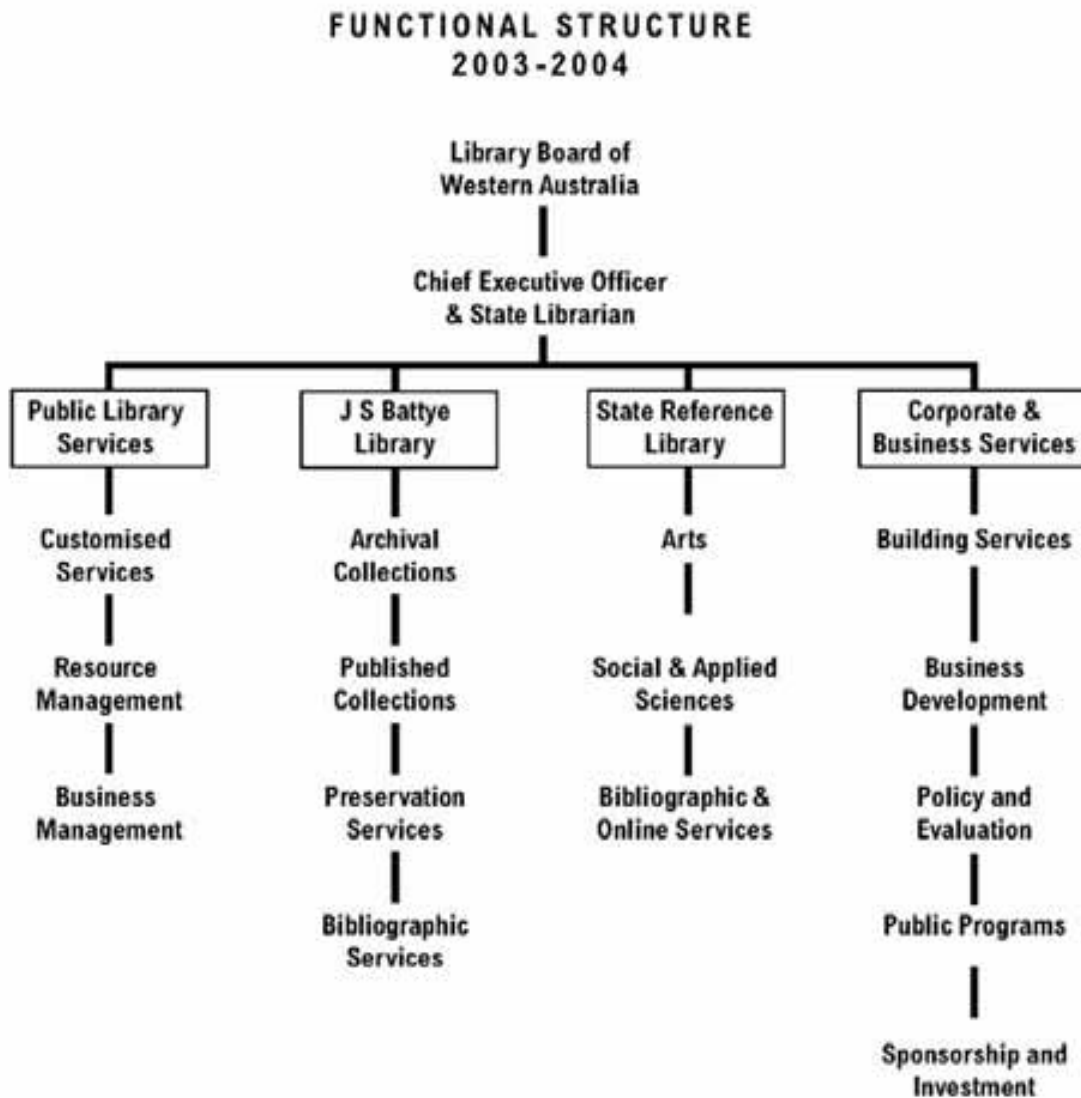
Our Values

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

Our values are:

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

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NOTE: Financial and Human Resource and IT services are provided by the Department of Culture and the Arts

Operating Environment: Strategic Issues and Trends

Operating Environment: Strategic Issues and Trends

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

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

Partnerships and cross-sector cooperation

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

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

Changing client demand for services

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

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

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

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

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

Preservation of heritage collections

The deterioration of archival collections is of concern to libraries and archives throughout the world, but that rate of deterioration is accelerating. At greatest risk in Western Australia are hundreds of thousands of negatives in the pictorial collection, and most of the films in the State Film Archives. The pictorial images are on vulnerable glass, unstable nitrate, and rapidly deteriorating acetate negatives. There are also newspapers that are crumbling before being microfilmed, electronic publications being lost, rolled plans and computer disks at risk, and an oral history collection which will need transferring to a digital format before too long. These are very real problems that can only be solved with considerably more resources than are currently provided.

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

Range of resources required

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

Building literate and learning communities

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

Establishing programs that encourage and integrate reading and literacy skills is one of the most effective ways to overcome social exclusion and develop citizenship. By designing and delivering emergent literacy programs for young children, as well as in educating parents in their role as their child's first teacher, libraries have the opportunity to be central players in supporting adult and pre-school learning. Strategies that promote reader development are becoming more widespread and considerable resources are being directed towards developing these services.

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

Skills development

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

Government publications

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

Digitisation

The digitisation of materials offers new ways of presenting cultural material to the population, including those who cannot physically access the collections.

The State Library has a program to provide access to digitised materials such as photographs and key documents, and will investigate the digitisation of Western Australian microfilmed newspapers. Modern techniques allow for microfilm to be digitised which provides the benefit of keyword searching of these valuable resources. However, with an anticipated lifespan for film of 500 years, microfilming is still the best preservation strategy.

Exhibitions and displays

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

Revenue Generation

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



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State Strategic Planning Framework

Better Planning: Better Services

State Strategic Planning Framework

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

People and Communities

A World Class Education System

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

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

Lifelong Learning Opportunities for all

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

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

Examples of how the State Library assists lifelong learning include:

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

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

The State Library has developed an innovative family literacy program to assist parents to develop the early literacy skills of their children. Entitled *Better Beginnings*, the program consists of a series of linked initiatives developed to encourage parents to share books and stories with their babies and to establish life long links with libraries.

Public libraries will be at the hub of the new program, with stage one launched in Gosnells, Mandurah, Midland, Carnarvon, Halls Creek and Kalgoorlie, the six communities participating in phase one of the State Government's Early Years Strategy. The parents of every baby born in these communities will receive a 'literacy toolkit' when they visit a community health centre for their baby's six week health check. The kit contains a board book, a growth chart featuring favourite nursery rhymes, a list of the best books to share with young children and supporting material to encourage reading and literacy activities in the home.

Other components of the program have been developed to build on the impact of these 'toolkits' and to link families to the lifelong learning opportunities offered by public libraries.

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

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

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

Seniors take advantage of the many lifelong learning programs available and special programs are provided during Seniors Week including tours, seminars and film screenings. The State Library has supplied over 197,000 books in large print format to public libraries, used primarily by seniors.

Over 50 volunteers (most of them seniors) provided over 6,000 hours of their personal time to assist the State Library in a number of areas.

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

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

A culturally rich artistically inspired and intellectually stimulated society.

The State Library organises events and experiences which inform, educate, challenge and entertain. Events this year included the Family History Fair and the associated exhibition Routes to Your Roots; an exhibition by the Perth Society of Artists; the exhibition How we're portrayed - images selling Western Australia, displaying images from the past seventy years that have been used to promote tourism to Western Australia; and finally, a pictorial exhibition titled Beautiful China, consisting of 70 photographs of people, scenery, cities, culture, historical sites, landmarks and the environment in China.

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

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

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

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

Western Australia's multicultural population has access to over 60,000 items in 44 languages through the public library system. Following the completion of a major review in 2003-04 of the way these resources are distributed to public libraries, they are now treated as mainstream library resources and available on inter-library loan as easily as items in English.

Within the Battye Library, the Western Australian Migrant Communities Archive was established to collect and preserve documents that tell the story of the immigrants who have contributed to the development of the State. Relationships with many ethnic organisations have been formed and the library continues to receive significant donations of relevant material.

The Economy

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

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

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

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

In May 2004 the State Government announced that an additional \$10.3 million would be provided over the next four years to increase library resources in public libraries in Western Australia. This is in addition to the \$4 million announced in 2001.

The Regions

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

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

A program to microfilm pre-Federation regional newspapers (funded by Lotterywest) produced 272 reels of microfilm which were deposited with relevant regional public libraries. The regional newspapers were from Albany, Bunbury, Geraldton, Kalgoorlie, Karratha, the Pilbara and Northam.

Lifelong learning in the regions

Libraries are key providers of lifelong learning opportunities to people in regional areas and the Internet has provided regional residents with fast access to library reference services via the AskNow! online chat service or the e-mail Ask Us service. Through digitisation programs the Battye Library has been able to provide access to many heritage collections previously unavailable outside the Alexander Library Building. Local history research has been made easier through programs such as the microfilming of pre-Federation regional newspapers and the deposit of the relevant microfilms in regional public libraries.

Governance

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

The State Library has strong partnerships with both Federal and local governments. Public library services in Western Australia are delivered in partnership between the State Library and local governments. This partnership works through consultation, joint decision-making and agreed standards.

Discussions continued in 2003-04 on the development of a new Framework Agreement for this partnership which will update the relationship for a new century taking into consideration the many changes that have occurred since the first free public library opened in York some 50 years ago.

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

Through groups such as the WA State Library Custodians and the Friends of Battye Library, we have formed strong relationships with the private sector and the community.

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

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

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

Highlights of 2003-2004

Better Beginnings

Better Beginnings, an innovative family literacy program to assist parents develop the early literacy skills of their children, was launched. The program consists of a series of linked initiatives developed to encourage parents to share books and stories with their babies and to establish life long links with libraries. Public libraries will be at the hub of the new program with Stage One of the program implemented in Gosnells, Mandurah, Midland, Carnarvon, Halls Creek and Kalgoorlie, the six communities participating in phase one of the State Government's Early Years Strategy. In these communities, the parents of every baby born will receive a 'literacy toolkit' when they visit a community health centre for their baby's six week health check. Other components of the program have been developed to build on the impact of these 'toolkits' and to link families to the lifelong learning opportunities offered by public libraries.

Historical Records Rescue Consortium

A major initiative was the formation of the Historical Records Rescue Consortium by the Friends of Battye Library Inc. made up of representatives from the Friends, the Royal Western Australian Historical Society, the Western Australian Genealogical Society, the History Council, Professional Historians Association, Oral History Association (WA), State Library Custodians, Ethnic Communities Council, Indigenous communities, Australian Mining History Association (Western Australia), and private donors. Following a wide ranging community consultation, a proposal was presented to Lotterywest for considerable funding to rescue and make available the most at risk and in demand historical records held in the J S Battye Library of West Australian History.

Digital Collections

Digital access to resources continues to be a priority for the Library as a means of providing improved access to the collections and as a preservation strategy. In 2003-04 another 103 Western Australian websites and electronic publications, not available in print format, were selected for preservation as part of the PANDORA Archive, a cooperative project between the National Library of Australia and State libraries, to collect and preserve electronic resources so that clients can access them for research long after they have disappeared from the Internet. The digitisation of photographs continues to be a priority and there are now 10,000 digital images available to clients through the State Library database. A pilot project to contribute digital images to the PictureAustralia project was also completed. Another exciting project is the digitisation of sheet music through the MusicAustralia project, also in partnership with the National Library.

Family History Fair

In September 2003, the Family History Fair drew approximately 1000 extra visitors to the State Library with visitors participating in talks, tours and exhibitions promoting genealogical resources. The fair is a joint initiative of the State Library, the Western Australian Genealogical Society Inc., the State Records Office, and the National Archives of Australia (WA). A great deal of positive feedback was received following the Fair and a similar event is planned for 2004-05.

Western Australian Premier's Book Awards

In June 2004, Premier Geoff Gallop announced local playwright Reg Cribb as the recipient of the Premier's Prize for his play *Last Cab to Darwin* in the annual Western Australian Premier's Book Awards. It is the first time that a script has won the Premier's Prize since it was inaugurated in 1992. The theme for the Awards celebrated the role of public libraries in the community, bringing together the joint themes of the Year of the Built Environment and 50 years since the first free public library was opened in York.

Exhibitions

The Freycinet: our French collection exhibition was redesigned with facsimiles of the works and toured in regional areas of Western Australia, visiting Geraldton, Shark Bay, Albany, Busselton, Margaret River, Karratha and Narrogin. Another important exhibition, timed to coincide with the Cultural Tourism Conference in Perth, was *How we're portrayed - images selling Western Australia*. This exhibition used material from the Batty Library's ephemera collection to illustrate the images used to promote tourism to Western Australia, locally, nationally and internationally, over the past seventy years. The *Routes to your Roots* exhibition, which coincided with the Family History Fair, displayed many of the resources available for genealogical research.

@ your library marketing campaign

A major marketing campaign, @ your library, was launched to increase awareness and support for libraries by communicating clearly and strongly why libraries are both unique and valuable and to update the image of libraries and library staff for the 21st century. The campaign saw the unprecedented collaboration of all library sectors in Western Australia and will pursue its message through a series of themed campaigns throughout 2004. To coincide with these themes the State Library has organised a range of community activities and displays to capture the public attention.

Chairman's Report

The past year has been a challenging one with many strategic and governance issues for the Library Board to address.

Of major concern to the Board has been the length of time that the recruitment process for a new Chief Executive Officer and State Librarian has taken. The Acting Chief Executive Officer and State Librarian has, however, continued to perform to a high level and has been diligent in all aspects of this role and in moving the organisation forward.

The Board has worked with the Acting CEO and the Executive Team on the development of the Strategic Plan 2004 - 2008 and the draft has now been sent to stakeholders for comment. This Strategic Plan is aligned with the whole of government goals and objectives as outlined in the State Government's *Better Planning: Better Services strategic framework*.

A major item on the Board agenda over the past year has been funding for library services. The concerted campaign by local government for additional funding for public library resources was preempted by the Board in its December budget submission, which outlined the case for additional funding from 2004-05 to 2007-08 for the purchase of resources for public libraries.

It was gratifying to receive an additional \$10.3 million over four years provided for public library resources in the Government's May budget. The Board would like to place on record its thanks to the Minister for this much needed funding.

Negotiations for a Framework Agreement between State and Local Governments for the delivery of public library services is an ongoing issue for the Library Board. A great deal of consensus has been reached to date on key principles to be enshrined in the Agreement, however the issue of funding remains to be resolved. The Board has resolved to commit to provide funding which will progress towards achievement of recognised standards for resources whereby base stock provision is 1.25 items per capita and a replacement provision of 12.5% per annum. It does this, knowing that it cannot ensure its capacity to deliver on these standards from year to year.

As an outcome of the Review of Statutory Authorities, the Board commenced work on a number of amendments to the *Library Board of Western Australia Act, 1951*, including the reinstatement of the requirement for legal deposit of all Western Australian publications. This requirement was part of the *Copyright Act 1895* that was repealed in 1994, leaving Western Australia as the only Australian state without legal deposit legislation.

As the Battye Library is the State's repository for Western Australia's documentary heritage, it is in the best interests of future generations that legal deposit be reinstated as soon as possible.

We received the resignations of two Board members early in 2004. Councillor Nola Waters had been a member of the Library Board since 1994 and was a staunch and committed supporter of libraries. Her retirement as a Councillor of the City of Cockburn led to her decision to resign from the Board. Mrs Kathleen Melsom, having represented the Director General of the Department of Education and Training since 2001, resigned to take a new position in Canberra. Both members contributed much to the work of the Board during their terms.

The Board also welcomed several new members during the year including Councillor Milton Evans, Councillor Helen Hewitt, Dr Matthew Allen and Mrs Jan Rodgers. As Chairman, I would like to thank all Board Members for their support of the State Library of Western Australia and their commitment to governance and accountability. Thanks are also due to the Director General and staff of the Department of Culture

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Chairman's Report

and the Arts for their assistance during the year.

Finally, thanks must also go to the Executive team who have worked with the Acting CEO to strive for continuous improvement in services to the community with fewer resources.

I also wish to place on record the Board's thanks to all staff for their commitment and dedication to ensuring that the organisation meets its social and legislative outcomes. During the past year, staff have worked tirelessly to ensure that communities across Western Australia, and those people visiting the State Library, receive excellent service and the best information available. With in excess of 12 million hits on the State Library's website it shows that whilst people may not visit the Alexander Library Building regularly, they are accessing the resources of the Library on a regular basis through the use of new technologies.

On behalf of the Library Board of Western Australia, I am pleased to submit the Annual Report for the year ending 30 June 2004.

A handwritten signature in blue ink that reads "Kay Poustie". The signature is written in a cursive style with a period at the end.

Kay Poustie
Chairman
Library Board of Western Australia

Chief Executive Officer's Review

Introduction

It has been a privilege to continue to act as Chief Executive Officer and State Librarian during another exciting and productive year. My thanks go to all staff working at the State Library for their hard work, and in particular to my Executive Team for their leadership and commitment to continuous improvement of our services. I also commend Kay Poustie, Chairman of the Library Board and members of the Board for their governance and support to the organisation throughout the year.

Changes and challenges

There have been many operational changes implemented at the State Library during 2003-04, largely through the transfer of positions in Human Resources and Information Systems to the Department of Culture and the Arts. This has presented a range of challenges, however I am pleased to report that the outplacement of staff providing financial services and human resources support to the State Library, is a model that is now working effectively.

The State Library transferred funding to the Department as of January 1st 2004 for a range of IT support services and the Board and Department will continue to work through issues associated with the transfer, to ensure clients' needs are met. The provision of Information Services through a centralised team of IT specialists has enabled sharing of expertise across the Department and its agencies and has the potential for greater workforce flexibility. The State Library has been pleased to meet the accommodation needs of the Information Services team within the Alexander Library Building and to act as the computer 'hub' for the Culture and Arts portfolio.

With the Alexander Library Building soon reaching its 20th year since first opening in 1985, the need for a planned approach to meeting future service and workforce needs has been recognised. A strategic review of accommodation requirements and space planning will be conducted in 2004-05.

Collaborative projects

The beginning of 2004 saw an exciting collaborative project launched to promote the importance of all libraries, as well as the expertise and knowledge of the people who work in this sector. The *@ your library* marketing campaign is a state-wide initiative, with participants from across all library sectors actively embracing the campaign. A number of activities have been developed and promoted through the collaborative efforts of library staff across the state. The campaign will continue to run throughout 2004, with an exciting range of themed programs and events planned.

The State Library has continued to partner with the National, State and Territory libraries through the Council of Australian State Libraries (CASL) on a number of collaborative projects. The joint initiatives of CASL libraries are vital to ensuring greatest access to information resources and services for all Australian citizens, particularly in an increasingly technological environment. CASL has developed a set of key priorities for 2004-05 including developing Indigenous library services; improving literacy in the community; and the promotion of and advocacy for the role of the National Library, State/Territory and public libraries.

Partnerships

For more than 50 years, Local Governments have been our key partners in delivering public library services across the State. Negotiations have continued throughout 2003-04 for a Framework Agreement that will outline the key principles behind the delivery of quality library services for our communities.

It was pleasing that recognition of the vital role played by public libraries in the community was given by the State Government with the announcement in May 2004, that an additional \$10.3 million across 4 years would be made available from 2004-05 to support public libraries. This is in addition to the \$4 million over 4 years made available in the 2001-02 budget and brings the total funding for library resources for the State Library and public libraries over the next 4 years to \$42.2 million.

Our State's documentary heritage

The State's 175th anniversary in 2004 has increased interest in our State's history and heritage and a number of important items have been acquired for the Battye Library collections during the year, including some acquired through generous donors. Collecting and preserving our documentary heritage to ensure its long-term accessibility, however, continues to present many challenges. Recognising that time is of the essence in preserving unique collections, a consortium of representatives from a range of historical and community groups, formed through the Friends of Battye Library Inc., led an extensive community consultation process during the year as part of a proposal presented to Lotterywest for funding to support the rescue of 'at risk' and 'in demand' historical records held in the Battye Library. My sincere thanks go to the members of the Historical Records Rescue Consortium for their passion and dedication throughout this project.

Strategic planning

Considerable time has been spent on fine tuning the State Library's Strategic Plan 2004-2008 and ensuring our goals and objectives align with the State Government's key outcomes for the Western Australian community, outlined in *Better Planning Better Services - a Strategic Planning Framework*. The plan has now received 'in-principle' support from the Library Board and endorsement by the Minister for Culture and the Arts for dissemination to our key stakeholders for their comments and feedback. It is anticipated that the plan will be made available on our website early in 2004-05 and progress on achieving our goals will be reported in future annual reports.



Claire Forte
A/Chief Executive Officer and State Librarian

Customer Service



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- *Who are our Customers?*
 - *Consulting our Customers*
 - *Disability Services Plan Achievements 2003-04*
 - *Services for Indigenous People*
 - *State Government Plan for Young People*

Who are our Customers?

Our customers are the people of Western Australia, and they are the focus for our services in providing library materials and advisory services to the 238 public libraries throughout the State, reference services from the Alexander Library Building, access to our catalogues and materials over the Internet, and in collecting WA's documentary heritage for current and future generations. In order to focus our services on our clients' particular needs we must know more about them.

• **Public Libraries in WA**

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

Some statistics for public library services are as follows.

- There are 238 public libraries in WA with all local governments being party to an Agreement with the Library Board for the provision of public library services.
- Public libraries in WA employ around 900 full time equivalent staff, of which approximately 25% are librarians.
- They have 900,000 resident members and issued more than 16 million items.
- 233,930 new items were processed and made available through public libraries.
- Public libraries and the State Library supplied 219,234 inter-library loans using Document Delivery Online.
- The State Library dispatched 428,000 items to public libraries in 2003-04 including stock in over 44 different languages to service WA's multicultural community.

• **People visiting the Alexander Library Building**

There were approximately 640,000 visits to the building this year. Many more people used the building's facilities to attend meetings, film screenings, seminars, exhibitions or visit the book shops without entering the controlled area housing the collections.

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

- 48% female and 52% male, although in the J S Battye Library these percentages were reversed.
- Youth make up 37% of our clients, with 8% aged between twelve and seventeen, and 29% between eighteen and twenty-four. This reflects the high student usage of our facilities with 50% of our clients indicating that they are full-time or part-time students.
- 45% of our clients visit us at least once a week, 21% at least once a month and 7% are first-time visitors.
- With our high student usage, most people visit us to study (44%) or do postgraduate or scholarly research (12%).

- People researching family history make up 11% of our visitors, while 13% use us for business related matters.
- Libraries are a community space and 5% of our visitors use the library to access the Internet, and for many others the library provides a place to pursue personal interests.
- 30% of our visitors had looked at the State Library's website from computers at home, in a public library, university or work place prior to visiting us.

• **People Accessing State Library resources remotely**

Increasingly, the State Library is providing services to clients over the Internet. This is not only convenient for clients, but it improves access to the collections and services for people in regional and remote areas of the State, as well as people in other parts of Australia and the world.

- Clients have access to 1,035,000 bibliographical records on the State Library database, including index entries for more in-depth research, pictures from the heritage collections and links to electronic resources on the Internet.
- Over 4.6 million searches were conducted on the database during 2003-04.
- There were more than 12 million hits on pages in the State Library website during the year.

Consulting our Customers

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

Consultation with Public Librarians

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

The Resources Selection and Supply Committee and the Library Networks Committee are involved in operational matters aimed at improving the selection, management and delivery of public library stock. In 2003-04 the committees discussed and reviewed a number of topics including an online version of the Handbook for Public Libraries, process improvement to facilitate direct loans between public libraries, consortia purchasing, multi-language resource issues, inter-library loan of heavy demand titles and resources in local studies collections in public libraries.

State Reference Library customers

The State Reference Library continues to take a focused approach when determining and meeting clients' needs. Client feedback through suggestions on the online catalogue and customer feedback forms is used as a basis for improving services and monitoring the effects of changes to client services. An aim in the redesign of the web catalogue pages was to make the online suggestions facility more visible in order to promote client feedback.

Liaison with specific community groups for the provision, review or development of existing services in which they have a keen interest is of vital importance. We consult regularly with the Western Australian Genealogical Society Inc. (WAGS) on improvements to the Genealogy Centre as part of our partnership arrangement, and with the Children's Book Council (WA Branch) in assessing the collections and services offered through the Research Collection of Children's Literature. The introduction of a volunteer scheme within the Research Collection of Children's Literature this year, has allowed valuable input from people with considerable knowledge and experience in this area.

In developing new services, staff utilise surveys to target specific samples of clients. In designing the web catalogue pages, reference staff conducted client interviews to gain direct feedback on the suggested changes prior to implementation. This feedback was invaluable in determining the final design.

Battye Library and State Records Office Customer Service Council

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

Some of the issues addressed by the Council included the Save Our Film campaign, which saw the preservation of films through a Lotterywest grant to the State Library Custodians, and vital ongoing preservation work on pictorial collections carried out by the digital imaging staff of Preservation Services. The Council had the opportunity to provide input on the grant application prepared for submission to Lotterywest by the Historical Records Rescue Consortium, which proposes major preservation initiatives across the range of Battye Library collections. Other items included grants for the preservation of newspapers, including the ongoing microfilming partnership with the National Library of Australia, the *@ your library* campaign and the acquisition of important collections. Developments in client services were outlined to the Council and suggested improvements by Council members incorporated into service delivery plans.

Disability Services Plan Achievements 2003 - 2004

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

The State Library continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2004 library stock in alternative formats were:

- Large print books 198,222 (8.7% of all resources)
- Videos 145,707 (6.4%)
- Audio books 99,363 (4.3%)
- CD-ROMs 18,962 (0.8%)

A cash subsidy was provided to the Association for the Blind of WA Inc. to support the production of audio books and the excellent library services provided by the Braille and Talking Book Library for blind and vision impaired people. Through agreement, public libraries and their clients with print disabilities have access to the lending collection of talking books at the Braille and Talking Book Library.

Outcome 2: Access to buildings and facilities is improved.

During 2003-04 the State Library pursued a proposed upgrade to the public toilets to improve access by people with disabilities. Tenders have been called and works are due to proceed in 2004-05.

Large print screen workstations have been provided in the Battye and State Reference Libraries for clients with vision impairments.

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

The State Library has committed to improving the standard of information provided to staff and customers via the Internet and intranet to facilitate access to information and services for people with disabilities.

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

The following training programs/seminars were conducted:

- The program *Clients with Special Needs* was included in the 5-day training program for country library officers.
- State Library staff participated in portfolio-wide disability awareness training in May 2004. Feedback indicated that the training improved general awareness, with staff feeling more confident in providing assistance to customers with a disability.

In August 2003 the State Library, in conjunction with the Association for the Blind, hosted the Technology Expo that showcases the latest technology available to the visually impaired.

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

State Library staff participate in quarterly meetings of a Disability Services Planning Committee which is convened by the Department of Culture and the Arts, with representation from other arts and culture agencies and people with disabilities.

Services For Indigenous People

In September 2003, The Minister for Culture and the Arts, the Hon. Sheila McHale launched *Katitjin*: a guide to Indigenous records in the Battye Library. The Friends of Battye Library (Inc) funded the preparation of this publication from the Maude Sholl Bequest. The manuscript was reviewed and the title suggested by a senior Indigenous academic historian. *Katitjin* is available online at <http://www.lis.wa.gov.au/pdf/katitjinsep03.pdf>

A set of over 50 microfilm reels of Daisy Bates archives was purchased from the National Library of Australia and has been in immediate demand by researchers. Most of the documents, genealogies, images and anthropological information on the reels relate to Western Australia and are the work of Daisy Bates (1859-1951) who spent many years living and working among Aboriginal families in many areas of the State.

In March 2004 a senior woman from the Jarlmadangah Community joined the Battye Library as a volunteer to be trained by collection staff in conjunction with heritage consultants AllBrook Research and the Jarlmadangah Burru Aboriginal community in the Kimberley, who are providing support and funding. She is assisting staff to identify and document materials held in the library's collections. This innovative trainee partnership contributes to the Jarlmadangah community's broader plans for engaging a range of community members in the project, producing educational materials and developing the community's cultural centre and archive.

The State Library continues to provide resources and services to Indigenous community libraries at Ngaanyatjarra (Warburton), Kupungarri (Mt Barnett) and to the Adult Education Centre at Balgo Hills. Useful partnerships have been established with these three communities.

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

The State Library and the Department of Local Government and Regional Development, together with a number of other Government agencies and the Western Australian Local Government Association, have had preliminary discussions on developing an inter-agency approach to improve library services in remote Aboriginal communities.

As part of the Department of Culture and the Arts, the State Library made a significant contribution to the Department's Indigenous Policy Statement and Action Plan *Cultural Commitments*. The plan outlines key areas for action in the areas of:

- intellectual property and cultural protection;
- arts development and promotion;
- communications and relationships;
- employment; and
- reconciliation.

The Library hosted displays of material relevant to NAIDOC week in July 2003 and Harmony Day. Tours were provided to Indigenous organisations and students at the universities and TAFE involved in Aboriginal studies.

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

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

State Government Plan for Young People

Through its partnership with public libraries, the State Library of Western Australia is committed to providing leadership and support in delivering innovative and relevant services, programs and resources for young people of all ages. Programs range from those for young children and their parents, facilitating skills in information literacy, and literature-based activities for young adults that lead to a commitment to library use and lifelong learning.

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

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

Staff have continued to develop and maintain high quality collections of library materials for young people in Western Australian public libraries. Advice and support for public library staff to assist with stock management and collection development has been provided through regular on-site consultations and training. In addition, an introductory training module covering all aspects of collection development for young people has been developed and made available online.

To support the growing recognition of the importance of reading to children to develop good pre-literacy skills, the State Library has focused particular attention on resources for babies and young children. After extensive consultation with professionals from agencies working with this group, as well as in-depth investigation into the range of suitable resources available, a broader and more appropriate range of titles is now available through public libraries.

Outcome 2: Public Library and State Library Staff Training.

A staff member attended the Joint National Conference of the Children's Book Council of Australia and the Australian School Library Association in Hobart. The Conference program focused on vital issues for the reading, writing and promotion of information and literacy skills in young people. This afforded an opportunity to further develop knowledge in the areas of writing and publishing for young people, and pursue opportunities for working collaboratively with other State Libraries in delivering excellent library services for children of all ages and their families.

The State Library continues to offer training and development opportunities for public library staff working with young people, and in 2003-04, an online consultation survey was used to assess training needs in this area. Results from the survey indicated a need for improved networking, training in the practical aspects of service delivery to young people and raising awareness of trends and issues in this field.

Training offered to public library staff throughout the year included planning innovative library spaces for children and youth, library services for young adults, establishing community partnerships to extend services, and early literacy development.

Outcome 3: Effective Communication Strategies with the Client Group.

The State Library has coordinated a number of successful programs that foster the provision of effective public library services for young people.

Through a successful on-going partnership between the Library, Nestlé Australia and the State Library of New South Wales, the Nestlé Write Around Australia program was again offered to upper primary students

throughout Western Australia. A record number of entries were received from children in regional WA. Six high-profile Western Australia authors visited public libraries in regional and metropolitan public libraries to run writing workshops for children. Feedback from children, parents and teachers participating in the program shows that Nestlé Write Around Australia inspires creative and effective writers as well as raising children's self esteem.

Stage One of the Better Beginnings family literacy program commenced in January of this year. During the development of this program, extensive consultations were held with public library staff, agencies working with families and community members. A wide range of partnerships have now been established to deliver the program strategies. Exciting and positive outcomes from Better Beginnings are now being seen in the communities participating in the program and early anecdotal evidence shows that the Better Beginnings initiatives are promoting an improved understanding of the value and pleasure of sharing books with young children as well as increasing use of public libraries.

An extensive outreach program to celebrate Children's Book Week was the result of the long-established partnership between the State Library and the Children's Book Council (CBC). The State Library and public libraries in 35 local governments provided in-kind and financial support to reach out and provide young people with an opportunity to experience literature in an atmosphere of celebration that encourages them to read and write. In 2003-04, over 43,500 children participated in Children's Book Week events run by Western Australian public libraries and the State Library of WA. The CBC distributed almost \$45,000 in grant funding to public libraries to help fund this program.

For the second successive year the State Library produced and distributed Mission Seek and Survive, a holiday reading program to encourage primary school children to extend their reading through the summer holiday period. Over 10,000 children participated in the program this year.

Report on Operations



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- *Services to Public Libraries*
 - *Western Australian Documentary Heritage Collections and Information Services*
 - *Reference and Information Services*
 - *Public Programs and Business Development*

Services to Public Libraries

Our aim is to meet the information needs of the people of Western Australia through the public library service by providing local governments and associated bodies with leadership, resources, information and support services, including the sourcing and supply of material by inter-library loan or document supply.

Services provided

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

Document delivery services are also provided to libraries throughout Australia and the world utilising the State Library's expertise in inter-library lending and document supply services, with particular emphasis on meeting the requirements of the people of Western Australia through their public libraries.

Strategic objectives

- To improve Western Australians' access to public libraries.
- To extend the range of State Library and other information services provided through public libraries.
- To improve the effectiveness and efficiency of the public library partnership framework.
- To provide resources in the most timely and efficient manner possible.

Major Achievements for 2003-2004

To improve Western Australians' access to public libraries.

Training local government country library officers has always been a key aspect in the delivery of public library services to rural Western Australia. These officers make it possible to deliver a library service from very small collections scattered throughout the State, and training includes basic library procedures, using the inter-library loans system, and making them aware of the full range of services they can access for their clients. The State Library conducted four, five-day training programs during 2003-04.

In many regional areas local governments are co-locating their library services with telecentres to improve the technological infrastructure available to clients and increase the hours clients have access to services. The State Library provided support to a number of local governments investigating or implementing the co-location of their library with a telecentre. This support included discussions with relevant State Government agencies to resolving access issues where libraries have co-located.

A new, more flexible and responsive training model for public library staff working with children and young adults was developed in consultation with public librarians. Modules delivered included public library services to youth, establishing community partnerships and library services to support early literacy.

Following consultation with Shires in the southeast coastal region, the State Library completed a Review of the impact of the proposed BHPBilliton Ravensthorpe Nickel Project (RNP) on library and information services within the Shires of Ravensthorpe and Esperance. The project will have a significant impact on the region, primarily on the Shire of Ravensthorpe, and the Report made recommendations for improving infrastructure in this area to ensure that the community's future library and information needs will be met. This is the first time that public library and information services have been identified as part of the community infrastructure for planning purposes of this kind.

In September 2003, the State Library, together with *Read Write Now!*, was awarded an Outstanding Partnership Award during Adult Learners Week. The Award was in recognition of collaborative efforts to improve access to easy to read materials by adult literacy students and tutors who visit public libraries.

The State Library continued to actively encourage local governments to provide automated library management systems for their libraries and some 90% are now automated. The majority of public libraries are now connected to the Internet, although not all are offering free public access for information purposes.

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

A major review of the way that resources in languages other than English are distributed to public libraries was completed resulting in greatly improved access to library resources in 44 languages by members of Western Australia's multicultural communities. The distribution of the multi-language resource collection was automated and incorporated into the exchange system so now resources in languages other than English are treated as mainstream library resources and are available on inter-library loan as easily as items in English. The inclusion of these items into monthly exchanges to non-selecting libraries, and weekly exchanges to selecting libraries, was successfully implemented as part of the Improved Service Delivery Project.

Each year State Library staff and public librarians select new stock for purchase from the vast array of material published in Australia and overseas. This year the number of new items processed and made available to public libraries numbered some 218,000 volumes. These resources included regular print books, large print books, audio cassettes, video cassettes, spoken word CDs and CD-ROMs. DVDs were added to the range of formats purchased for public libraries for the first time.

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

Twenty local governments continue to access the Australian and New Zealand Reference Centre online database as part of a consortium arrangement brokered by the Council of Australian State Libraries. Some fifty public libraries in the State have access to the database through this arrangement with more expected to gain access next year

The State Library, in partnership with public libraries, is negotiating a subscription for State-wide access to Britannica Online. The many design and access issues involved in providing remote access to this service are being worked through and testing is in process. It is anticipated that State-wide access to

Britannica Online will commence in July 2004, potentially allowing all registered patrons of public libraries in Western Australia access to this resource regardless of location.

Two Family Reading Centres were established at the Mandurah and Midland public libraries as part of the Better Beginnings family literacy program. They provide quality literacy resources specifically designed to educate parents in their role as their child's first teacher and to foster emergent literacy skills. The State Library worked closely with staff at Mandurah and Midland public libraries to gain the funding to acquire the extensive resources for this initiative through the Early Years Development Grants.

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

Better Beginnings, an innovative family literacy program to assist parents develop the early literacy skills of their children, was launched by the Minister, Hon Sheila McHale, in February 2004. Stage One of the program was launched in Gosnells, Mandurah, Midland, Carnarvon, Halls Creek and Kalgoorlie, the six communities participating in phase one of the State Government's Early Years Strategy.

This program consists of a series of linked initiatives developed to encourage parents to share books and stories with their babies and to establish life-long links with libraries. The implementation of this project required staff to undertake a number of related initiatives including:

- the design and printing of material for parents and other adults working with young children to encourage the sharing of books and stories with babies and young children;
- liaising with local governments to fund gift books to be given to the families of new babies participating in the program;
- production of handbooks to support public library staff and other professionals working on the program;
- creation of a Reading Gateway as part of the State Library website to provide news and information for parents, teachers and librarians about early literacy as well as links to games and activities for children to encourage an interest in books and stories;
- a successful joint submission from Edith Cowan University and the State Library for an Edith Cowan University Industry Collaboration Scheme Grant to fund the first year of the program's evaluation;
- working with the Western Australian Local Government Librarians Association to submit a successful grant application to Lotterywest to fund outreach 'toolboxes' for the six participating libraries;
- purchase of resources and creation of a manual to accompany the outreach 'toolboxes'.

The extensive annual visit program to libraries in regional areas of the State continued. The visit program continued to be endorsed by Regional Librarians as an important element of the support provided to themselves and to library officers in rural and remote areas.

Other highlights in 2003-04 include:

- The formation of a working group to implement the recommendations of the *WA Multicultural Plan for Public Libraries*.
- A national working group investigating the provision of electronic multicultural library services under the auspices of the Council of Australian State Libraries.

- Organising and participating in events celebrating Adult Learners' Week and Children's Book Week. Through a partnership with the Children's Book Council (WA Branch), a successful application was made to the Australia Council to fund a visit by Sydney author Moya Simons to public libraries in the Perth metropolitan area and in the Great Southern Region.
- Coordinating the Western Australian component of the *Nestlé Write Around Australia* short story competition. For the second successive year, over 3000 entries were received from Western Australian children with a record 1100 entries coming from children in regional areas. Public libraries in Nedlands, Melville, Victoria Park, Broome, Harvey and Kalgoorlie hosted the program this year.

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

The Public Library Services (PLS) directorate realigned its operations to ensure that it provides an excellent service to its clients and where continuous improvement is part of its culture. A key to this realignment was the amalgamation of a number of teams to form a new Resource Management workgroup to provide the vast quantities of resources to public libraries in the most timely and efficient manner possible. The Resource Management team is responsible for purchasing, cataloguing, processing and distributing new materials for public libraries, as well as exchanging, repairing, lending and supplying copies of materials. As with other workgroups in PLS, they have introduced more autonomous ways of working and improved the multi-skilling of staff.

The review of the Exchange Program and the development of a Change Implementation Plan were completed. All 50 recommendations were adopted in principle and work has commenced on their implementation. The recommendations are grouped around five Activity Streams, namely: Measuring Performance; Improving the Quality of Used Resources Available for Exchanges; Increasing Procedural Efficiency; Training; and Providing Greater Flexibility and Responsiveness.

Recommendations from the 2003 Catalogue Records Review were also implemented, including the establishment of the Cataloguing Working Group, a communications forum between PLS cataloguers and public librarians.

Ariel electronic document delivery was successfully implemented, enabling documents to be scanned and sent electronically to public and other libraries via FTP or e-mail attachment. A new server hosting electronic services to WA public libraries, such as Public Librarians Online and Document Delivery Online, was installed and commissioned.

Western Australian Documentary Heritage Collections and Information Services

The J S Battye Library of West Australian History has State and national roles to identify, collect, organise, preserve and provide access to Western Australia's documentary heritage. Services based on these collections and information sources are provided to a wide range of clients regardless of location.

Services provided

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

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

Strategic objectives

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

Major Achievements 2003-04

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

Much interesting and valuable material was donated to the library's archival collections. Some notable acquisitions were:

- The Elizabeth Durack papers. A fascinating and large collection of Elizabeth Durack's sketches and other work has been acquired. Included in the art archives (1925-1940) is some of Elizabeth's earliest work such as Kookaburra and Kangaroo newsletters written by Mary Durack and illustrated by Elizabeth. In addition to the artworks, the family has deposited a large and important collection of her personal letters, diaries and other documents.
- A collection of 19th Century legal documents donated by law firm Clayton Utz and including some well-known names.
- A comprehensive collection of records from Black Swan Theatre Company Ltd.
- Administration records from the Manguri Aboriginal Corporation, formerly known as Sister Kate's Homes.

- A collection of diaries and letters of Ambrose and Nance Durack donated by a family member living in Adelaide.
- After considerable negotiation and selection, a small number of records from the former merchant bank Rothwells Limited were acquired.
- Records and materials from peace activist and former senator, Jo Vallentine.
- An extensive collection of oral histories and interviews relating to the Midland Workshops History Project.
- The John K Ewers photographs, consisting of thousands of prints, negatives and slide transparencies, and complementing his private papers that were deposited in 2002-03.
- The Derek Keene collection of 24 albums of photographs depicting the people and events of Halls Creek, 1986-2002. These were presented to the Premier for the Battye Library collections at the March General Meeting of the Friends of Battye Library.
- A donation from the Catholic Education Centre of 200 glass negatives relevant to Aboriginal education in the early part of the 20th century.
- A small but comprehensively annotated collection of photographs taken in the aftermath of the Kalgoorlie race riots of 1934.
- Photographs of the visit of the Prince of Wales in 1920 taken by famed photographer, Fred Flood.

The State Library will be a partner with the University of Western Australia, the Italian Community, and the Western Australian Museum in a major project, *Italians in WA: A Cultural History and Archive of Migrants and Migration*. This project has received an Australian Research Council (ARC) Linkage Project grant to undertake the definitive study of Italian migrants. The documentary materials, including photographs, documents and ephemera collected during the course of the project, will be deposited in the Battye Library as part of the Migrant Communities Archive. The project is due to commence in July 2004.

Significant and interesting published and archival materials were transferred to the Battye Library when the library of the Department of Indigenous Affairs was closed.

To make Western Australian information accessible through the Internet.

The Hon. Sheila McHale launched *Katitjin: a guide to Indigenous records in the Battye Library* at a function in September. Compiled by Heather Campbell and published by the Friends of Battye Library with funding from the Maude Sholl Bequest, the guide reveals useful sources for research into Indigenous history and culture. *Katitjin* is available through the State Library's website at <http://www.liswa.wa.gov.au/pdf/katitjinsep03.pdf>.

More than 10,000 online images have been made available to clients through digitisation programs to provide wide access to important heritage materials in the Battye Library.

Access to the Private Archives collections was improved for both local and remote users through the addition of detailed online listings to the bibliographic records for some collections. This means that clients can see a full description of all the items in the collection as a pdf format attachment, and ask that these items be waiting for them when they visit, thereby saving considerable time. The feasibility of this development was assessed in a successful pilot project last year.

The Infolink Government and Community Information Database provides referral information to over 6938 government agencies and community organisations, with over 600 new entries added this year.

Links to the websites of 3321 of these bodies are also contained in the database. In addition, the online calendar contains details of 411 dates of special interest. Staff are working continually to ensure the currency and completeness of these entries.

An authority control project was commenced to improve the quality and consistency of the online database's author, title, series and subject headings. This initiative should contribute to easier and more effective searches.

The PANDORA Archive is an ongoing cooperative project with the National Library of Australia to collect and preserve electronic publications and websites so that they are available long after the publications and websites disappear from the Internet. To date 130 electronic publications and websites have been archived, more than double the number available last year. Unfortunately, the process of archiving is much more complex and labour-intensive than for traditional library resources. With the number of electronic publications increasing, much irreplaceable material is being lost.

The State Library is engaged in a number of other cooperative projects with the National Library of Australia to enhance public access to digital images, to progress newspaper preservation and oral history programs. A pilot project to make images accessible through PictureAustralia was completed. This portal provides a single point of access to the digital image collections of cultural agencies around Australia. In the coming year newly digitised images will be made accessible through the search interface hosted by the National Library of Australia, however, a way of easily transferring images digitised in the past has yet to be found.

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

The provision of reference services based on Western Australian material is a key service by staff in the Batty Library. Enquiries are now received via many different methods, from personal visits, telephone, letter, and e-mail. In 2003-04 staff answered 48,867 enquiries. This was a decrease of 3%, however, what staff have noticed is that the nature of the enquiries is more difficult as simple enquiries can be answered from the Library's catalogue and website.

This year the Photographic Public Orders Service, a fee-based service to provide prints and digitised images from the collections, supplied 1268 items as prints or digitised images on CD. Increasingly clients are requesting high resolution digitised copies rather than photographic prints from this service.

To assist clients and prospective donors of materials to organise and select appropriate materials suitable for deposit in the Batty Library, staff from the Archival Collections team provide advice and visit organisations, businesses, community groups and some individuals. There were some 104 consultations this year.

Libraries and archives face growing difficulty in acquiring material and delivering services due to privacy concerns expressed by publishers. An example is the withdrawal of microfiche and CD-ROM copies of the Western Australian electoral rolls from public libraries. Negotiations are underway to retain the Batty Library as a deposit and enquiry centre for the rolls. Sets of church marriage and baptism registers have also been withdrawn from general use due to privacy issues as some records include adoption and illegitimacy information. Issues arising from privacy concerns are beginning to surface and are expected to become increasingly disruptive to existing services.

Staff provided information and advice to clients in a number of regional forums. At the regional meeting of public libraries in Narrogin and a local history seminar in Albany, advice on local studies collections and the range of services the Library provides were described. At a workshop run by the Harvey Oral

History Group, advice was given on archives and the preservation of collections, and advice was also provided on digitisation projects to public libraries, and for the Bunbury electronic library and the Geraldton Hub project.

Demonstrations were provided to clients throughout the year on how to access photographs and details of private archives collections through the online catalogue. Similarly there were training sessions for the public on the Library's specialist websites that contain useful historical information supported by images from the Battye Library collections.

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

- a talk and tour on preservation issues to Information Studies students from Curtin University;
- Caring for your Family Archive during Seniors Weeks;
- Photographic Conservation for staff of the Department of Culture and the Arts;
- Control of Mould in Heritage Collections for government departments and the public;
- Working With and Around Library and Archival Material for State Library volunteers;
- Caring for your Archive as part of Just ask@your library;
- Making Protective Enclosures for Books and Documents for members of the public; and
- The Storage and handling of Rare Books for State Library staff.

To preserve documentary heritage materials for present and future generations.

A major initiative was the formation of the Historical Records Rescue Consortium by the Friends of Battye Library Inc. made up of representatives from the Friends, the Royal Western Australian Historical Society, the Western Australian Genealogical Society, the History Council, Professional Historians Association, Oral History Association (WA), State Library Custodians, Ethnic Communities Council, Indigenous communities, Australian Mining History Association (Western Australia), and private donors. The objective of the consortium was, 'To submit an application to Lotterywest for funding to rescue and make available the most at risk and in demand historical records held in the J S Battye Library of West Australian History, and to effectively manage the funds granted.'

The Director of the Battye Library provided preservation advice to the consortium and staff identified and listed the most at risk materials. Extensive condition reporting was required to support this work. The consortium engaged in a consultation process to ensure community support for significant funds to be made available for preservation and to comment on priorities set. The work of the consortium extended from August 2003 to 1 June 2004 when a proposal was presented to Lotterywest for considerable funding. The outcome of the application will be known in October 2004.

A pilot project to assess and select deteriorating images for preservation digitisation was completed, after which the images were scanned and further conservation work done.

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 the State Library's permanent collections. It oversees all work involving single items but mainly collection level conservation, including treatment of bound and unbound items, maps, prints, manuscripts, drawings, books and photographic materials.

The Conservation Unit produced 608 preservation boxes, 1511 polyester encapsulations, 67 preservation reports and carried out 167 treatments for the Battye Library, State Reference Library and the State Records Office. Some of the interesting items that needed treatments were:

- Panorama of Perth (BA 1508) 1870s, 270 cm x 25 cm. The panorama is a wonderful 360-degree photographic image taken from the clock tower of the Town hall. There are 13 separate photographs adhered together and lined with linen. The panorama had been tightly rolled and the first step was to unroll it (not an easy task with its length). It was then humidified and flattened. Areas at both ends of the panorama were torn and lifting. These were re-adhered to the linen lining and a special core and box was created to roll and house the panorama.
- As part of the State Library's contribution to the MusicAustralia project, which is coordinated by the National Library of Australia to provide web-based access to Australian music, 33 music scores published between 1890 and 1929 had conservation treatments prior to scanning. These treatments included the removal of tape, washing and repair, as well as the production of 200 mylar enclosures and 10 boxes for rehousing of the collection to ensure their preservation.
- The Lautour-Shenton Agreement, dated 1829 (Acc 711A MN28) 575 x 675 mm in size. This document is a large parchment made up five sheets attached together with ribbon and seals. The parchment had been folded and was heavily creased, soiled and damaged by rodents. To allow access it was cleaned, humidified and dried under tension to flatten. The nature of parchment and the soluble pigment made it a delicate treatment and each page was treated separately. This was done without separating the pages by cutting the ribbons so that the original format of the item was retained.

Microfilming

The microfilm unit provides in-house microfilming of material for the Battye Library and the State Records Office that includes material from State Government agencies and local government. Services provided include 16mm and 35 mm filming, scanning up to A0 size, processing, silver halide and vesicular duplicating, archival film testing, quality control, microfiche (jackets) and aperture cards.

In 2003-04, 49 microfilm programs were undertaken producing 545 original microfilm reels (632,319 frames), 3,330 duplicates and 8,048 microfiche.

Major Achievements for the year were:

- The microfilming of the Roberta Jull personal diaries (Acc. No. 956A) from 1888 to 1956. The filming consisted of 20, 35mm reels that will provide researchers with ready access while preserving the diaries.
- The newspaper program consisted of 19 titles, producing 277 reels of microfilm for preservation and access. Some of the newspapers filmed were the *Kalgoorlie Miner* (1904-1905), *Black Range Courier* (1907-1915), *Karratha Guardian* (1986-1994), *Kookynie Advocate* (1903-1904), *Fremantle News* (1961-1962), and the *Western Argus* (1915-1918).
- As part of a grant from the National Library to microfilm Western Australian newspapers, the following were filmed: *Mount Magnet Miner* (1896-1927) 15 reels, *The Northern Chronicle* (1902-1909) 10 reels and the *Day Dawn Chronicle* (1902-1909) 6 reels.
- Duplicating programs were carried out for the National Library (405 reels covering 50 titles) and the State Library of Queensland (895 reels of the *West Australian* from 1897 to 1978).

- The State Records Office projects included microfilming of the Public Works Department Contract Books, 1894-1959, in 15 reels (8,985 frames). These volumes contain a summary of building contracts undertaken by independent builders. The volumes are heavily used for architectural research purposes.
- 657 Chief Draftsman Plans, 1829-1883, from the Department of Land Information were scanned in colour on the AO size map scanner. These plans are unique and are heavily used because of their historical content. The scanning allowed for easier, quicker access and reproductions of plans, preserving the originals.
- The Shire of Bridgetown Greenbushes (1940-1970) and the Mingenew Roads Board (1904-1961) minutes and rate books were microfilmed for the State Records Office. Other permanent records filmed for government agencies were South Caroling Cemetery Board, Heritage Council of Western Australia, Court of Petty Sessions and Family Court of WA.
- For the State Records Office 305 scanned image files of large maps for public orders were produced.

Photographic Services

The photographic unit provides prints for public orders from the Battye Library Pictorial negative collection, maintains motion picture films, photographic negative and audiovisual heritage collections. Some key projects for the year were:

- 793 public print orders
- 684 preservation copy negatives
- 6648 condition reports of the negative collection
- 11,567 original negatives from the pictorial collection processed and transferred into low temperature archival storage.

A project to scan and capture severely deteriorated nitrate and cellulose acetate negatives from the pictorial negatives collection commenced this year, starting with a pilot project to evaluate metadata and test standards. A preservation program was developed and 10,154 images were scanned and stored on the State Library server designated for preservation images with a backup copy stored on external hard disk drives.

Through the Save Our Film project and funds provided from Lotterywest films from the State Film Archives on deteriorated acetate were preserved and access copies on DVD were provided.

- Of the 81 titles preserved in the project, 25 titles were completed this financial year, including *Cave School -Gogo*, *The Mineral Wealth of Western Australia*, *Australia's Fastest Train*, *The Causeway under Construction*, *Ord River Project*, *Collie Coal Basin* and *Colonial Perth*.
- Completed 175 State Film Archives condition reports of motion picture and sound track material.
- 308 motion picture reels processed and transferred to low temperature archival storage.

A new compactus system was installed in the 20-degree film stack replacing existing static shelving, which also allowed for the removal of carpet from the area. Over 300,000 items were moved and the preservation storage capacity trebled.

To prepare for the *Treasures @ Your Library* exhibition in July 2004, 252 hours was spent on conservation work on the material prior to the exhibition including 76 condition reports and mounting; 9 conservation treatments; 6 items encapsulated, and 16 book supports made. To facilitate the production of exhibition prints, 42 items were scanned including colour transparencies, black and white prints, colour drawings, rare books and a daguerreotype.

Reference and Information Services

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

Services provided

The staff of the State Reference Library provide reference and information services utilising resources held in the Alexander Library Building and from libraries and databases from around the world or across the nation. The main target group is Western Australians who need information which is not readily available from other sources. Collections and services are designed to complement the university, specialist, school and public library systems.

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

Strategic objectives

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

Major Achievements for 2003 - 2004

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

The State Library of Western Australia continued to be a major contributor to the *Asknow!* service. This service was piloted in 2002-03 as a project between the National Library and Australia's state libraries, offering online professional reference assistance to clients regardless of location through the use of chat software and web resources.

Asknow! has now moved out of pilot phase and has been endorsed as a permanent online chat service. An evaluation of the service provided early in 2004 indicated that during the pilot period the monthly number of inquiries increased sixfold, with some months registering over 4000 inquiries. 9% of all enquiries were from Western Australia and 2% were from regions outside the metropolitan area. 45% of inquiries from Western Australia were from those 24yrs of age or less, however nearly a third of WA inquiries also come from the 35 - 49 year old age bracket.

In September 2003, Western Australian public libraries were invited to partner with the State Library in providing this service. Currently 4 public libraries are participating in this service and together with the State Library provide 18 hours of reference assistance each week. This service is available to the Western Australian community from 7am to 5pm each weekday.

Not only is this service providing a new form of reference service to people anywhere within Western Australia but it is fostering partnerships and understanding between libraries nationally. It is also taking participant librarians' searching skills to a new level of expertise, which indirectly raises the overall quality of reference service within the State.

Providing digitised images and access to information is a key element to improving access to information for all Western Australians. An exciting project in this area is the State Library's contribution to *MusicAustralia*, an online information resource providing links to uniquely Australian digitised sheet music from all over Australia. Nearly 60 Western Australian scores have been identified, preserved, digitised and catalogued in preparation for release simultaneously through the *MusicAustralia* website, a separate WA Musical Memories Online website and the library catalogue. The websites will be launched later in 2004.

The range of electronic databases and information tools available within the Alexander Library building and through our website continues to expand. Currently almost 30 key electronic information resources are available, with the most significant being an expansion to the existing Ebscohost database collection to include *Academic Search Premier*, *Health Source: Consumer edition*, *Health Source: Nursing/academic edition*, and *Columbia Graingers World of Poetry*.

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

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

The size of the Library's database continues to grow, with the addition of new records for purchased or donated material in all formats, as well as index records. These index records enhance the catalogue by providing links to hard to find information within the State Library collections. The Library's database now has over 1 million bibliographic records, of which 154,000 are index records for Australian poetry, ships, ephemera, sheet music, short stories and general information. Nearly 20,000 index records were added this year.

The information gateways and hot topic categories within the website continued to be updated and developed. These offer topical guides to key information resources, including both free and subscribed resources to assist clients seeking information under broad subject areas such as music or government. Genealogy guides are also popular tools to assist clients searching their family history and this year another guide, *Tracing your Family History*, was added to the collection of self-help sheets.

A number of web-based projects were undertaken this year. Work continued on upgrading the State Library's website to ensure compliance with the *Guidelines for State Government Web Sites*. Another project was the upgrade of the web-based catalogue interface that is in the final stages of implementation. Clients will shortly see a new look web-based catalogue with improvements to the design of the pages for ease of use, improved navigation and elimination of the outdated LISWA badging. These changes will enhance overall functionality and search capabilities for clients. The Library's intranet service was also redesigned during 2004 to facilitate staff access to necessary tools and information they need to do their job and to foster improved internal communication.

The State Library played a significant role in hosting the Australian Innopac Users Group conference in Perth this year. Many staff took this opportunity to attend many of the papers to raise their awareness of how Australian libraries are using the integrated library management system software to increase the efficiency of their services.

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

Within the State Reference Library in particular, there has been a continuing emphasis on multi-skilling. Reference staff are now expected to be able to answer queries from clients across a number of subject areas, not just within their specific subject expertise. It has been, and continues to be, a challenge to equip staff with the appropriate information and knowledge to provide the high quality reference services with which clients are familiar. To assist in this area over the last year, procedures have been reviewed and staff information sheets developed. The next year will see a continuation and expansion of multi-skilling, with refinements made to a staff database that enables a shared knowledge of key information resources.

The increase in electronic resources available from the terminals in the Alexander Library Building resulted in a higher demand for printing facilities from clients. This year the staged implementation of fee-based printing from all the public catalogues and Internet workstations was completed. This was done in conjunction with a change in the supplier for the swipecard system that clients use to pay for copying services. Clients can print information required from any of the online electronic information resources, including full text journal articles made available through the State Library website.

As the Alexander Library Building reaches its planned capacity after 20 years, there has been a need to review the utilisation of closed access storage areas (the stack). A review of collection storage in several key areas has occurred and to create greater efficiencies for staff in fetching items for clients, with low use items being housed furthest from the point of request.

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

This year saw an increased emphasis on targeting specific client groups to promote and inform them of the resources held within the State Library. The Genealogy Librarian and other key State Library staff visited York and met with regional public librarians as part of the Library's continuing commitment to raising awareness in the regions of the resources within the State Library, with particular emphasis on genealogy. A visit to Albany was the first promotional visit in a partnership between the State Records Office, the National Archives, the State Library and the Albany Public Library.

During 2003-04 staff provided training modules to public librarians visiting the State Library including the promotion of the Asknow! service, business resources and genealogical resources.

Some significant additional resources were acquired for the within the Genealogy Centre as follows:

- Additions to the *General Register Office index* (St Catherine's) listing birth, death and marriage records in England and Wales, and which now cover 1837-1970.
- In response to an increasing demand from clients asking for this type of information prior to 1837, a decision was made to purchase earlier records for births, deaths and marriages in England. Acquired so far are:

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- *Cornwall parish registers*, which have a range of parish information ranging from the mid 1500's to 1812;
- *Devon parish records*, which have various parish information with dates ranging from 1538 to 1837;
- *Old Bailey Proceedings* (1776-1832) on microfilm; and
- *Domesday People* : a Prosopography of Persons occurring in English documents 1066-1166.

Staff from the Business and Management library, promoted the extensive business resources of the State Library through a stand at the Business Expo, held in June at the Burswood Convention Centre. Just under 100 in-depth business related queries were received each day through this exposure. The Expo was invaluable in raising the awareness of small business managers to the free information resources available to them from the State Library.

The Alexander Library Building is an important building within the Perth Cultural Centre, and also provides significant support for education. There continues to be considerable, although declining, demand for tours of the Building, with high school groups making up a large percentage of requests for organised tours. This year there were 28 tours conducted for groups of clients. In addition to organised tours, staff of the State Library provided numerous informal and formal training sessions to clients throughout the year. Significant events such as Seniors Week saw specialised training being provided in areas such as family history research and using online research resources.

Public Programs and Business Development

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

In addition we provide ancillary, value added customised services and products which generate revenue by enhancing the experience of clients when visiting the Alexander Library Building. These services include provision of Pages Cafe coffee lounge, photocopying services, venue hire, the State Library Shop and the Discard Book Shop.

Strategic objectives

- To make Western Australians aware of the range of information services provided by the State Library.
- To involve the community in interactive experiences which challenge, educate and explain.
- To meet the need for customised fee-for-service activities while enhancing the role of free public services.
- To increase our resource base beyond that provided from the Consolidated Fund (State Budget)

Major Achievements for 2003-2004

Public Programs

Family History Fair

In September 2003, the Family History Fair drew approximately 1000 additional visitors to the State Library. This event included a major exhibition entitled Routes to Your Roots as well as opportunities for visitors to participate in talks, tours and exhibitions promoting genealogical resources. Staff were on hand to answer client enquiries and the tours provided were very well attended and appreciated. The fair is a joint initiative of the State Library, the Western Australian Genealogical Society Inc., the State Records Office, and the National Archives (WA), and with sixteen organisations represented. The great deal of positive feedback received will ensure that a similar fair will be conducted during 2004-05.

Exhibitions

To coincide with the first national Cultural Tourism Conference, which was held in Perth in February 2004, an exhibition of travel images was developed from the Batty Library's ephemera collection. Entitled How we're portrayed - images selling Western Australia, the exhibition featured brochures and posters depicting images from the past seventy years that had been used to promote tourism to Western Australia, locally, nationally and internationally. The exhibition is also available as a virtual exhibition on the State Library website.

An important community event is the Association for the Blind's Technology Expo which showcases the latest technology available for the visually impaired. For the third occasion the State Library hosted this event in September 2004.

The Perth Society of Artists used the Library for their Annual Art Exhibition, and recorded the most successful exhibition they have held. The Society will return to exhibit late in 2004.

The People's Republic of China invited the State Library to display a pictorial exhibition, *Beautiful China*, consisting of 70 photographs of people, scenery, cities, culture, historical sites, landmarks and the environment of China. This popular exhibition was opened by the Chinese Ambassador to Australia, Madame Fu Ying, who also presented a special collection of Chinese resources to the State Library on behalf of the Chinese Government.

One of the smaller but important displays held in the State Library was the Borneo Prisoner of War Relatives Group display on Sandakan. Friends and relatives of the Borneo POWs presented an interpretive and factual display of the camp and the Death Marches along the Sandakan trail. Many school groups attended the talks and discussions held by veterans of the POW camp.

A travelling version of the *Freycinet: Our French Collection* exhibition was created to tour the State. The exhibition comprises twelve framed facsimiles of maps and drawings, acquired at a Christies' auction in September 2002, as well as 23 beautifully designed panels telling the story of the voyages of Nicolas Baudin in 1801-1804 and Louis de Freycinet in 1817-1820. The exhibition opened at Geraldton and has subsequently been to Shark Bay, Albany, Busselton, Margaret River, Karratha and Narrogin. State Library staff have been thrilled by the obvious interest and support shown by the local communities which have responded enthusiastically to this opportunity. State Library is also appreciative of the cooperation received from public library staff in making this exhibition possible in country areas.

The State Library will be involved in the Western Australia on Show exhibition to launch the new Convention Centre in August 2005. Considerable work was undertaken in preparing the exhibition space and producing materials to promote the Library and the Department at the Show.

Western Australian Premier's Book Awards

On Friday 4 June 2004, Premier Geoff Gallop announced local playwright Reg Cribb as the recipient of the \$20,000 Premier's Prize for his play *Last Cab to Darwin* in the annual Western Australian Premier's Book Awards. It is the first time that a script has won the Premier's Prize since it was inaugurated in 1992. The theme for the Awards celebrated the role of public libraries in the community, bringing together the joint themes of the Year of the Built Environment and 50 years since the first free public library was opened in 1954 in York.

The Non-Fiction Award winners were *Old Fremantle* by John Dowson and Stephen Kinnane for Shadow Lines. Brett D'Arcy won the Fiction category for his novel, *The Mindless Ferocity of Sharks*; the Poetry category was won by John Kinsella for *Peripheral Light*; Colin Bowles won the Writing for Young Adults category with *Nights in the Sun* and Mark Greenwood won the Children's Book category with *The Legend of Lasseter's Reef*.

@ your library marketing campaign

A major marketing campaign, @ your library, was launched to increase awareness and support for libraries by communicating clearly and strongly why libraries are both unique and valuable; and to update the image of libraries and library staff for the 21st century, sustaining and strengthening their relevance. The campaign saw the unprecedented collaboration of all library sectors in Western Australia, and together they will seek outcomes such as:

- increased library usage;
- stronger commitment to funding, sponsorship and partnerships;
- higher profile amongst policy makers; and
- positive recruitment impact.

Posters to support each themed month have been widely distributed and a series of relevant events undertaken. An example was a 'stump the librarian' panel during the Just Ask @ your library that gave members of the public an opportunity to learn more about the value of reference services. A workshop following this event provided clients with insights into how in-depth research could be facilitated, including through a range of indexes and guides.

For the July 2004 theme of Treasures @ your library, an exhibition will be held in the David Jones city store. This is the first time a city store has made its facilities available for such an exhibition and David Jones is to be congratulated for agreeing to commemorate the 175th anniversary of the founding of Western Australia in this way. More than 200 items from exploration in the 17th century to a prediction of what Perth would be like in 2029 will be displayed with treasures taken from the Battye Library collections, as well as items from the John Curtin Prime Ministerial Library, Murdoch and Edith Cowan Universities, and the University of Western Australia.

Public Lectures

Again the State Library sponsored the Landscape Series of lunchtime lectures featuring John Kinsella. These popular public lectures organised by the Edith Cowan University International Centre for Landscape and Language, are held in the State Library Theatre and are well attended.

Business Development

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

The Discard Book Shop

The Discard Book Shop provides a seven day a week sales outlet for discarded public library stock direct to the public. During 2003-04, the shop continued to adjust its product mix to meet demand and the needs of clients. Sales of discarded library materials continued to achieve desired stock turnover targets and revenues generated exceeded sales targets, making a valuable contribution in support of the State Library's service delivery to the community and the recovery of costs for the processing and storage of the State Library's discarded library materials.

Discard Book Shop customers were surveyed and the results revealed high levels of customer satisfaction and community support for the shop. Customers complimented the State Library for providing this service that gives the public the opportunity to purchase discarded library books at affordable prices.

Discard Sales

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

During 2003-04 significant donations of discarded library books were made to international community aid organizations including Teach India. These donations make a valuable contribution to the construction or re-construction of community libraries and learning centres in developing countries.

The State Library Shop

The State Library Shop, located on the ground floor of the Alexander Library Building, further developed its support of the Western Australian publishing industry by providing a specialist retail outlet and centre of excellence for the purchase of published works on Western Australia or works written or published by Western Australians. The shop also provided customers with a complementary range of other books and merchandise. A premium title search and ordering service, for clients who find it difficult to procure hard to locate titles through other retail bookstores, was also provided.

The State Library Shop established strategic partnerships with several leading Western Australian, Australian and international publishers and jointly promoted and provided the sale of books at events such as:

- book launches for individual titles;
- the Family History Fair weekend at the State Library;
- the Landscape Lecture Series;
- the Frances Andrijich Lectures at the Central Park Conference Centre for Fremantle Arts Centre Press;
- the Australian Cultural Tourism Conference at the Burswood Convention Centre, with The State Library Shop representing a number of Western Australian publishers including Fremantle Arts Centre Press, Magabala Books, WA Museum Press and UWA Press; and
- the Australian and New Zealand College of Anaesthetists Annual Scientific Meeting held at the Perth Concert Hall. The State Library Shop was asked to provide local book sales at the congress at the request of the conference coordinators.

Merchandise derived from original images from the Freycinet Collection continued to be available for sale through the shop, including limited edition authenticated prints, poster prints and cards sets.

Maximising returns from Venues

Marketing strategies to promote venues within the library continued to realise success with revenue meeting expectations. The excellent range of centrally located venues and facilities including the State Library Theatre and seven other meeting, break-out and function rooms, continue to attract regular and new clients. The State Library Theatre with its 35mm cinema facilities continued to attract new business for film evenings and matinees, as well as conferences, seminars, product launches and presentations.

Pages Cafe has, with its new look cafe and improved menus, enhanced the experience of clients visiting the State Library and has provided a welcoming meeting place.

WA State Library Custodians

The Western Australian State Library Custodians Inc. assist the State Library in promoting public awareness and facilitating financial support, sponsorship, partnering and other relationships with the corporate sector or individual philanthropists. The Custodians are influential members of the community committed to "further development of library collections for, and services to, the people of Western Australia". The year 2003-04 has been the Custodians' most successful period since their foundation in 1998.

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

Ron Sheen (President)	
Patrick Breen	John Morhall
Simon Dawkins (to April 2004)	Helen Muir
Colleen Hayward	Robert Muir
Richard Hazlewood	Betty O'Rourke
Graham McEachran	Peter Purcell
Kevin McMenemy	David Stephens
Bret Mattes	Joslyn Summerhayes

The *Save Our Film* campaign, which was launched in 2000, has now raised more than \$200,000, for preserving historic Western Australian films. New archival prints have been made of films that were previously in very poor physical condition. DVD copies have also been made to facilitate public access to these gems into the future. In November 2003 this success was celebrated with the public screening of the *Season of Historical Films* and the considerable support received from Lotterywest and the Constitutional Centre was acknowledged. Donations for the preservation of film titles continue to be received.

The success of the *Freycinet: our French Collection* exhibition held in February/March 2003 was built on by sending a traveling version of the display to centres outside Perth. The exhibition opened in Geraldton in July 2003 and then went to Shark Bay, Albany, Busselton, Margaret River, Karratha and Narrogin. The success of the Custodians in acquiring the Freycinet records of French exploration voyages to Western Australia continues to be highly appreciated by the public.

Friends of Battye Library

The Friends of Battye Library (Inc.) was established in 1981 and members enthusiastically support the Battye Library and the State Records Office by fundraising, producing publications, as well as volunteer work. The Friends aim is to encourage and enhance the acquisition, preservation and use of archival and documentary materials. Mrs Ruth Reid AM is patron, Professor Geoffrey Bolton is Emeritus President and Dr Pamela Statham Drew is President. The Friends of Battye Library Newsletter is produced quarterly and posted to all members as well as being available on the State Library's website at www.liswa.gov.au/frbattnews.html

It was an exceptional year for the Battye Library's 37 volunteers, with a total of 5798 hours being devoted to a range of tasks involved in preparing library and archival materials for further work by staff. The hours spent in the Battye Library are an increase of 13 per cent on the previous year.

At the March meeting the Friends were honoured with a visit from the Premier, Dr Geoff Gallop MLA, to accept a gift of 24 albums superbly depicting the people and events of Halls Creek over the years 1986 to 2002. Derek Keene, the photographer and producer of the albums, wished to present them to the Battye Library so that they would be preserved for future generations to enjoy. Dr Gallop expressed his great pleasure in being present to receive Derek's images on behalf of the people of Western Australia.

The Friends of Battye Library (Inc) was instrumental in the formation of the Historical Records Rescue Consortium (HRRC) which applied for a grant from Lotterywest to save deteriorating materials in the Battye Library which are most at risk of being lost.

Emeritus President, Professor Geoffrey Bolton, was awarded the 2003 Frederick Watson Fellowship by the National Archives of Australia. Professor Bolton will use his award to work in the National Archives in Canberra to complete a book about Sir Paul Hasluck and his contribution to Indigenous affairs and Australia's foreign policy. We were also delighted to learn that Meroula (Mollie) Lukis, a long time member of the Friends of Battye Library and the State's first archivist, was awarded an Order of Australia Medal (OAM) in the Queen's birthday honours in June 2004.

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

- The July meeting was the Friends 21st Annual General Meeting. In an address titled *Metamorphosis of a collection*, President of the Fellowship of Australian Writers (WA Branch) and the State Library of Western Australia's visiting scholar, Trisha Kotai Ewers, gave a fascinating insight to the body of work produced by her father, author John K Ewers (1904-1978). Trisha illustrated her talk with photographs, passages from her father's manuscripts and extracts from his many letters to friends, colleagues and admirers.
- The end of year function was held on Proclamation Day, 21 October, at which the Friends of Battye Library honoured three 'Gems of Time': Professor Leslie Marchant, Dr Mollie Lukis, and Sir Charles Court. This award recognises Western Australia's living treasures who have had a long-term and significant commitment to the aims and objectives of the Battye Library and/or the State Records Office.
A well-attended celebratory dinner followed the address given by guest speaker Sir William Heseltine, who provided a lively account of his research into a forebear who was a warden in Fremantle at the time of the escape of Fenian convicts on the *Catalpa*.
- In March, Dr Cathie Clement's thought provoking topic was *Humpty Dumpty and the history wars* which explored a long running debate in the press by several historians about the authenticity of sources for Aboriginal history and the recording of massacres of Aboriginal people in the 19th and early 20th centuries. This meeting included Derek Keene and his gift of photographic albums.
- The May meeting featured special guest Ric McCracken, project coordinator for the Midland Workshops History Project, who spoke about the work being done to restore some of the buildings and collect materials relating to the Midland Workshops, one of the State's major employers from 1904 to 1994.

The Maude Sholl bequest uses accrued interest from money that was willed to the Friends of Battye Library to develop finding aids and publications. This year funding was provided to the State Records Office (SRO) to produce a virtual exhibition titled *Raising the Bar* which will be accessible from SRO's website. The exhibition celebrates a century of harbour planning from 1829 to 1929 and features images of items from the collection.

Another project in the planning stage is the development of a website which will showcase treasures from the Battye Library's collections. The exhibition will contribute to the State's celebrations of Western Australia's 175th anniversary in 2004.

Resource Management



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

Managing our People

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

Staffing Summary

The average Full Time Equivalent (FTE) staffing level for 2003-04 was 216 FTE compared to an average FTE of 233.29 for the last financial year. The reduction in FTE is a reflection of the transfer of a number of staff positions to the Department of Culture and the Arts and the impact of budget allocations. One of the significant challenges for the State Library has been to change, maintain and improve client services during the financial year.

Staffing Profile

The staffing profile is based on the number of individual employees as at 30 June 2004 (as distinct from the number of FTEs).

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

Table 1

Classification level	As at 30 June 2003		As at 30 June 2004	
	Number	%	Number	%
Wages	13	5.2	16	6.3
Level 1	87	34.8	84	33.1
Level 2	38	15.2	48	18.7
Level 2/4	56	22.4	55	21.5
Level 3	16	6.4	15	5.5
Level 4	5	2.0	3	1.2
Level 5	18	7.2	18	7.1
Level 6	10	4.0	10	3.9
Level 7	2	0.8	1	0.4
Level 8	4	1.6	4	1.6
Executive	1	0.4	1	0.4
Total	250	100%	254	100%

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

Table 2

Employment type	As at 30 June 2004			
	Women	Men	Total	% of total staff
Permanent full-time	103	57	160	62.9
Permanent part-time	66	5	71	27.9
Fixed term full-time	2	9	11	4.3
Fixed term part-time	10	1	11	4.3
Casual	1	0	1	0.5
Total	182	72	254	100%

Modes of Employment Policy

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

TeamNet

TeamNet is a forum for team leaders, consultants and managers to meet and develop a range of skills to assist them in their roles. It continued the training and development program over the year, and further to the review of its effectiveness in 2003, sessions targeting public speaking and procurement were offered in 2004.

Cultural Diversity

The State Library employs 29 staff from culturally diverse backgrounds, which comprises 16.7% of total State Library employees. The State Library is well positioned to provide services to its culturally diverse clients through the availability of an online database showing staff with Language Skills. This enables the provision of interpretation services for clients of the State Library. There are more than 50 staff who speak languages other than English, and the number of languages spoken is approximately 40 with varying degrees of fluency in verbal and written skills.

Age Profile of Employees

The State Library workforce profile shows that there are 146 mature workers in the 45 plus age group. This means that 57.5% of staff are mature workers comprising 74% women and 26% men. By comparison, the representation of youth is very low, with 3.1% of the workforce in the category of less than 25 years of age.

This profile has significant implications for workforce planning at the State Library. With such a large percentage of mature workers there is a need to develop strategies in support of the Government's recommendations for older workers to postpone retirement and continue workforce participation, thereby harnessing their knowledge and skills. Equally, the State Library must focus on strategies to encourage young workers and graduates to the organisation.

Occupational Safety and Health

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

Online access to the Occupational Safety & Health Manual has provided all staff with access to up-to-date information on OSH related policies and information, and guidelines to injury management.

Manual handling was identified as a significant risk for the State Library - an aging population, reduction in staffing and the requirement to undertake shelving and manual handling. The State Reference Library established a manual handling focus group comprising Level 1 staff and the SRL OSH representative. This group achieved significant outcomes by reviewing work practices, raising awareness, and implementing changes to improve manual handling practices. The group continues to meet

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

Workers' Compensation

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

	2002-2003	2003-2004
Frequency Rate <i>Number of LTI/D x 1,000,000</i> Total Hours Worked	16.27	2.35
Average Time Lost Rate <i>Number of working days lost</i> Number of LTI/D	3.05	4.7
Estimated Cost of Claims per \$100 payroll <i>Cost of Claims Incurred x 100</i> Total Payroll	\$1.95	\$0.38
Premium Rate Premium as a % of payroll	1.29%	1.50%
Rehabilitation Success Rate <i>Number of Rehabilitated Employees x 100</i> Number of Eligible Employees	N/A	N/A

Information Systems

The State Library employs sophisticated computer and communications technology to support service delivery. Access to its online services is available 24 hours a day, seven days a week through the State Library website. There is an increased demand for electronic access with the website recording 12,362,000 page hits during the year, an increase of 6.6% over the previous year.

In January 2004, responsibility for the delivery of Information Services to the State Library was transferred to the Department of Culture and the Arts who are providing these services on a Shared Services basis. However, the State Library retains responsibility for library specific functions through the Internet and Online Services Team who manage the Library Management System, the Intranet and the Library's websites.

The Information Services team has responsibility for:

- provision of a portfolio wide Service Desk;
- desktop support services for staff and public computers and peripherals;
- systems support services for shared servers, e-mail, network infrastructure, security and telecommunications; and
- business consultancy services to assist the State Library maximise their investment in information and communications technology.

The Internet and Online Services Team has responsibility for:

- the development and management of information systems;
- State Library websites and electronic services; and
- the Library Management System (Innopac).

Public Internet Access

The State Library continues to provide free public access Internet facilities, a service it introduced in 1996. Close to fifty workstations ensure that clients without access to the Internet are not disadvantaged and are able to access Internet reference resources. The free public Internet workstations remain popular and are fully booked throughout the year.

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 Strategic Building Maintenance Plan 2001-02 - 2005-06 and the Strategic Facilities Plan which identify a number of issues that are a priority for the organisation. These include improved access for people with disabilities, investigation of PCB's within light fittings, upgrading light fittings as an energy saving initiative, and replacement of defective pneumatic controls to HVAC systems.

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

Work on essential services within the building continued with the replacement of the Uninterruptable Power Supply (UPS) system supporting the emergency lighting, and the commencement of a range of fire and security upgrade works designed to ensure and improve the Building's performance in the event of an emergency.

Further work was undertaken in addressing access to the facility for people with disabilities with the appointment of consultants to design and project manage the renovation of the toilets on the ground and fourth floor to improve access and meet Building Code and Australian Standard compliance issues. The renovated toilets will include improved levels of security, correct signage, free space, and appropriate egress.

The Government's new Facilities Management framework was implemented in July 2002. The framework is managed through the Department of Housing and Works and introduced new systems and responsibilities for the management of maintenance and project functions. While some difficulties have been experienced, the majority of projects have been delivered to the agreed parameters of time, cost and quality. A major achievement was the successful letting of the Mechanical Services Contract, an important and considerable contract given that the systems are required to run continuously to preserve environmental conditions to the State Library's collections. The operating models, maintenance levels and accountabilities have been structured to improve the reliability of systems and quality of service. Contract reporting mechanisms have been included to monitor and improve service levels.

Waste Paper Recycling

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

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

A number of initiatives were instigated during the year to reduce the waste directed to landfill the most significant of which was a review of the waste disposal contract to improve facilities for the streaming of waste. In addition this contract is expected to bring economic benefit to the State Library through reduced collection charges.

Energy Smart Government Policy

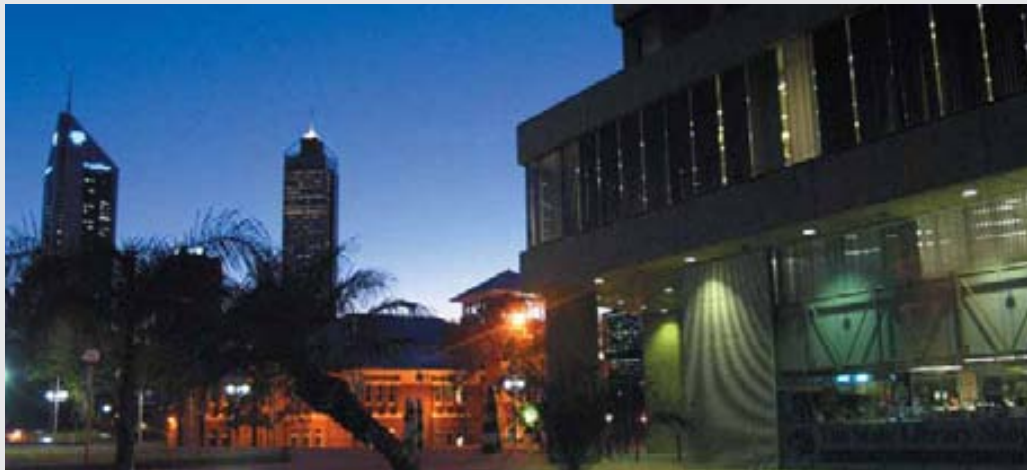
Effective energy management is critical to reduce costs on operating budgets and to lower energy demands and thereby reduce the amount of greenhouse gases. In 2002, the Government announced the Energy Smart Government initiative, which aims for a 12% reduction in non-transport related energy use from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

Energy consumption in the Alexander Library Building (which houses both the State Library of Western Australia and the State Records Office) has surpassed the 12% reduction against the Energy Smart Government Policy established baseline. This achievement reflects the implementation of programs and strategies, since 1998, designed to promote and reduce energy usage. Stage Three of the Pneumatic Valve Replacement Programme is due to be implemented in the 2004-05 financial year which should deliver additional energy savings and improvements in environmental comfort control. Other projects such as the retrofitting of light fittings, modifications to light bank switching, installation of power factor correction equipment and load shedding programs are seen as a priority when funding is available.

Energy Smart Government Program	Baseline	2003-04	Variation
Energy Consumption (MJ)	22,265,986	16,992,933	23.7%
Energy Cost (\$)	\$630,949	\$465,135	
Greenhouse Gas Emissions (tonnes of CO ₂)	5557	4,119	
Performance Indicators:			
MJ/sqm	693.56	529.31	
MJ/FTE		69,501	

- Notes: (1) Baseline data established from June 1998 return to reflect significant previous energy initiatives (SEDO CI/2003/864)
- (2) MJ/sqm KPI amended for June 2003 period to reflect gross floor areas.
ALB - 30,784m², Dianella - 1,320m².
- (3) MJ/FTE figure based on 244.5FTE (DCA, State Library and State Records Office staff). It should be noted that in addition to staff energy usage, the Alexander Library Building is a large public building open seven days a week and until 8.00pm on four nights each week.
- (4) Perth City Council car park no.11 and DOIT premises at 15 Harold Street Dianella are metered through the ALB and Dianella Repository metering systems. The above reported figures exclude the usage and costs associated with these sub metering arrangements.

Corporate Governance



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

Corporate Governance

Accountable authority

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

The Library Board of Western Australia

Members of the Board are appointed by the Governor for a period of four years in accordance with *The Library Board of Western Australia Act, 1951*. Members are eligible for renomination at the expiry of their term of appointment. The following table indicates the date Board members were appointed, the nominating body and attendance at meetings in 2003-04.

	Eligible Meetings	Attendance at Eligible Meetings
Mrs Kay Poustie (Chairman) (Australian Library & Information Association) First Appointed 1991-93 and again in 1998	11	11
Cr Janet Davidson (Vice-Chairman) (City of Perth) First appointed January 2001	11	10
Dr Matthew Allen (Ministerial Nominee) First appointed June 2003	11	9
Mr Alastair Bryant (Department of Culture and the Arts) First appointed 2000 (Ex Officio)	11	6*
Cr Milton Evans (Western Australian Local Government Association) First appointed August 2003	9	6
Mrs Pat Gallaher (Western Australian Local Government Association) First appointed December 2002	11	8
Cr Helen Hewitt (City of Fremantle) First appointed June 2003	11	8
Ms Kathleen Melsom (Department of Education and Training) First appointed April 2001 (Ex Officio)	8	7
Dr Margaret Nowak (Ministerial Nominee) First appointed December 2002	11	9

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Corporate Governance

	Eligible Meetings	Attendance at Eligible Meetings
Mr Glyn Parry (Ministerial Nominee) First appointed November 2000	11	7
Mrs Jan Rodgers (Department of Education and Training) First appointed May 2004 (Ex Officio)	1	1
Dr Ray Steedman (Ministerial Nominee) First appointed January 2001	11	7
Mrs Nola Waters (Western Australian Local Government Association) First appointed 1994	7	5
Ms Terri-ann White (Ministerial Nominee) First appointed December 2002	11	6
* For those meetings when Mr Bryant was unable to attend, another representative from the Department of Culture and the Arts attended.		

Ms Claire Forte acted as Executive Officer to the Library Board of Western Australia during 2003-04.

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

Department of Culture and the Arts

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

Funds to carry out the Library Board's statutory obligations are derived from those funds appropriated to the Department to pay salaries, and the remaining funds needed for the Board's operations under the direct control of the Board. In addition, the Board receives Financial, Information Systems and Human Resource Services from the Department.

Formal Committees of the Board

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

Finance Committee

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

Membership:

Dr Margaret Nowak (Board Member), Chair
Councillor Janet Davidson (Board Member),
Ms Claire Forte (Acting CEO),
Ms Dawn Timmerman (Manager: Finance).

Audit Committee

The Audit Committee advises the Board on matters of accountability, internal control structures, compliance framework and audit related matters.

Membership:

Dr Ray Steedman (Board Member) Chairman
Ms Terri-Ann White (Board Member),

Observers:

Mr Brandon Walker (Dept of Culture and the Arts, Manager of Risk and Audit),
Ms Rochelle Bradley (Office of the Auditor General) (to April 2004)
Ms Stella Rapanaro and Ms Nayna Raniga (Office of the Auditor General) (from May 2004)
Mr Peter Lambert (Director: Corporate and Business Services) Executive Officer

Specific Corporate Governance Issues

Internal Audit

As a statutory authority, the Board has a responsibility to manage risk and examine the effectiveness and efficiency of the State Library's operations. However, as a service agency within the Department of Culture and the Arts, the Department has the main responsibility for financial and human resource systems and salaries. In its role of assuring the Board of its compliance responsibilities the Board's Audit Committee reviewed the audit activity of the Department of Culture and the Arts and the effect of those recommendations on State Library activity. It also approved a State Library Strategic Audit Plan 2003-04 to 2005-06 and Annual Audit Plan with audits planned for a review of Building Risk Management and Occupational Safety and Health.

Risk Management

The task of the Risk Management Committee is to implement risk management strategies to ensure the Library Board's obligations in relation to the Alexander Library Building, its staff, collections and assets are managed effectively and responsibly in the event of a disaster, emergency or any unforeseen happening. This year the Committee commenced a review of Risk Management strategies to ensure that appropriate reporting mechanisms are in place and that risk management methodology throughout the organisation is effective. It has been important to ensure that risk management is built into every project plan such as the plan for the tender process for the supply of Library Materials. Plans for the evacuation of the Alexander Library Building are continually being reviewed and refined. Work on a Disaster Preparedness Plan for the Corporate Information Unit commenced.

Complaints Handling

The State Library has a Complaint Handling Policy and maintains a Complaint Management System so that complaints can be tracked and information made available to management in a more structured manner. In 2003-04, the State Library received 115 complaints, a 3% decrease on the previous year. A training program focusing on the specific complaint handling needs of the State Library and its clients was developed internally and delivered to all State Library staff who work with our clients to raise their awareness of correct complaint handling procedures.

Members of The Library Board of Western Australia

Chairman

Mrs Kay Poustie

Kay Poustie is a Director of Poustie Consulting Pty Ltd.

She held the position of Manager, Libraries, Arts and Culture at the City of Stirling for sixteen years, strategically positioning the library service to become the busiest in Western Australia.

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

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

As Past District 23 Governor of Zonta International, a world-wide service organisation of executives in business and the professions, Kay is also involved in community service.

Vice-Chairman

Councillor Janet Davidson

Janet Davidson is a business woman, consultant and Executive Officer to The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (WA). She is a Councillor for the City of Perth and holds a Master's Degree in Management from the University of Western Australia. Mrs Davidson is also a Justice of the Peace and a qualified teacher.

Councillor Davidson is Vice President of the WA Council of the National Council of Women of Western Australia (NCWWA). She has been involved in the Australia Day Celebrations and is a member of the Friends of the Art Gallery of Western Australia.

Members

Dr Matthew Allen

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

Mr Alastair Bryant

Alastair Bryant is the Director General of the Department of Culture and the Arts, made up of the Art Gallery of WA, the WA Museum, State Library of Western Australia, the Perth Theatre Trust, the State Records Office, 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 Accountants, and the Australian Institute of Management. He also serves on the Committee of Kids Help Line and is a Trustee of the Healing Hearts Foundation.

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

Councillor Milton Evans

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

Mrs Patricia Gallaher

Patricia Gallaher has had over 40 years experience as a librarian in the UK and Australia and held the position of Regional Librarian for Geraldton for over 20 years. She has served on numerous boards and committees and was a Councillor with the City of Geraldton. She has a strong sense of the special needs of regional communities, and is well respected for her many contributions to the provision of public library services in Western Australia. In the Australia Day Honours List 2003, she was awarded an OAM for services to the arts and to the community, particularly as a Regional Librarian.

Councillor Helen Hewitt

Mrs Hewitt is a freelance writer who is working in various commissions, and was elected to the City of Fremantle in 2001. She has a Master of Arts (Visual Arts History) and a Visual Arts Degree (Ceramics Major) from Curtin University of Technology.

Dr Margaret Nowak

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

Mr Glyn Parry

Glyn Parry is one of Australia's best-loved authors of children's and young adult books. He is widely respected in the literary community and is much sought after for public speaking engagements. Glyn is Western Australia's appointment to the Australian Broadcasting Corporation's National Advisory Council and the Literature Board of the Australia Council for the Arts

Dr Ray Steedman

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

Ms Terri-ann White

Terri-ann White is Associate Professor and Director of the Institute of Advanced Studies at the University of Western Australia. She is a fiction writer and has published widely. Terri-ann previously lectured in creative writing, was an independent bookseller, and has been involved in developing cultural and arts community programs in the State.

The State Library Executive Team

Chief Executive Officer and State Librarian

Ms Claire Forte

Appointed to Acting position April 2001

Director: Public Library Services

Ms Susan Feeney

Appointed: February 2001

Director: J S Battye Library

Dr Ronda Jamieson

Appointed: March 1999

Director: State Reference Library

Ms Barbara Patison

Appointed to Acting position July 2003

Director: Corporate & Business Services

Mr Peter Lambert

Appointed: May 1999

FINANCIAL INTERESTS OF PRINCIPAL OFFICERS

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

Compliance Reports

Compliance with Relevant Written Laws

Enabling Legislation

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

Responsible Minister

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

Other Significant Legislation

In addition to its primary legislation, the Library Board has complied with all relevant written law, taking particular account of the following Western Australian and Commonwealth Acts.

Western Australian Acts

- *Disability Services Act 1993*
- *Equal Opportunity Act 1984*
- *Financial Administration and Audit Act 1985*
- *Freedom of Information Act 1992*
- *Industrial Relations Act 1979*
- *Minimum Conditions of Employment Act 1993*
- *Occupational Safety and Health Act 1984*
- *Public Sector Management Act 1994*
- *State Records Act 2000*
- *State Supply Commission Act 1991*
- *Workers Compensation and Rehabilitation Act 1981*

Commonwealth Acts

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

Freedom of Information Act 1992

The *Freedom of Information Act, 1992* created a general right of access to documents held by State and local government agencies. During 2003-04 the State Library of Western Australia received no (0) Freedom of Information applications for access to information under the *Freedom of Information Act, 1992*.

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

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

Compliance with Section 175ZE of the Electoral Act 1907

During 2003-04 the Library Board of Western Australia did not have any expenditure with advertising agencies, polling organisations or direct mail organisations. The Library Board arranged for an additional question to be asked in the annual Arts and Culture Research Monitor by Patterson Market Research at a cost of \$175.

Media advertising organisations:

Advertising for events, sales, exhibitions and public announcements

- Media Decisions \$53,964.55

Advertising for staff recruitment

- Marketforce Productions \$7,074.52

Total advertising expenditure \$61,039.07

Compliance with the State Records Act 2000

The State Records Commission approved the Recordkeeping Plan for the State Library of Western Australia on 21 August 2003.

As part of the Plan, commitment was made to the preparation of a Records Management Disaster Recovery Plan in accordance with the requirements of Principle 4 of the *State Records Act 2000* and also in keeping with the Australian Standards on records management and risk management.

A tender for the preparation of the Plan was awarded in June 2004 and the contract to prepare the Records Management Disaster Recovery Plan will begin early in 2004-05 following the revisiting by State Library staff of records identified as "Vital".

Development of performance indicators to assess the effectiveness of the State library's corporate records management services has begun and work in this area will continue in 2004-05.

Training of State Library staff in records management by Corporate Information Unit staff has continued during 2003-04 as required.

Compliance with Public Interest Disclosure Legislation

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

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

Statement of Compliance with Public Sector Standards

(as required by the Public Sector Management Act 1994)

Standards in Human Resource Management

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

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

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

A rolling internal audit program will commence in 2004-05 with a review of the Performance Management and Grievance Resolution Standards. All other standards will be reviewed in subsequent years as part of this program.

Compliance with Code of Ethics and Code of Conduct

The State Library of Western Australia operates under the Code of Conduct for the Department of Culture and the Arts. Both Codes are used as the basis for related policies and procedures and their relevance and compliance are assessed each time employee conduct issues are raised.

1. In the administration of the Agency, I have complied with the Public Sector Standards in Human Resource Management, the Public Sector Code of Ethics and the Department of Culture and the Arts Code of Conduct.
2. There are sufficient internal controls and processes to provide a reasonable assurance of compliance with the Public Sector Standards on HRM for the Recruitment, Selection and Appointment; Transfer; Secondment; Performance Management; Redeployment; Termination; Discipline; Temporary Deployment (Acting) and Grievance Resolution standards to satisfy me that the above statement is correct.
3. In relation to advertised vacancies, there were no breach applications lodged with regard to recruitment and selection at the State Library during 2003-2004, nor in regard to non-compliance with the Code of Ethics and Code of Conduct.



Claire Forte
Acting Chief Executive Officer and State Librarian

Financial Statements



• *Financial Statements 2003-2004*



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion,

- (i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Board at June 30, 2004 and its financial performance and cash flows for the year ended on that date.

Scope

The Board's Role

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

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

Summary of my Role

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

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

D D R PEARSON
AUDITOR GENERAL
October 15, 2004

**LIBRARY BOARD OF WESTERN AUSTRALIA
CERTIFICATION OF FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

The accompanying financial statements of the Library Board of Western Australia have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2004 and the financial position as at 30 June 2004.

At the date of signing we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.



Mrs Kay Poustie
Chairman
Library Board of Western Australia



Cr Janet Davidson
Vice Chairman
Library Board of Western Australia



Ms Dawn Timmerman
Principal Accounting Officer

27 August 2004

**Library Board Of Western Australia
Statement of Financial Performance
for the year ended 30 June 2004**

	Note	2004 \$000	2003 \$000
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	2	10,789	10,855
Supplies and services	3	1,544	1,325
Depreciation expense	4	9,858	9,450
Borrowing costs expense	5	1,622	1,822
Administration expenses	6	561	677
Accommodation expenses	7	1,509	1,541
Grants & subsidies	8	494	529
Capital user charge	9	10,095	9,970
Other expenses from ordinary activities	10	50	1,249
Total cost of services		36,522	37,418
Revenue from ordinary activities			
<i>Revenue from operating activities</i>			
User charges and fees	11	1,189	1,463
Trading profit	12	60	71
Commonwealth grants and contributions	13	204	170
<i>Revenue from non-operating activities</i>			
Interest revenue		11	13
Proceeds from disposal of non-current assets	15	3	4
Other revenues from ordinary activities	14	397	1,021
Total revenues from ordinary activities		1,864	2,742
NET COST OF SERVICES		34,658	34,676
REVENUES FROM STATE GOVERNMENT			
Output Appropriation	16	14,437	14,989
Assets transferred		(622)	(441)
Resources received free of charge		20,700	20,549
Total revenues from State Government		34,515	35,097
CHANGE IN NET ASSETS		(143)	421
Net increase / (decrease) in asset revaluation reserve		7,771	(3,707)
Total revenues, expenses and valuation adjustments recognised directly in equity		7,771	(3,707)
Total changes in equity other than those resulting from transactions with WA State Government as owners		7,628	(3,286)

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

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	Note	2004 \$000	2003 \$000
Current Assets			
Cash assets		1,134	912
Restricted cash assets	17	125	125
Inventories		160	167
Receivables	18	281	451
Amounts receivable for outputs	19	8,877	7,932
Other assets	20	424	475
Total Current Assets		11,001	10,062
Non-Current Assets			
Amounts receivable for outputs	19	5,347	4,264
Property, plant and equipment	21	52,451	50,671
Works of art	21	2,102	1,676
Library Collections	21	84,168	79,526
Total Non-Current Assets		144,068	136,137
Total Assets		155,069	146,199
Current Liabilities			
Payables	22	426	504
Interest-bearing liabilities	23	1,348	1,308
Other liabilities	24	132	77
Total Current Liabilities		1,906	1,889
Non-Current Liabilities			
Interest-bearing liabilities	23	20,034	21,382
Other liabilities	24	5	5
Total Non-Current Liabilities		20,039	21,387
Total Liabilities		21,945	23,276
NET ASSETS		133,124	122,923
Equity			
Contributed equity	25	15,573	13,000
Reserves		52,624	44,853
Accumulated surplus		64,927	65,070
TOTAL EQUITY		133,124	122,923

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

**Library Board Of Western Australia
Statement of Cash Flows
for the year ended 30 June 2004**

	Note	2004 \$000	2003 \$000
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		4,477	4,909
Capital contributions		2,573	3,548
Holding account drawdowns		7,932	7,704
Net Cash provided by State Government		14,982	16,161
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(219)	(279)
Supplies and services		(3,332)	(3,747)
Borrowing costs		(1,619)	(1,905)
GST payments on purchases		(1,134)	(1,091)
Other payments		(549)	(472)
Receipts			
Sale of goods and services		631	688
User charges and fees		862	910
Commonwealth grants and contributions		214	160
Interest received		11	13
GST receipts on sales		164	169
GST receipts from taxation authority		1,039	873
Other receipts		325	145
Net cash used in operating activities	26	(3,607)	(4,536)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of non-current physical assets		7	2
Purchase of non-current physical assets		(9,842)	(9,757)
Net cash used in investing activities		(9,835)	(9,755)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(1,308)	(1,269)
Net cash used in financing activities		(1,308)	(1,269)
Net increase in cash held		232	601
Cash assets at the beginning of the financial year		1,037	509
Cash assets transferred to other sources		(10)	-
Restricted Cash For 27th Pay		-	120
"Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year"		-	(193)
CASH ASSETS AT THE END OF THE FINANCIAL YEAR	26	1,259	1,037

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

Library Board Of Western Australia

Statement of Financial Performance

as at 30 June 2004

1 Significant accounting policies

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

General Statement

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

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

Basis of Accounting

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

(a) Output Appropriations

Output Appropriations are recognised as revenues in the period in which the Library Board of Western Australia (herein after referred to as "the Board") gains control of the appropriated funds. The Board gains control of appropriated funds at the time those funds are deposited into the Board's bank account or credited to the holding account held at the Department of Treasury and Finance. Refer to Note 16 for further commentary on the application of UIG 38.

(b) Contributed Equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. Capital appropriations which are repayable to the Treasurer are recognised as liabilities. Refer to Note 16 for further commentary on the application of UIG 38 and TI 955.

(c) Grants and Other Contributions Revenue

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

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

(d) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Board has passed control of the goods or other assets or delivery of the service to the customer.

Library Board Of Western Australia Statement of Financial Performance as at 30 June 2004

(e) Acquisitions of assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition. Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

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

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

(f) Library Collections

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

(g) Depreciation of non-current assets

Works of art and heritage collections controlled by the board are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period. As such, no amount for depreciation has been recognised in respect of these assets. These assets are recorded at valuation.

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

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

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

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

(h) Revaluation of Land, Buildings and Infrastructure

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

The Board has a policy of valuing buildings at fair value. The annual revaluations of the Board's land and buildings undertaken by the Valuer Generals Office are recognised in the financial statements. A revaluation at Integrity 3.1 (kerbside valuation) was conducted by the Valuer General's Office during 2004, with the carrying value of the building being revalued accordingly.

(i) Leases

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

Library Board Of Western Australia Statement of Financial Performance as at 30 June 2004

(j) Cash

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

(k) Inventories

The Board's inventories relate to stock held at the State Library Shop, which commenced operation in May 2001. The inventories are valued at the lower of cost and net realisable value. Costs are assigned by the method most appropriate to each particular class of inventory, with the majority being valued on an average cost basis.

Inventories not held for resale are valued at cost unless they are no longer required, in which case they are valued at net realisable value.

(l) Receivables

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition. Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for doubtful debts is raised where some doubts as to collection exists and in any event where the debt is more than 60 days overdue with the exception of local government authorities.

(m) Investments

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

(n) Research and Development Costs

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

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

(o) Software

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

(p) Web site costs

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

(q) Payables

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

Library Board Of Western Australia Statement of Financial Performance as at 30 June 2004

(r) Interest-bearing liabilities

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

(s) Employee benefits

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

Superannuation

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

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

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

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

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

(u) Foreign Currency Translation

To facilitate payment to international suppliers, the Board holds foreign currency bank accounts in New York (US dollars) and London (Pounds Sterling). Transactions denominated in a foreign currency have been translated at the rate being the weighted average between the exchange rate at which the last currency purchase was made, and the rate at which existing cash balances are held. Foreign currency receivables and payables at reporting date are translated at exchange rates current at balance date. Exchange gains and losses are brought to account in determining the result for the year.

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

(v) Comparative Figures

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

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

(w) Rounding of amounts

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

	2004 \$'000	2003 \$'000
2. Employee expenses		
Wages and salaries	8,582	8,590
Superannuation	915	975
Long service leave	331	330
Annual leave	789	818
Other related expenses (l)	172	142
	10,789	10,855
<p>(l) These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. This liability is recognised by the Department of Culture and the Arts, and the expense is offset by resources received free of charge.</p>		
3. Supplies and Services		
Consultants and contractors	137	98
Temporary Staff	97	143
Materials	136	77
Repairs and maintenance	265	337
Travel	29	26
Insurance Premiums	149	150
Other	731	494
	1,544	1,325
4. Depreciation expense		
Buildings	1,080	1,190
Plant and Equipment	546	486
Library Collections	8,232	7,774
Total Depreciation	9,858	9,450
5. Borrowing Costs Expense		
Interest paid	1,578	1,775
Guarantee fees	44	47
	1,622	1,822
6. Administration expenses		
Communications	235	242
Consumables	108	111
Other staff costs	67	85
Lease/Hire	134	171
Other	17	68
	561	677

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
7. Accommodation expenses		
Repairs & maintenance	594	733
Cleaning	234	208
Security	106	71
Utilities	575	529
	<hr/> 1,509	<hr/> 1,541
8. Grants and subsidies		
Regional Subsidies	207	194
Association for the Blind	164	160
Premier's Book Awards	73	73
Sponsorship	1	61
Other grants and subsidies	49	41
	<hr/> 494	<hr/> 529
9. Capital User Charge	<hr/> 10,095	<hr/> 9,970

A capital user charge rate of 8% has been set by the Government for 2003/04 and represents the opportunity cost of capital invested in the net assets of the Board used in the provision of outputs. The charge is calculated on the net assets, adjusted to take account of exempt assets. The Department of Culture and the Arts incurs and pays the Capital User Charge for the Board, with the value being recognised as an expense and a resources received free of charge in the Statement of Financial Performance of the Board.

10. Other expenses from ordinary activities

Loss on foreign currency exchange	1	15
Bad Debts	-	28
Loss On Disposal of Assets	12	-
Assets Written Down (i)	-	792
Refund of Prior Years Revenue (ii)	10	384
Write Offs (refer to note 34)	13	30
Other	14	-
	<hr/> 50	<hr/> 1,249

- (i) In 2003, \$729,450 was derecognised as Library Collection asset. This related to on-line subscriptions that had been capitalised over the past ten years. On-line subscriptions create a right to access the relevant internet site. Once the period of subscription expires, there is no future economic benefit embodied in the subscription. \$58,726 was written down from the cash balance for the New York bank account during the year. An error in the calculation of the final balances at 30 June 2002 resulted in a profit on foreign exchange of \$51,249 being reported in 2001/02 whereas the correct adjustment was a \$58,726 loss. An expense for adjustment to prior year revenue has been recognised to reverse the profit previously recognised.
- (ii) In 2003, \$58,726 relates to the adjustment to foreign currency, as noted above. The value of funds held with the Department of Treasury and Finance for provision for the 27th pay was reduced during the year by \$256,650. This value was previously received as resources received free of charge from the Department of Culture and the Arts. This treatment was amended to recognise as an asset only funds contributed by the State Library.

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
11. User charges and fees		
Tenancy Revenue	71	51
Sales	470	445
Service Charges	151	257
Recoup Of Costs	81	222
Recoveries Lost and Damaged Books	410	481
Other	6	7
	1,189	1,463
12. Trading Profit		
Sales	196	245
Cost of Sales:		
Opening inventory	166	154
Purchases	140	199
Stock written off	(10)	(13)
Closing inventory	(160)	(166)
Cost of Goods Sold	136	174
Trading Profit	60	71
13. Commonwealth grants and contributions		
Department of Territories - Indian Ocean Territories Grant (I)	204	160
National Library of Australia	-	10
	204	170
<p>(I) The Library Board and the Commonwealth Government have a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos(Keeling) Islands). The Commonwealth Government contributes to the Library Board the costs associated with these services, as detailed below. Expenditure beyond the agreed contribution for 2003 was approved, with the balance recouped in 2004.</p>		
Opening balance of funds	(7)	-
Contributions received	204	160
Cost of providing services	(196)	(167)
Balance on hand	1	(7)
14. Other revenues from ordinary activities		
Recoup of prior year expense	158	38
Workers' Compensation Recoups	30	50
Salary/Severance Recoups	6	52
Gain on Foreign Currency	4	10
Donations Received (i)	1	821
Sponsorship	65	1
Sundry Revenue	77	26
Insurance revenue	5	16
Other	51	7
	397	1,021

(i) Refer to note 26(c)

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
15. Net loss on disposal of non-current assets		
Office Equipment	9	-
16. Revenues from State Government		
Appropriation revenue received during the year (I):		
Output appropriations	14,437	14,989
The following assets have been transferred to other state government agencies during the financial year: (II)		
Department of Culture and the Arts for State Records Office	622	441
Total assets transferred	622	441
Resources received free of charge (III)		
Determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General (IV)	-	16
Crown Solicitors Office	1	5
Department of Culture and the Arts		
- Salaries and wages	9,690	9,583
- Superannuation	914	975
- Capital User Charge	10,095	9,970
	20,700	20,549

- (I) Output appropriations are accrual amounts reflecting the full cost of outputs delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.
- (II) Where a liability has been assumed by the Treasurer or other entity, the Board recognises revenues equivalent to the amount of the liability assumed and an expense relating to the nature of the event or events that initially gave rise to the liability. Note that as from 1 July 2002 non-discretionary non-reciprocal transfers of assets/liabilities (i.e. restructuring of administrative arrangements) that are disclosed under this item will be credited directly to Contributed Equity as a consequence of the designation of such transfers as contributions by owners in TI 955. Discretionary transfers of assets between State Government agencies are reported as Assets assumed/(transferred) under Revenues from State Government.
- (III) Where assets or services have been received free of charge or for nominal consideration, the Board recognises revenues (except where the contribution of assets or services is in the nature of contributions by owners, in which case the Board shall make a direct adjustment to equity) equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.
- (IV) Commencing with the 2003-04 audit the Office of the Auditor General will be charging a fee for auditing financial statements and performance indicators. The fee for the 2003-04 audit (\$18,700) will be due and payable in the 2004-05 financial year.

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
17. Restricted Cash Assets		
Provision for 27th Pay	120	120
Tenancy Bond Interest Bearing Deposit (i)	5	5
	125	125
 (i) Cash held in this account is held in trust for the tenant of the coffee shop and must be repaid, with interest, on the termination of the tenancy.		
18. Receivables - Current		
Trade debtors	138	223
Provision for doubtful debts	(11)	(27)
Sundry Debtors	9	45
GST receivable	145	210
	281	451
19. Amounts receivable for outputs		
Current	8,877	7,932
Non-current	5,347	4,264
	14,224	12,196
 This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.		
20. Other assets current		
Prepayments		
Acquisitions Serials	311	347
NLA Reference Centre	42	42
Other	71	86
	424	475
21. Property, plant and equipment		
Buildings and Improvements		
At fair value (I)	49,854	47,663
At cost	1,248	1,260
Accumulated depreciation	(361)	(234)
	50,741	48,689
Furniture and Equipment		
At cost	522	557
Accumulated depreciation	(336)	(332)
	186	225
Office equipment		
At cost	3,544	3,742
Accumulated depreciation	(2,063)	(1,985)
	1,481	1,757

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
Motor Vehicles		
At cost	44	-
Accumulated depreciation	(1)	-
	43	-
Total Property, Plant and Equipment	52,451	50,671
Library Collections		
Public Library Services Collections at cost	75,510	67,368
Accumulated Depreciation	(40,017)	(32,902)
	35,493	34,466
State Reference Library Collections		
At Cost	17,200	16,168
Accumulated Depreciation	(6,143)	(5,026)
	11,057	11,142
Heritage Collections at Valuation	37,618	33,918
Total Library Collections	84,168	79,526
Works of Art at Valuation (II)	2,102	1,676

(I) The revaluation of buildings was performed in June 2004 in accordance with an independent valuation by the Valuer General's Office. Fair value has been determined on the basis of replacement cost. The valuation was made in accordance with a regular policy of annual revaluation.

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

Reconciliations

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

2004	Buildings & Improvements \$000	Plant Equipment & Vehicles \$000	Library Collections \$000	Works Art \$000	Total \$000
Carrying amount at start of year	48,689	1,982	79,526	1,676	131,873
Additions	-	313	9,246	-	9,559
Disposals	-	(12)	-	-	(12)
Assets Transferred	(12)	(27)	(573)	-	(612)
Revaluation increments(decrements)	3,144	-	4,201	426	7,771
Depreciation	(1,080)	(546)	(8,232)	-	(9,858)
Carrying amount at end of year	50,741	1,710	84,168	2,102	138,721

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
22. Payables - Current		
Trade payables	337	409
Other payables	75	91
Unclaimed monies	14	4
	<hr/> 426	<hr/> 504
23. Interest-bearing liabilities		
Current : WA Treasury Corp Loans	<hr/> 1,348	<hr/> 1,308
Non-current : WA Treasury Corp Loans	<hr/> 20,034	<hr/> 21,382
24. Other Liabilities		
Current		
Income Received In Advance	65	43
Accrued expenses	67	34
	<hr/> 132	<hr/> 77
Non-current		
Tenant Bond	<hr/> 5	<hr/> 5
25. Equity		
Contributed equity		
Opening balance	13,000	9,452
Capital contributions (I)	2,573	3,548
Closing balance	<hr/> 15,573	<hr/> 13,000
 (I) Capital Contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.		
Reserves		
Asset revaluation reserve (I):		
Opening balance	44,705	48,560
Net revaluation increments:		
Artworks	426	-
Buildings	3,144	(4,855)
Collections	4,201	1,148
Reclassification to asset transfer reserve	(573)	(148)
Closing balance	<hr/> 51,903	<hr/> 44,705
Asset transfer reserve (II)	<hr/> 721	<hr/> 148

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

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

**Library Board Of Western Australia
Statement of Financial Performance
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	2004 \$'000	2003 \$'000
Accumulated surplus		
Opening balance	65,070	64,649
Change in net assets	(143)	421
Closing balance	<u>64,927</u>	<u>65,070</u>

26. Notes to the Statement of Cash Flows

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash assets (Operating account and cash held)	853	547
Restricted cash assets (refer to note 17)	125	125
Foreign Currency Bank Accounts	281	365
	<u>1,259</u>	<u>1,037</u>

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

Net cost of services	(34,658)	(34,676)
Non-cash items:		
Depreciation and amortisation expense	9,858	9,450
Doubtful debt expense	-	28
Resources received free of charge	20,700	20,549
Asset Written off	10	17
Adjustment for other non-cash items	201	166
Net (gain)/loss on sale of property, plant and equipment	5	(4)
Net (gain)/loss on exchange rate	-	193
(Increase)/decrease in assets:		
Current receivables (III)	105	(90)
Current inventories	(3)	(13)
Prepayments	53	(158)
Prepayments in Assets	(36)	30
Increase/(decrease) in liabilities:		
Current payables (III)	(87)	(403)
Payables in Assets	115	474
Other current liabilities	65	(10)
Net GST receipts/(payments) (I)	69	(49)
Change in GST in receivables/payables(II)	(4)	(40)
Net cash provided by/(used in) operating activities	<u>(3,607)</u>	<u>(4,536)</u>

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

(II) This reverses out the GST in accounts receivable and payable.

(III) Note that ATO receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they are not reconciling items.

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

(c) Non-cash financing and investing activities

In October 2002, the State Library Custodians (the Custodians) purchased at auction a number of heritage items, being maps and drawings, referred to as "The Freycinet Collection". The Custodians officially transferred the "care, custody and control" of these items to the State Library of Western Australia, such transfer being accepted by the Library Board of Western Australia. In accordance with Australian Accounting Standards and Treasurer's Instructions, the State Library has recognised the acceptance of these items as revenue, of the nature of 'Donations Received', and as assets in the Statement of Financial Position. The revenue and asset value has been measured on the cost basis, being the fair value paid at auction by the Custodians prior to transfer to the State Library. The Custodians also purchased and donated a digital imaging station, valued at \$43,900, for use in the Battye Library. There were no non-cash financing or investing activities in 2004.

27. Commitments for expenditure	2004	2003
	\$000	\$000

(a) Capital expenditure commitments

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

Within 1 year	105	65
---------------	-----	----

(b) Commitments for Library Acquisitions

The Board had A\$2.032M commitments outstanding at 30 June 2004 for Library collections acquisitions. All orders are expected to be received and invoices paid within 1 year.

(c) Non-cancellable operating lease commitments

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

Within 1 year	14	46
Later than 1 year and not later than 5 years	4	9
	<u>18</u>	<u>55</u>

28. Explanatory Statement

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

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

	Note	2004 Actual \$000	2004 Estimates \$000	Variance \$000	
Employee expenses	(a)	10,789	10,592	197	1.86%
Depreciation	(b)	9,858	10,730	(872)	-8.12%
Administration expenses	(c)	561	650	(89)	-13.69%
Accommodation expenses	(d)	1,509	1,296	213	16.40%
Capital User Charge	(e)	10,095	10,398	(303)	-2.91%
Other expenses from ordinary activities	(f)	50	-	50	
User charges and fees	(g)	1,189	999	190	19.04%
Trading profit	(h)	60	70	(10)	-14.88%
Commonwealth Grants	(i)	204	170	34	19.81%
Interest	(j)	11	13	(2)	-15.62%
Other revenue from ordinary activities	(k)	397	9	388	4309.25%
Output Appropriation	(l)	14,437	15,191	(754)	-4.96%
Assets transferred	(m)	622	-	622	
Resources Received Free of Charge	(n)	20,700	20,869	(169)	-0.81%

Library Board Of Western Australia Statement of Financial Performance as at 30 June 2004

- (a) Employee expenses budget was reduced in response to a reduction in recurrent appropriation. The actual result was consistent with 2002/03, with external grant funding and a credit adjustment for workers' compensation premiums covering the additional costs.
- (b) Budgets for depreciation for 2003/04 were set prior to the devaluation of the Alexander Library Building in July 2003.
- (c) Savings were achieved against most administration expenses, including fringe benefits tax (due to the timing of staff contributions), employment advertising, and leased office equipment (as a result of changes in contract terms and the purchase of some photocopiers to replace leased items).
- (d) Budgets for building works in 2004 did not fully reflect strategic building maintenance projects carried forward from 2002/03. Electricity, water, security and cleaning costs were greater than budget.
- (e) The Capital User Charge budget was calculated on the basis of estimated net assets prior to the devaluation of the Alexander Library Building.
- (f) No budget provision was made for write offs or asset disposals.
- (g) Revenue budgets are set at a conservative level to ensure budgeted expenditure can be met, with surplus revenue allocated to projects as it is realised.
- (h) Trading profit decreased as a result of 20% reduction on stock turnover. Staff reported a noted decline in tourist visitors to the shop.
- (i) Additional funding was provided from the Commonwealth government for Library Services provided to Indian Ocean Territories.
- (j) Lower balances in interest bearing foreign currency accounts resulted in lower interest earnings.
- (k) In 2004 \$65,000 revenue was received for the "@ your library campaign", for which the State Library is the lead organisation in the steering group, \$156,000 credit adjustment to 1999/2000 workers' compensation contributions from RiskCover; \$22,000 for the WA 175th anniversary project and \$10,000 for the Ravensthorpe Infrastructure investigation project.
- (l) The allocation of accrual appropriation for depreciation from the Department of Culture and the Arts was reduced during 2004 to more accurately reflect depreciation expense in respective portfolio agencies.
- (m) The transfer of microfilm assets belonging to the State Records Office was not included when drafting the budgets
- (n) Variance in Resources Received Free of Charge resulted from capital user charge and salaries expense being greater than budget.

28. Explanatory Statement

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

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

**Library Board Of Western Australia
Statement of Financial Performance
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	Note	2004 Actual \$000	2004 Estimates \$000	Variance \$000	
Supplies and services	(a)	1,544	1,325	219	16.53%
Depreciation and amortisation	(b)	9,858	9,450	408	4.32%
Borrowing Costs	(c)	1,622	1,822	(200)	11.00%
Administration expenses	(d)	561	677	(116)	-17.14%
Capital user charge	(e)	10,095	9,970	125	1.25%
Other operating expenses	(f)	50	1,249	(1,199)	-95.98%
User charges and fees	(g)	1,189	1,463	(274)	-18.73%
Trading profit	(h)	60	71	(11)	-15.43%
Commonwealth Grants/Contributions	(i)	204	170	34	19.96%
Interest revenue	(j)	11	13	(2)	-15.62%
Other revenue from ordinary activities	(k)	397	1,021	(624)	-61.09%
Output Appropriation	(l)	14,437	14,989	(552)	-3.68%
Assets transferred	(m)	622	441	181	41.05%
Resources Received Free of Charge	(n)	20,700	20,549	151	0.73%

- (a) Expenses for online serials subscriptions increased by \$235,000 in 2003/04.
- (b) Depreciation for library collections assets increased by \$457,000, while depreciation for the Alexander Library Building fell due to the devaluation of the Building at the end of 2003.
- (c) In addition to the reduction of the loan balance as a result of principal repayments, significant reductions in interest rates were realised with the expiry of long lines in the loan portfolio, with funds re-borrowed at rates more than 6% lower than previously held.
- (d) Refer to 28(i)(c) above
- (e) Significant asset revaluation increments resulted in an increase in net assets against which the capital user charge was calculated
- (f) Substantial asset write downs and foreign currency corrections were made during 20003. Other expenses in 2004 included low value write offs for bad debts, asset disposals and stock losses.
- (g) During 2004, recoveries for lost and damaged books were \$69,000 less than in 2003. \$60,000 in-kind revenue was reported for facilities hire in 2003 for the Festival of Perth Bookshop, which was not conducted by the State Library in 2004. Income received for the production of microfilming reduced by \$145,000 in 2004.
- (h) Trading profit decreased as a result of 20% reduction on stock turnover. Staff reported a noted decline in tourist visitors to the shop.
- (i) Additional funding was provided from the Commonwealth government for Library Services provided to Indian Ocean Territories.
- (j) Lower balances in interest bearing foreign currency accounts resulted in lower interest earnings.
- (k) Other revenue received in 2003 included donations received from the State Library Custodians of \$820,000. Refer to 28(i)(k) above for details of other revenue received in 2004.
- (l) The recurrent budget appropriation for the State Library was reduced as a result of Functional Review Savings applied across the whole of Government.
- (m) On 1 July 2002, the State Records Office was separated from the State Library and transferred to the Department of Culture and the Arts. In 2003, physical assets belonging to the State Records Office were transferred to the Department. However, microfilm reels included in the Library Collections Asset of the State Library were overlooked. These assets were transferred during 2004.
- (n) Variance in Resources Received Free of Charge resulted from capital user charge and salaries expense being greater than budget.

**Library Board Of Western Australia
Statement of Financial Performance
as at 30 June 2004**

	2004 \$'000	2003 \$'000
29. Resources provided free of charge		
Employee costs	292	276
Accommodation costs	107	121
Administration costs	70	68
	469	465

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

30. Financial Instruments

(a) Interest Rate Risk Exposure

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

2004

	Weighted average effective interest Rate %	Variable interest rate \$000	Fixed Interest Rate Less than 1 Year \$000	1 to 5 Years \$000	Maturity More than 5 Years \$000	Non- Interest Bearing \$000	Total \$000
Financial Assets							
Cash assets(international accounts)	1.31%	281	-	-	-	-	281
Cash assets		-	-	-	-	853	853
Restricted cash assets	5.34%	5	-	-	-	120	125
Receivables		-	-	-	-	281	281
		286		-	-	1,254	1,540
Financial Liabilities							
Payables		-	-	-	-	426	426
Interest Bearing Liabilities (WATC)	7.15%	-	1,348	5,827	14,207	-	21,382
			1,348	5,827	14,207	426	21,808

2003

Financial assets		370	-	-	-	1,118	1,488
Financial liabilities	7.38%	-	1,308	7,175	14,207	-	22,690

(b) Credit Risk Exposure

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

(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.

31. Remuneration of Members of the Library Board of Western Australia and Senior Officers

Remuneration of Members of the Board

The number of members of the Board, whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are:

	2004	2003
\$0 - \$10,000	12	4
The total remuneration of the members of the Board is:	\$ 152	\$ 6,369

**Library Board Of Western Australia
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No member of the Board received any superannuation benefits.

Remuneration of Senior Officers

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

	2004 \$000	2003 \$000
\$70,001 - \$80,000	-	1
\$80,001 - \$90,000	1	-
\$90,001 - \$100,000	3	2
\$100,001 - \$110,000	-	1
\$110,001 - \$120,000	-	-
\$120,001 - \$130,000	-	-
\$130,001 - \$140,000	-	-
\$140,001 - \$150,000	1	1
	522	515

The total remuneration of senior officers is:

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

No Senior Officers are members of the Pension Scheme.

32. Related and Affiliated Bodies

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

33. Output Information

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

34. Supplementary Financial Information

Write-offs

Bad debts written off by the Board during the financial year	3	28
Trading Stock written off by the Board during the financial year	10	13
	13	41

Losses Through Theft, Defaults And Other Causes

Losses of Public Property through Theft	1	17
Amount Recovered	(3)	(16)
	(2)	1

Gifts of Public Property

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

35. Events Occurring After Reporting Date

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

Library Board Of Western Australia Statement of Financial Performance as at 30 June 2004

36. International Financial Reporting Standards

The Department of Culture and the Arts is adopting international accounting standards in compliance with AASB 1 First-time Adoption of Australian Equivalents to International Financial Reporting Standards (IFRS).

AASB 1 requires an opening balance sheet as at 1 July 2004 and the restatement of the financial statements for the reporting period to 30 June 2005 on the IFRS basis. These financial statements will be presented as comparatives in the first annual financial report prepared on an IFRS basis for the period ended 30 June 2006.

AASB 1047 Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards requires financial reports for periods ending on or after 30 June 2004 to disclose:

I. How the transition to Australian equivalents to IFRSs is being managed.

The Library Board is represented on the project team which has been established by the Department of Culture and the Arts to manage the transition across the portfolio. The major focus of the project team is the preparation of an IFRS opening balance sheet in accordance with AASB 1 as at 1 July 2004 (the date of the transition to IFRS).

II. Key differences in accounting policies and disclosure requirements

The Department of Culture and the Arts has identified the following key differences:

- Accounting Standard AASB 136 Impairment of Assets requires an annual impairment test to be performed. The Department of Culture and the Arts is designated as a not-for-profit entity and the recoverable amount test will be applied at the higher of value less selling costs and the depreciated replacement cost. This may have an effect on the carrying value of assets in the statement of Financial Position.
- Accounting Standard AASB 101 Presentation of Financial Statements requires changes to the title of the statements and changes to the treatments of extraordinary items and gains and losses on sales.
- Accounting Standard AASB 121 The Effects of Changes in Foreign Exchange Rates requires foreign currency transactions to be recorded using the spot rate at the date of the transaction. This is not consistent with the current practice described in note 1(u). This standard may impact upon the valuation of the Library Collections asset, and significantly increase gains or losses on exchange translation recognised under International Financial Reporting Standards. The Department of Culture and the Arts project team has sought advice in applying this standard to the operations of the Library Board. The standard will be applied to the opening balance sheet for IFRS adoption on the basis of advice received, with systems and procedures adjusted to accommodate the appropriate reporting of foreign currency transactions.

Performance Indicators



• *Performance Indicators 2003-2004*



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of The Library Board of Western Australia are relevant and appropriate to help users assess the Board's performance and fairly represent the indicated performance for the year ended June 30, 2004.

Scope

The Board's Role

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

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

Summary of my Role

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

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

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

D D R PEARSON
AUDITOR GENERAL
October 15, 2004



2003 - 2004 Annual Report

Performance Indicators

Outcome

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

Funds for the Library Board of Western Australia were included in the 2003-04 Budget Statements under the outcome for the Department of Culture and the Arts. These funds were allocated to the Department's Output 2: Library and Information Services.

The State Library of Western Australia contributes to this outcome by:

- Meeting the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with library resources, consultancy and document delivery services.
- Through the provision of reference and information services to individuals and organisations from the Alexander Library Building.
- Maintaining and providing access to Western Australia's documentary heritage to meet the needs of current and future customers.
- Creating cultural experiences by displaying and interpreting information through exhibitions, publications and on the Internet.

Key Effectiveness Indicators

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

The ratio of public library stock supplied by the State Library to the State population.

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

Number of items per capita

1999-00	1.25
2000-01	1.24
2001-02	1.19
2002-03	1.17
2003-04	1.15

Note: (1) The stock in public libraries increased by only 1637 volumes in 2003-04 which did not keep pace with increases in population.

(2) The population estimate of the WA population for 2003-04 is 1,981,798 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics December Quarter 2003)

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

The State Library of Western Australia provides information services to clients by staff in the State Reference Library and the J S Battye Library of West Australian History. These clients have been surveyed for a number of years to determine their satisfaction with the services provided. Administration of the survey in the State Reference Library and Battye Library was by a sample of 829 clients for one week, with a set number of forms distributed each day (and at different times) for 7 days. In 2003-04 there were 792 responses that provided an appraisal of our services (a 4.5% non-response on this question). The overall response rate was 83% with a standard error rate of 1.41%.

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

	June 2000	June 2001	June 2002	June 2003	June 2004
Satisfied or very satisfied	89.4%	89.5%	89.4%	89.8%	91.3%
Neutral	7.3%	8.7%	4.8%	4.5%	7.7%
Dissatisfied	0.9%	1.1%	1.3%	0.8%	1%
Did not respond	2.4%	0.7%	4.5%	4.9%	see note 2

Note: (1) The satisfaction rates for 2000 to 2002 include clients of the State Records Office Search Room. The State Records Office is now a separate agency within the Department of Culture and the Arts.

(2) Satisfaction rates for 2004 are calculated only on the survey forms which provided a satisfaction rating.

(3) 2003-04 satisfaction rates for individual areas were:

- 94% for the Battye Library
- 91% for the State Reference Library

Efficiency Measures

Output 2

Library and Information Services.

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

Cost of Exchanging stock

The exchange system is the cornerstone of the public library system in WA, distributing new and used stock to public libraries, 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.

1999-00	\$2.09
2000-01	\$2.16
2001-02	\$2.16
2002-03	\$2.03
2003-04	\$1.84

Note: 360,868 items were distributed in 2003-04, a decrease of 17,566 over the number in 2002-03. Staff and systems in the Public Library Services directorate were reorganised with considerable efficiencies realised.

Enquiry Services

Providing information to the public is a vital service of the Battye Library and the State Reference Library. While these costs are measured per enquiry, it also includes the time staff spend on indexing, developing, and providing guidance to the collections. Staff in the Battye Library answered 48,971 consultancies and enquiries, and the State Reference Library 66,469.

Cost per enquiry.

	J S Battye Library	State Reference Library
1999-00	\$ 9.35	\$9.52
2000-01	\$10.07	\$11.24
2001-02	\$12.54	\$12.02
2002-03	\$13.17	\$16.15
2003-04	\$15.40	\$18.68

Note: The increase in 2003-04 is due primarily to a decrease in the number of personal enquiries and consultancies. While staff costs in the Battye Library rose considerably, they decreased by 5% in the State Reference Library.

Cost of Acquiring and Maintaining the Collections

During 2003-04, 9.25 million dollars was spent on purchasing stock for public libraries and the permanent collections in the Alexander Library Building. Considerable resources are allocated to purchasing, cataloguing and processing new stock and maintaining the permanent collections.

Cost per item of acquiring and fully processing public library stock.

The Public Library Services Team acquires, processes and catalogues stock for public libraries in Western Australia. In 2003-04, 233,930 new items were processed, a decrease of 11,772 items on the previous year.

1999-00	\$2.60
2000-01	\$3.05
2001-02	\$3.32
2002-03	\$3.42
2003-04	\$3.86

*Note: (1) The increase in costs was due to an increase in salary costs and a decrease in the number of items processed.
(2) In previous years these figures were represented as separate costs for acquiring, processing and cataloguing stock. Due to the reorganisation of the Public Library Services Directorate and the multi-skilling of staff between teams, it is no longer possible to make these distinctions.*

Cost per title of cataloguing stock for the permanent collections.

	State Reference Library stock	J S Battye Library stock
1999-00	\$39.46	\$48.69
2000-01	\$30.52	\$52.14
2001-02	\$30.05	\$51.37
2002-03	\$28.26	\$46.67
2003-04	\$33.01	\$57.09

Note 1: Stock is catalogued by teams associated with each client area and reflects the different levels of cataloguing required for different types of stock and client groups.

(i) While records for some State Reference Library stock are available, it requires additional subject access and there is a range of material which requires original cataloguing such as musical scores, recordings, videos and maps.

(ii) The cost of cataloguing stock for the Battye Library reflects the high level of cataloguing required for this material (for which the State Library of WA has national responsibility) and the amount of original cataloguing for unique Western Australian material.

Note 2: Although expressed in terms of titles catalogued, these figures include time staff spend on retrospective conversion of material, updating records and maintaining the database to a high standard. The Team Leader for the Battye Bibliographic Services Team also has organisational responsibility for maintaining database standards and training staff.

Note 3: The increase in the cost of cataloguing Battye Library material in 2003-04 seems larger due to a project in 2002-03 that added a large number of brief cataloguing records to the database to improve access for clients. A more normal number of items were catalogued this year, although there were issues of extended staff leave. The State Reference Library increased the number of titles catalogued by 13%, but salary costs also increased.

Cost of maintaining the permanent collections

Cost per support staff activity

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

	J S Battye Library	State Reference Library
1999-00	\$1.96	\$1.86
2000-01	\$1.76	\$2.49
2001-02	\$1.73	\$3.00
2002-03	\$1.81	\$3.49
2003-04	\$2.22	\$3.36

Note: In 2003-04, the number of support staff activities in both the Battye Library and the State Reference Library decreased and while staff costs increased in the Battye Library, there was a 17% staff saving in the State Reference Library. The mix of activities undertaken by support staff in the State Reference Library is changing. Of particular impact is client access to electronic serials. The mix of activities used to calculate this indicator will be addressed in 2004-05 to more accurately measure current staff activity.

Certification of Performance Indicators

We hereby certify that the Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Library Board of Western Australia's performance, and fairly represent the performance of the Library Board of Western Australia for the financial year ended 30 June 2004.



Mrs Kay Poustie
Chairman
Library Board of Western Australia



Cr Janet Davidson
Vice Chairman
Library Board of Western Australia

27 August 2004

Output Measures

Outcome

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

In 2003-04, the State Library of Western Australia reported under Output 2, Library and Information Services, for the Department of Culture and the Arts in the Budget Statements. The performance measures below are not audited.

Output 2: Library and Information Services

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

	2002-03 Actual	2003-04 Target	2003-04 Actuals	2004-05 Target
Quantity				
Information interactions	3,674,308	3,650,000	5,491,075	5,650,000
Number of new items added to the collections	351,259	350,000	314,751	330,000
Quality				
Client satisfaction with services	94%	89%	91%	90%
% collections covered by collection development policies	100%	100%	100%	100%
Timeliness				
Time taken from order to dispatch (public library collections)	77 days	125 days	62 days	70 days
Hours the Library is open	67.5 hours	67.5 hours	67.5 hours	67.5 Hours
Cost				
Information interactions	\$6.50	\$6.79	\$4.29	\$4.27
New items added to the collections	\$45.36	\$47.21	\$49.86	\$48.73

Notes on the Output Measures

Quantity

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

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

Quality

The satisfaction rate is a combined measure of feedback from our clients to the services provided in the State Reference Library and the Battye Library.

Establishing a collection development policy to meet the needs of clients, and then adhering to this policy, is the main measure of quality for a large diverse library collection. All of the library's collections are now covered by collection development policies.

Timeliness

The timeliness measure reflects the number of hours per week that people can physically access the Alexander Library Building. However, through the State Library's website, clients can access the main database and some digital collections 24 hours a day. Also, the *AskNow!* Online reference service is available from 7.00am to 5.00pm on weekdays (from 6.00am during Eastern summer time).

The timeliness of the delivery of stock to public libraries is measured through a sample of country and metropolitan library exchanges, establishing the average number of days from ordering to dispatch of public library stock. Re-engineering of processes in 2003-04 has seen a significant improvement in this measure.

Cost

Cost figures for 2002-03 actuals, 2003-04 target and 2004-05 target are from the 2004 Budget Statements. The 2003-04 actuals include both State Library costs and a proportion of the costs from the Department of Culture and the Arts including capital user charges.

Appendices



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

Staff Members

The following people were employed at the State Library of Western Australia at 30 June 2004. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

EXECUTIVE OFFICE

Chief Executive Officer and State Librarian

Claire Forte

Senior Executive Assistant

Lesley Smith

Library Officers

Jane Masterman

Lindy Wallace

PUBLIC LIBRARY SERVICES

Director: Public Library Services

Susan Feeney

Administrative Assistant

Kathryn Bond

Business Management Workgroup

Managers

George Cowcher

Ian Kane

Orders Coordinator

Anita Freeman

Pat Hyde (Leave)

Senior Library Officer

Deborah Jones

Library Officer

Pat Szabo

Customised Services Workgroup

Manager

Michelle Gherghinis

Library Consultants

Nola Allen

Norene Garry

Oliver Gatty

Hilary Hatfield

Leonie Hayes

Sue Hunter

Karin Jones

Kevin Marsh

Yvonne Morant

Sue North

Pearl Tan

Library Officer

Anne Oakes

Resource Management Workgroup

Managers

Seung Lee

Ross Withnell

Librarians

Pena Atanasoff

Ewa Bieniawski

Sue Hegney

Joan McKenna

Urszula Wiejowski

Library Technicians

Teresa Epps

Sandra Jones

Wendy Monaghan (M/L)

Jeanette Shepherd

Senior Library Officers

Roger Ford
Nicole Piontek
Kathy Wilkinson

Library Officers

Pam Beveridge
Kim Bucchino
Zofia Carter
Jenny Feehan
Antonetta Fernandes
Yvonne Grant
Pam Gulley
Julie Jennings
Lorraine Karas
Gregory Kirby
Rodney Lindsay
Helen Lysaght
Ivan Menezes
Maria Milos
John Naturalny
Caroline Nightingale
Jo O'Connor
Pamela Pilmer
Clint Polman
Daniela Popiel
Lynsey Scott
Jeanette Shepherd
Amrik Singh
Nicola Smith
Annette Stephens
Peter Thackray
Brian Walker
Alan Wyncol
Dianne Young
Karen Young

Store Officers

Ryan Guddan
Phillip Hough
Catherine McIntyre
Ron McPherson
Brian Pratt
Kelvin Rabey
Samad Selamat

Van Drivers

Paul Harmer
Lee Jackson
Gary Obrecht

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY

Director: Battye Library

Ronda Jamieson

Administrative Assistant

Kelly Boxall

Battye Archival Collections Team Manager

Jennie Carter

Librarians

Gerard Foley
Julie Martin

Archivists

Sue Sondalini
David Whiteford

Secretary: Oral History

Valda Kiely

Library Technicians

Fiona Caratozzolo
David Jones
May Pye

Library Officers

Gail O'Hanlon
Carl Studd

Battye Published Collections Team Manager

Brian Stewart

Librarians

Sue Byrne
Alison Hocken
Steve Howell
Glenda Oakley
Carol Smith

Library Technicians

Maryon Craig
Mary Jones

Senior Clerk

Robert Reece

Library Officers

Trish Bond
Helene Charlesworth
Bronwyn Cropley
Mawghan Elverd
Meredith Howell
Paulina Jones
Andrew Macdonald
Sandra Macintyre
Sue Osmond
Diana Ridge

Bibliographical Services Team

Manager

Dianne Calway

Librarians

Angela Don
John Draffin
Robyn Edwards
Sai-Kee Kek

Senior Clerk

Pat Willans

Library Officers

Lucy Dal Busco
Linda Davis
Rachel Turner

Preservation Services

Manager

Pat Griffiths

Senior Conservator

Stephanie Baily

Conservator - Paper

Jonathan Schmidt

Conservator - Books

Timothy Cooke

Conservation Technicians

Susan Anderson
Ian Donaldson
Susan Crockett

Coordinator Micrographics

Lee Blackford

Micrographic Technicians

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

Coordinator Photographic and Multimedia Services

Toni Munro

Photographic Technicians

Robert Diggins
Kerry Bedwell
Cynthia Coombs

Clerk

Maria Jakovcich

Library Officer

Tina Guariglia

STATE REFERENCE LIBRARY

Director: State Reference Library

Barbara Patison

Administrative Assistant

Wendy Mekisic

Project Leader

Bernard Huward

Arts Team

Team Leader
Simone Martin

Team Coordinator
Julie Sheren

Arts & Literature Librarians

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

Library Technician
Jenni Williams

Library Officers
Linda Black (Leave)
Paul Buttsworth
Diane Coleman
Kay Commons

Music & Performing Arts

Librarians
Amanda de Cinque
Allison Fyfe
Janet Hocken
Jane Jones
Mary-Anne Reid

Library Technician
Peter Edwards

Library Officers
Jennifer Jenkins
Gayle Roberts
Lisa Wallace

Bibliographic Services Team

Team Leader
Gaye Sweeney

Librarians
Pam Marciano
Kathy Rawlinson
Gabrielle Reynolds
Robin Robinson
Jeri Tatian

Acquisitions Coordinator
Natalie Arcus

Serials Coordinator
Karen Godfrey

Library Officers
Betty Bilton
Norm Brodal
Linda Laycock
Glenys Oakes
Kerry Randall
Renata Roberts

Internet & Online Services Team

Manager
Vanessa Darrell

Consultant: Library Management System
Collette Richards

Consultant: Web Services
Meghan Travers

Administrator: Library Management System
Dixie Moore

Administrator: Web Services
Illona Tobin

Social & Applied Sciences Team

Team Leader
Lesley DuBois

Team Coordinator
Virginia Burris

Business & Management

Librarians

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

Senior Clerk
Tanya Daddi

Library Officers
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss

Science & Technology

Librarians

Peter Bloomfield
Kim Cannon
Brenda Collins
Kate Eckersley
Justin Fairhead
Carmel McRobert

Senior Clerk
Sharon Pratt

Library Officers
Samantha Fairbanks
Rebecca Foote
Jenny Leunig

Switchboard Operator
Evelyn Bullin

Social Sciences

Librarians

Laurie Allen
Russell Hamilton
Kylie Smith

Genealogy Librarian

Andrew Black

Library Technician

Sue McDonald

Senior Clerk

Jolanta Andres

Library Officers

Eileen Branson
Damien Combes
Bill Hollis
Sue Ryan
Scott Smith
Maria Vargas

CORPORATE & BUSINESS SERVICES

Director: Corporate & Business Services

Peter Lambert

Administrative Assistant

Jean Duff

Consultant: Policy & Evaluation

Julie Ham

Building Services

Manager: Building Services and Facilities

Malcolm Mills

House Officer

Lorraine Beck

Van Dock Supervisor

Alun Thomas

Maintenance Officer

Brian Howard

Van Dock Storemen

Jeff Booth

Peter Marquis

Duty Officers

Sam Earnshaw

Rimar James

Mike Phillipisz

Tim Riley

Des Tonge

Business Development**Manager: Business Development**

Greg Doehring

Bookshop Manager

Alyson De Souza

Coordinator Discard Sales

David Hodgson

Client Service Officer: The Discard Book Shop

Maureen D'Rozario

Book Shop Sales Officers

Sandra Cocks

Shree Edmondson

Laura Freeman

Alexa Wilkins

Financial Services**Manager**

Dawn Timmerman (Outplaced)

Financial Officer Budgeting

Peter Tranter (Outplaced)

Supply Officer

Kim Armstrong (Outplaced)

Finance Officers

Krystyna Kudla

Jivan Bhalsod (Outplaced)

Human Resources**Manager: Human Resources**

Janis Hamilton (Outplaced)

Corporate Information**Senior Corporate Records Officer**

Tarmla Cook (Seconded)

Jan Skillington

Officers

Grace Chiu

Win Wharam

Public Programs**Manager**

Doug George

Promotion & Publication Officers

Adam Peterson

Dana Tonello

Sponsorship & Investment**Project Manager**

Patrick Moore

Staff Achievements

Nola Allen

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

Judge, Tim Winton Young Writers Award.

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

Judge, Nestlé Write Around Australia.

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

Stephanie Baily

"Preservation issues", talk and tour, Information Studies students, Curtin University October 2003.

"Caring for your Family Archive", talk, Seniors Week, October 2003.

Photographic conservation workshop (AICCM), Art Gallery of WA, November 2003.

"Control of Mould in Heritage Collections", talk, (AICCM, WA and Museums Australia, WA), November 2003.

"Making Protective Enclosures for Books and Documents", public workshop at the State Library, April 2004.

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

Antoinette Carrier

Master of Fine Arts Degree completed.

Jennie Carter

Committee member, History Council of Western Australia.

Committee member, Friends of Batty Library Inc.

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

George Cowcher

Member, Peel Resource Sharing Group.

Lesley DuBois

"Tracing your family tree using the resources in the Genealogy Centre", talk, Seniors Week, October 2003.

Susan Feeney

Panel Member, New Norcia Library Lecture, September 2003.

Member, Framework Agreement Negotiating Committee.

Gerard Foley

Convenor, Australian Society of Archivists, WA Branch.
Committee Member, History Council of Western Australia.
National Councillor, Australian Society of Archivists.

Claire Forte

"From strength to strength - the evolution of Western Australia's library service", in *Australian Academic and Research Libraries*, Vol 34. No. 4, Dec 2003.
Member, Council of Australian State Libraries (CASL).
Member, State Literature Centre Board.
Executive Master of Business Administration (EMBA) completed.

Allison Fyfe

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

Doug George

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

Michelle Gherghinis

Judge, Tim Winton Young Writers Award.
Member, Aboriginal and Torres Strait Islander Library and Information Resource Network.

Julie Ham

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

Janet Hocken

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

Ronda Jamieson

"*Preservation of archival materials*", talk, Fremantle History Society, October 2003.
"*Photographs online and you*", talk, Seniors Week, October 2003.
"*Oral history past, present and future*", talk, Harvey Oral History Group, February 2004.
"*An introduction to the special websites available through the State Library online catalogue*", talk, Battye Library Workshop, March 2004.
Member, WA Professional Advisory Panel, Winston Churchill Memorial Trust of Australia.

Board Member, Research Institute of Cultural Heritage, Curtin University.
Committee Member, Friends of Battye Library Inc.
Member, 2004 Committee (to celebrate the 175th Anniversary of the State).
Member, Editorial Advisory Board, for the Historical Encyclopedia of WA.
Various articles for *Knowit* and *Friends of Battye Library Newsletter*.

Jane Jones

Convenor, WA Kinetica Users' Group.
Kinetica training agent for the State Library of Western Australia.

Yvonne Morant

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

Sue North

Committee member, Children's Book Council of Australia, WA Branch.
Judge, City of South Perth Christobel Mattingley Young Writers Competition.
Member, CASL Partnership - Education and Libraries Committee.

Gabrielle Reynolds

Member, CASL Reference Services Working Group.

Jonathan Schmidt

"Preservation issues", talk and tour, Information Studies students, Curtin University, May 2004.
"Caring for your Family Archive", talk, Seniors Week, October 2003.
"Working With and Around Library and Archival Material", for State Library volunteers.
"Caring for your Archive", talk as part of *Just ask@your library*, March 2004.
"Making Protective Enclosures for Books and Documents", public workshop at the State Library, April 2004.

Kylie Smith

Music Australia: A digital special collection, talk, ALIA Academic and Research Libraries Group, 20 August 2003.
Your future @ your library: why should you become a librarian? talk, Mercedes College, 27 May 2004 and Guildford Grammar School, 11 June 2004.
Reviewer, *Continuo: newsletter of the Australian/New Zealand Branch of the International Association of Music Libraries, The Globe*
Convenor, ALIA Graduate Mentoring Program (GuMP), (WA Branch).
Member, ALIA WA Mentoring Committee.

Brian Stewart

"Cutting the key to fit: subject indexing for your collection and your users", paper, ALIA Local Studies (WA Group) *September workshop: Unlocking your collection: subject headings for local studies*, September 2003.

Gaye Sweeney

Member, CASL Consortia and Licensing Working Group.

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

Pearl Tan

Member, Department of Culture and the Arts Regional Roundtable.

David Whiteford

"Introduction to the Battye Library Private Archives collection", in *The Skeleton* (Australind Family History Society), June 2004.

"*The Battye Library and preserving old documents*", talk, Harvey History Online, Australind, May 2004.

"Cutting the key to fit: subject indexing for your collection and your users", paper, ALIA Local Studies (WA Group) *September workshop: Unlocking your collection: subject headings for local studies*, September, 2003.

Member National Trust Rail Heritage Committee.

Ross Withnell

Member, CASL Copyright Working Group.

Staff Awards

Terry Campbell Award for Service Excellence

The Terry Campbell Award for Service Excellence is awarded to a staff member who, on a particular occasion or, by general attitude to the public or to staff, deserves special recognition in any area of the State Library's services. Nominations are received from staff members or members of the public.

The award is in memory of Terry Campbell (1931 - 1989) who worked as a receptionist and telephonist with the State Library. She was unfailingly helpful and courteous, and this award aims to recognise staff who display excellence in service delivery.

The award was given to the following staff in 2003-04:

Frances Hammond
Rimar James
Adele Sugars
Dana Tonello

James Hammond Award

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

The recipient of the 2003 Award was Jane Jones from the Music and Performing Arts Team.

Jane has excelled in the field of Library Education both as a Trainer for the State Reference Library and as a trainer for the National Library of Australia system, Kinetica.

Her dedication to this aspect of librarianship is highlighted by her recent completion of a Graduate Diploma in Education (Training and Development), and the recognition of the Western Australian Kinetica community by co-opting her as the Convenor for the WA Kinetica Users Group.

Jane's training classes are well researched, designed to achieve their educational objectives and provide a consistently high standard of presentation. This ensures that attendees retain information, as evident in the recent Complaints Handling training provided to staff and the Internet training she provided for seniors.

Practical, hands-on exercises are used in training for computer applications classes, and with Jane's ability to create an informal, relaxed environment for learning in her courses, participants feel at ease and open to learning.

Jane Jones' diligence and commitment to educating and training makes her a worthy recipient of the 2003 James Hammond Award.

Mollie Lukis Award

The Mollie Lukis Award is presented to an individual or work team for their outstanding contribution to any aspect of appraising, collecting, arranging, preserving and making available materials which reflect the cultural heritage of Western Australia.

This award honours the contribution of Mollie Lukis, OBE and Fellow of the Library Board, who was the first State Archivist and, on her retirement, was in charge of the State Archives and the J S Battye Library of West Australian History. It was awarded for the first time in 2001 to mark Mollie Lukis' 90th birthday.

The winner of the 2003 Award is Allison Fyfe who has been responsible for building a valuable collection of Western Australian music sound recordings. While legal deposit legislation covers sheet music, it does

not require record producers to deposit copies of recordings in the State Library. Allison's mission has been to obtain at least one copy of every sound recording featuring Western Australian composers and/or performers, regardless of format or where they are produced.

Sound recordings have a specific and valuable role in the documentation of cultural heritage, but have to be diligently sought. They are often produced in small quantities, and for a specialised and short-term market. To facilitate the acquisition of recordings, Allison has developed a network of contacts in the musical world resulting in additions to the archive and discovery of sources for recordings to which others would not have access. With over 3,000 recordings, the collection now covers a wide range of musical styles.

Allison's role also extends to ensuring Western Australian published musical scores and sheet music are obtained through legal deposit, or purchased when they are published elsewhere, for the Music and Performing Arts Library.

In 2000, Allison curated the exhibition *Strike a Chord: WA music spanning the decades* featuring both recordings and musical scores. Her extensive contact with WA musicians, together with the exhibition, helped raise awareness in the community of the Music and Performing Arts Library and its role in collecting local recordings.

Allison's achievements have resulted in the establishment and availability of a collection of primary source cultural material which adds significantly to the musical heritage of Western Australia.

Publications

New Publications 2003- 2004

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

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

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

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

Katitjin: a guide to Indigenous records in the Battye Library (2003) (pdf format) Compiled by Heather Campbell and published by the Friends of Battye Library with funding from the Maude Sholl Bequest.

Katitjin has been produced to help researchers find useful sources held in the J S Battye Library of West Australian History for research into Indigenous history and culture. It is only available on the State Library website at: <http://www.liswa.wa.gov.au/pdf/katitjinsep03.pdf>

Other current publications available

Bibliographies

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

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

Collections

Worth Telling Worth Keeping: A guide to the collections of the J.S. Battye Library of West Australian History / Leigh Hays. Library Board of Western Australia (2002, 163p.)

Corporate

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

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

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

Exhibition publications and brochures

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

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

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

Genealogical and Historical guides

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

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

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

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

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

LISWA Research Series

The following issues in the LISWA Research Series are available.

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

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

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

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

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

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

Writing Competitions

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

Workload Indicators 2003-04 (as at 30 June 2004)

Workload indicators for 2003-04 operations and stock levels are provided on the following pages, along with figures for the previous four years

OPERATIONS	1999-00	2000-01	2001-02	2002-03	2003-04
Visitors to the Alexander Library Building	711,755	688,988	656,862	634,498	640,381
PUBLIC LIBRARY SERVICES					
Total public libraries and extension services	236	238	238	238	238
Additional volumes in public libraries - Development Program	33,538	23,412	26,056	43,069	66,988
Volumes despatched on Exchange Program	403,185	399,693	411,033	378,434	360,868
Volumes repaired in-house	24,790	27,388	25,906	21,159	15,244
Information enquiries	4,164	4,271	3,759	2,624	1,752
Number attending training courses	396	501	463	129	61
Document Delivery Services					
Libraries using Document Delivery Online			185	210	219
Loans requested via Document Delivery Online			118,739	231,453	242,626
Number loan requests received	48,572	41,667	36,093	31,727	31,382
Number of copy requests received	1,506	1,213	985	996	948
Loans supplied	27,023	22,884	19,233	15,678	18,777
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES					
J S Battye Library					
Information enquiries and consultancy	67,887	60,825	56,577	50,722	48,971
New researcher registrations	649	667	582	416	384
Material retrieved/reshelved after public use	143,817	140,645	141,617	142,516	134,971
New index entries	9,637	13,686	10,889	9,410	6,079
Infolink database records updated	5,368	6,182	8,248	8,690	7,132
Preservation Services					
Reels of microfilm produced	1,333	1,234	916	1,122	1,042
Microfilm jackets produced	1,323	5,053	3,837	3,222	787
Negatives made for stock	3,859	833	2,467	1,981	12,296
Items produced for outside orders	1,975	1,656	1,653	1,758	1,759
Protective encasements	2,869	2,308	2,069	2,069	2,164
Public enquiries	116	86	151	120	93
REFERENCE AND INFORMATION SERVICES					
State Reference Library					
Information enquiries	115,324	103,740	92,346	80,950	66,469
Stock reshelved after public use	397,201	304,151	285,758	257,739	219,195
Scores, cassettes and scripts lent to members	35,723	36,276	34,327	33,702	31,168
Film and video loans to organisations	6,174	5,718	4,404	3,356	3,586
Films / videos viewed in the Library	3,550	3,117	3,722	2,226	862
Total membership of Music & Performing Arts Library	7,540	7,234	6,835	6,524	8,244
Total membership of State Film and Video Library	2,491	1,806	1,332	1,296	600

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Appendices

Workload Indicators 2003-04 (as at 30 June 2004)

	1999-00	2000-01	2001-02	2002-03	2003-04
ACCESS TO INFORMATION TECHNOLOGY					
Searches on State Library Database	2,448,276	2,732,892	2,783,230	2,858,525	4,684,968
Hits on the State Library Website	4,470,156	5,926,272	9,975,293	11,591,612	12,361,926
Searches on Electronic Resources	106,640	147,653	54,091	45,941	48,313
Number of Internet sessions booked	43,062	41,113	42,663	43,955	45,456
Number of records on the State Library database	864,741	927,619	965,956	986,638	1,035,847
Number of items linked to the database	3,219,446	3,300,656	3,246,450	3,288,321	3,369,045
Number of index entries in the database	61,094	92,840	111,938	135,231	154,358
Digital images available			8,564	8,941	10,524
Electronic resources archived to Pandora				59	103
BIBLIOGRAPHICAL SERVICES					
Acquiring stock					
Number of orders raised	30,587	32,962	26,898	28,663	32,976
Items processed for Public Library stock	274,390	233,105	232,175	245,702	233,930
Serial issues processed for permanent collections	89,434	74,741	69,276	62,833	60,120
Cataloguing stock					
Total number of titles catalogued	34,251	37,108	37,108	37,108	33,026
Titles catalogued for Public Library Services	21,888	23,713	22,905	20,133	19,378
Titles catalogued for State Reference Library	6,494	7,511	7,789	6,690	7,569
Titles catalogued for J S Batty Library	5,869	5,884	6,414	8,030	6,079
PUBLIC PROGRAMS					
Exhibitions / displays mounted	94	68	80	78	50
Total number of items published or printed	304	188	214	651	862

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Appendices

Workload Indicators 2003-04 (as at 30 June 2004)

STOCK	1999-00	2000-01	2001-02	2002-03	2003-04
PUBLIC LIBRARY SERVICES					
Adult non-fiction	927,226	924,963	866,436	856,911	853,256
Adult fiction	653,687	663,780	664,736	662,174	663,333
Junior	696,626	700,150	697,673	685,735	688,608
Multi language resources collection	58,966	61,352	62,088	61,780	63,040
Microfilm (reels)	1,619	1,710	1,710	1,710	1,710
Total stock	2,336,755	2,350,586	2,291,274	2,266,941	2,268,578
WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES					
J S Battye Library					
Monograph titles	55,393	58,418	61,556	65,533	68,514
Monograph volumes	88,264	92,459	96,600	101,996	106,340
Serial titles	13,494	13,768	14,014	14,350	14,632
Newspaper titles	850	856	862	873	875
Microfilm (reels)	13,189	13,422	13,750	14,265	14,656
Microfiche (metres)	13.1	14.6	15.2	15.2	15.2
Cartographic items	25,909	26,361	26,990	27,730	28,326
Ephemera (items)	68,006	70,104	73,540	77,490	80,251
Pictorial images*	115,780	420,570	427,419	456,831	462,778
Pictorial collections		5,497	5,587	5,967	6,143
State Film Archives film and video reels	4,894	5,094	5,179	5,581	5,663
Oral history hours of tape	11,610	11,874	12,117	12,412	13,027
Oral history transcripts	2,636	2,778	2,871	3,006	3,492
Private archives (metres) **	1,367	1,417	2,721	2,818	2,917
Government and community information					
Infotek database records	7,658	8,185	9,064	9,040	8,998
REFERENCE AND INFORMATION SERVICES					
State Reference Library					
Monographs (volumes)	356,694	361,958	368,838	373,027	377,569
Current serials and newspaper titles	9,135	8,472	8,566	6,718	6,298
Microfilm (reels)	12,127	12,713	12,898	13,112	13,322
Microfiche (metres)	193.7	198.1	207.7	209.6	212.0
Scores	39,526	40,458	40,977	41,267	41,512
Musical sound recordings	15,152	15,202	15,202	15,262	15,230
Cartographic items	22,273	22,293	22,293	22,429	22,697
Film and video titles	13,638	13,753	13,865	13,983	14,088

* The stock figures for the Pictorial Collection were revised following a major project to add records for the collection to the database in 2000-01.

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