

State Library
OF WESTERN AUSTRALIA

Annual Report
2009-2010

The State Library of Western Australia
ANNUAL REPORT
2009—2010

of The Library Board of Western Australia
58th Annual Report of the Board

Perth Cultural Centre
25 Francis Street
Perth Western Australia 6000

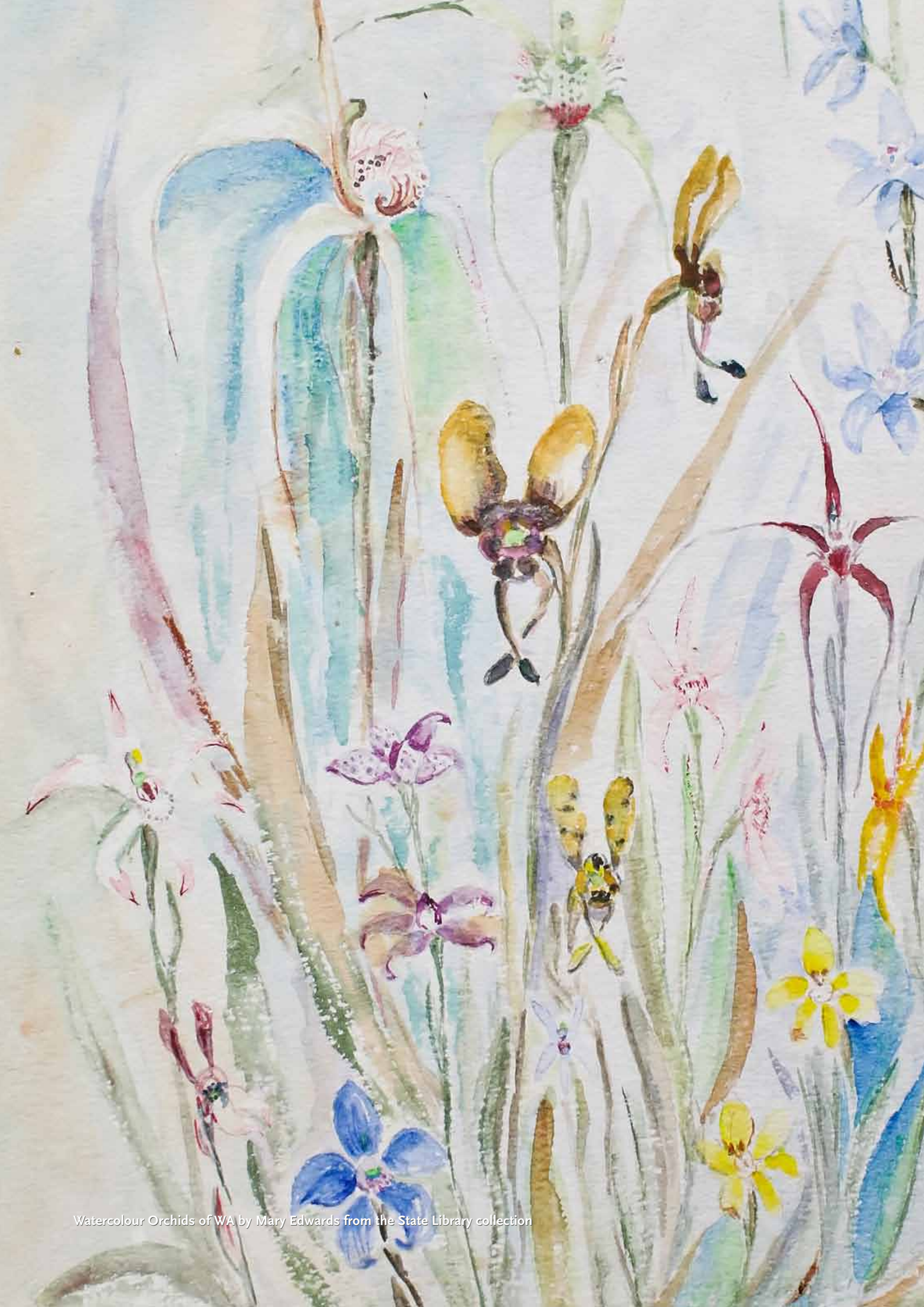
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Hours of Opening

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Friday: 9:00 am to 5:30 pm
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Public Holidays: Closed

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Watercolour Orchids of WA by Mary Edwards from the State Library collection

Letter to the Minister

Hon John Day MLA

Minister for Planning; Culture and the Arts

Dear Minister

In accordance with Section 61(1) of the *Financial Management Act 2006*, and in fulfilment of obligations imposed on the Board by *The Library Board of Western Australia Act 1951*, we hereby submit for your information and presentation to Parliament the Annual Report of the Library Board of Western Australia for the year ended 30 June 2010.

This Report has been prepared in accordance with the provisions of the *Financial Management Act 2006*, the Treasurer's Instruction 903 - *Agency Annual Reports and the Annual Reporting Framework 2009-2010 Reporting Year* issued in March 2010 by the Public Sector Commission.

Yours sincerely



Professor Matthew Allen

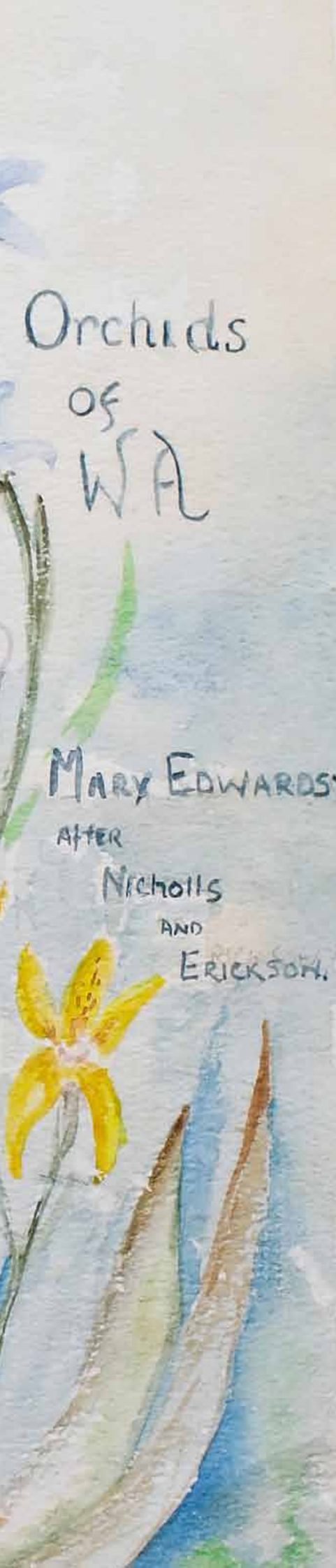
Chairman
Library Board of Western Australia



Mr Mike Murray

Vice Chairman
Library Board of Western Australia

2 September 2010



Highlights of 2009–2010



The new Discovery Lounge on the ground floor.

New Enhanced Surrounds

The long awaited refurbishment of the State Library's ground floor has been well received by clients and after only 9 months in operation, 89% satisfaction levels were achieved. The new Welcome Desk and surrounds have proved popular with visitors who now have a friendlier space to engage with staff. Booking statistics for the vastly increased fleet of PCs has seen 70% usage rates of the new 'express' terminals since the October opening.

Bright, attractive and modern furniture has attracted clients to the **Discovery Lounge**, which has had more clients in the past year than other floors in the building.

A new 30-seat conference centre, the **Geographe Room** and adjacent group discussion rooms, have provided the Library with the opportunity to capture new and increasing numbers of commercial venue clients, and the exhibition Gallery has enabled the showcasing of its collections in a way not possible before. The café and other public amenities on the ground floor have also been improved.

Researchers have also enjoyed the facilities of the new Leah Jane Cohen Reading Room on the 3rd floor. The purpose designed space provides a quiet environment conducive to study and secure access to the Library's rare and archival materials.

Increased Usage

For the fifth consecutive year the Library has enjoyed steadily growing visitor numbers. Almost 1.4 million people visited the building (an increase of 16% from last year) and of these, over 1 million people visited the Library's collections and services, a 60% increase from the previous year. The State Library remains the most visited cultural institution in Western Australia.





Emphasis on Digitisation for Access and Preservation

Digitisation efforts markedly increased during the course of the year, with 23,600 digital images created in 2009–2010.

The purchase of specialised digitisation equipment enabled a wider range of the Library's significant Western Australian heritage materials to be digitised; from books, maps/plans and 3D objects to photographic collections. New computer equipment to store and deliver the Library's digital collection was also deployed, and now provides the Library with further capacity to meet future demands.

Following on from the development of standards for digital material, the next stage of the Library's Digital Asset Management framework was the development of an in-house management system, known as **SLURP (State Library's Limber and Useful Reformatting Application)**.

This system links seamlessly to the Library catalogue and offers a streamlined method for describing and preserving digitally reformatted or 'born digital' collection resources. The Library is now able to proactively acquire and provide access to 'born digital' formats previously unable to be made available to clients in this format.

Plans are underway to digitise and make accessible over 7,500 hours of oral history interviews in conjunction with the **Oral History Records Rescue Group (OHRRG)** as part of a two year project. Made possible through a Lotterywest grant, this important project will allow these resources to be transferred from the increasingly obsolete cassette tape to digital format and then made available to the public via the internet. A digital audio system has also been purchased and the construction of two sound studios is well underway.

↑ 16%

Almost 1.4 million people visited the building (an increase of 16% from last year) and of these, over 1 million people visited the Library's collections and services, a 60% increase from the previous year.



↑ 23,600

Digitisation efforts markedly increased during the course of the year, with 23,600 digital images created in 2009-10.



The Hon John Day with Thomas Calabro at the launch of the next phase of the Better Beginnings Family Literacy Program.

Family Literacy Program in the Forefront in Australia

Better Beginnings, the Library's highly acclaimed Family Literacy Program, continued to influence the lives of families across the State with the introduction of a new pilot aimed at supporting parents with children aged 4-5 years. With new funding from the Rio Tinto WA Future Fund, the program has reached more than 7,000 children attending kindergartens and preschools, each of whom received free picture books and reading packs through public libraries and schools in metropolitan and regional areas. Families and teachers are able to use specially selected materials in the classroom and customised resources have been developed specifically for remote indigenous communities.

The Library secured funding from State Government totalling \$6.81 million over the next four years, including \$2.8 million from the Royalties for Regions program, to both continue and expand the program. This funding will enable a number of new initiatives to be developed and trialled in the coming years. As in previous years, Edith Cowan University will provide independent evaluation of the program. This valuable investment in Better Beginnings provides Western Australia with a sustainable and fully integrated family literacy program, bringing together education, health and libraries. This places the Library at the forefront of early literacy initiatives in Australia.



↑ **7,000**

The Better Beginnings Family Literacy Program has reached more than 7,000 children attending kindergartens and preschool.



Guests, family and friends attending the launch of the Durack Dynasty exhibition.

Relationship with Public Libraries

The relationship between State and local governments was strengthened with the signing of a new **Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia**. The Agreement sets out a shared vision, establishes objectives and outcomes, provides a Statement of agreed principles and establishes a process for joint decision making. A steering committee oversees implementation of structural reform and working groups are responsible for communicating progress across the network.

A joint Western Australian Local Government Association and State Library forum was held in October 2009 to provide local government Chief Executive Officers, elected members and public librarians the opportunity to hear about structural reform, the draft Framework Agreement and the funding business case.

Enhanced Exhibitions

Our Story, Our Treasures, highlighting 120 years of the State Library, was the first exhibition to showcase the new exhibition Gallery on the ground floor. Visitors were able to view rarely seen items from the Library's collection and read the stories behind the Library's buildings, collections and people over the decades.

The Royal Flying Doctor: Our Western Australian Stories was the second exhibition mounted, and like the first, made use of the increased space and bespoke movable walls to enhance visitor experiences.

The latest exhibition, **The Durack Dynasty**, tells of the fortunes of this pioneering family and their contribution to Western Australia. It features original diaries, manuscripts, artworks, letters, photographs and notebooks pertaining to the Durack family. Visitor feedback has been highly complimentary and visitor numbers are higher than usual. The new Gallery encourages people to view exhibitions on their way to other areas of the Library, and since opening in October, over 115,000 people have passed through the area.



Guests viewing the Royal Flying Doctor Service exhibition.

About the State Library of Western Australia

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 portfolio organisation within the Department for Culture and the Arts.

Our Strategic Focus

The mission of the State Library of Western Australia is:

To enrich the lives of Western Australians by:

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

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

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

What do we do?

The Client Services directorate leads the development and delivery of services to State Library clients throughout the world. The directorate is made up of four key areas; Collection Development, which leads the development of the Library's collections to meet community needs as well as State and national requirements; Information Services, which provides access to the Library's vast collections through face-to-face or online reference and document delivery services; Research and Discovery, which provides high level specialist reference services pertaining to Western Australian history and heritage; and Outreach, which develops and implements services and programs to engage and stimulate community interest in the State Library's collections and enrich clients' experiences in connecting with the Library's resources.

The Resource Services directorate facilitates the procurement, processing, accessing, storage, preservation, management, distribution and accessibility of all Library collections. The Directorate also purchases and distributes material for public libraries throughout Western Australia. There are three teams: Acquisitions, Access, and Preservation & Maintenance. Acquisitions order, receive, and process all resources in readiness for public access and manage its distribution and disposal. Access creates records, ensures data integrity, provides access to archival collections and makes resources more accessible in the digital environment. Preservation & Maintenance staff conserve, preserve and reformat documentary heritage materials, retrieve resources for clients and ensure collection items are correctly stored and maintained.



The State Library's delivery van at the Town of Vincent public library.

Our values

The Strategic and Corporate Services directorate provides support services to the organisation in the areas of budget planning, marketing and communications, information and communication technology, corporate services and building management. Public Programs designs, helps organise and sets up for exhibitions, designs promotional material and signage and organises special events including media exposure. Digital Services leads the innovative development of the Library's business in the evolving information technology environment and ensures the integrity of the Library's digital services. Corporate Services coordinate the risk management, occupational safety and health, records management and workforce support for the State Library. Facilities Management is responsible for building maintenance and works, building management systems, security and venue hire.

Finance and Human Resources are provided in conjunction with the Department of Culture and the Arts and Shared Services.

The Executive Services area manages support services to the Chief Executive Officer, the Library Board of Western Australia, its sub committees and other strategic partners. It includes a Policy and Research team that provides research support and policy advice on issues and trends relevant to the State and other Australian libraries. The Public Library Structural Reform project and liaison with the State Library of Western Australia Foundation are also managed through Executive Services.

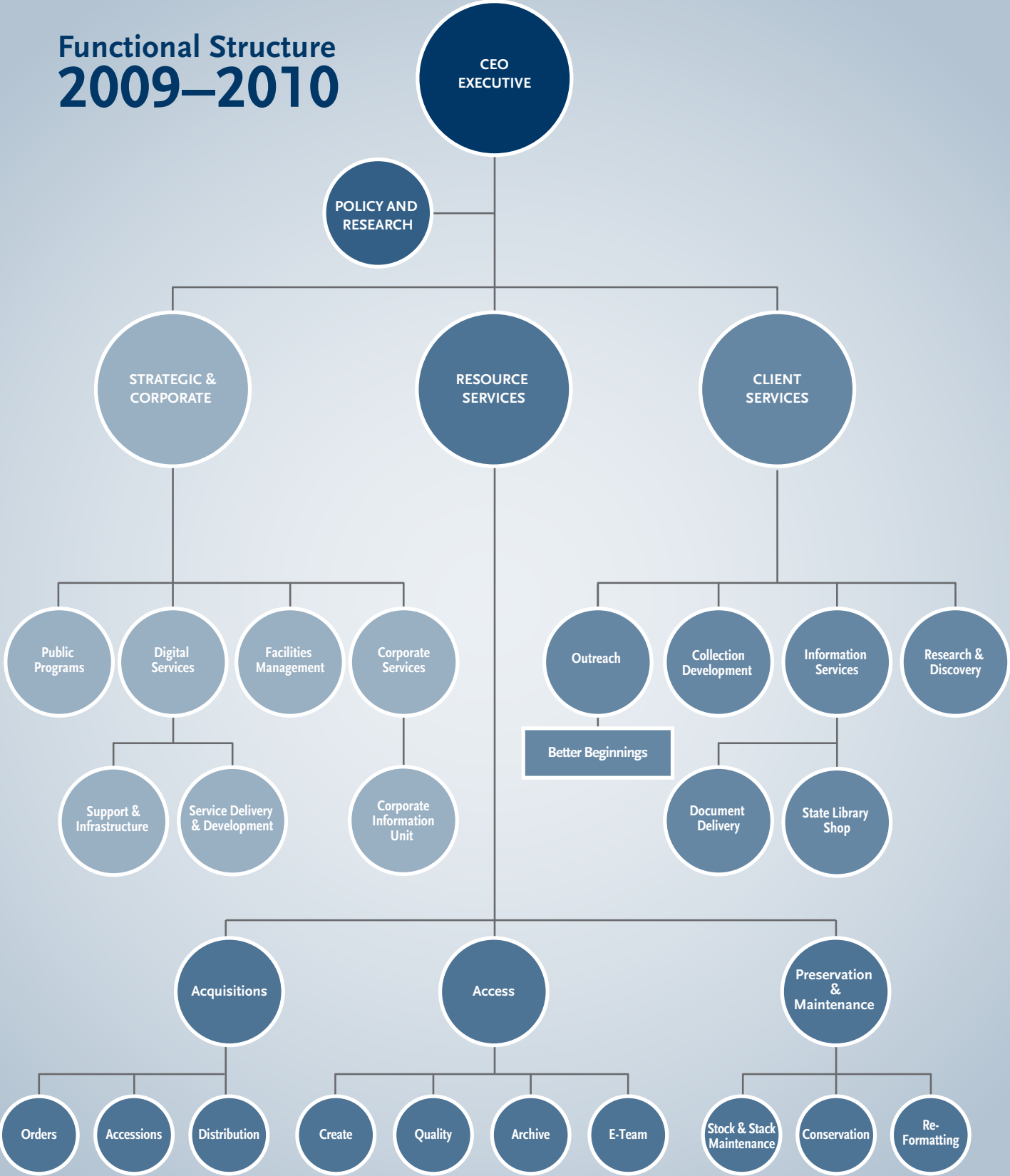
State Library staff embrace the following values in the way they work and when planning and delivering services.

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



Clients using the 20 minute walk in access, booked access or free wi-fi access to the internet in the Discovery Lounge.

Functional Structure 2009–2010



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

Chairman's Report

The State Library of Western Australia is a vital part of the State's cultural and economic life. The importance of the Library was recognised this year by the significant increase in funding received in May in the State Budget. This increased funding was directed not only to the State Library itself but, far more, towards the provision of specific programs, improved services and collections within the public library system of Western Australia for which the Library Board is ultimately responsible.

The significance of this funding cannot be overstated. It is part of the successful re-negotiation of the Framework Agreement between the State Government and the Western Australian Local Government Association. Signed in June 2010, this Agreement provides for a stable and appropriate relationship between these two arms of government in the provision of library services. The Framework Agreement continues a long history of cooperation, dating back almost sixty years.

The challenge that is now faced by public libraries in Western Australia is to make the best use of these funds. Led by the State Library, who will administer the funding on behalf of the State Government, public libraries will need to arrive at and implement structural reforms to improve the efficiency and effectiveness of their business for all Western Australians. While change is never easy, and sometimes causes concern, the time for change is upon us. To make good on the Framework Agreement, new approaches will be developed to distribute and manage funding. The State Library will continue to work closely with local governments and local libraries to create a more modern, flexible and innovative system which will make best use of the additional moneys provided.

The funding of vital public assets, infrastructure and services is always a complex and challenging task for governments. The State Library, despite the increased appropriation for specific initiatives next year, remains in a difficult financial position which will demand additional funding from the State in the future. In particular, the Building – now open to the public for twenty five years – is beginning to show its age and is

in urgent need of major refitting and refurbishment. The Board will, in coming months, make public a vision for a renewed and improved Building which we hope will, in time, become a landmark of design excellence and public utility in the redeveloping space of the Perth Cultural Centre.

While many people will associate the State Library with its physical location in the Perth Cultural Centre, the Library in fact extends throughout the community and provides or supports significant services to the benefit of all Western Australians, whether or not they visit the Library in person, use their local public library or access services online. Through programs such as Better Beginnings (the outstandingly successful family literacy program run by the State Library) and the provision of information electronically that can be accessed by anyone through the Library's website, the Library serves its community.

As well as extending subtly and often without much fanfare across the whole of our great, wide spaces, the State Library reaches out across time, both past and future. The Library is the leading institution in Western Australia to claim and keep our wonderful cultural stories, and then to preserve and present them to future generations.

The Library Board plays an important role in governing the State Library, with particular attention being paid to financial oversight, risk management, policy development and strategic directions. The Board serves to bring into harmony, wherever possible, both the needs of the State Government, which funds the Library, and the needs of the community which it serves.



At the Library Board regional meeting at Eaton Library were Michael Murray, Clr Janet Davidson, Mayor Milton Evans and CEO Margaret Allen.

The Library Board has in recent years been very keen to visit and learn from the activities of local libraries both in Perth and elsewhere in Western Australia. In the period 2009–2010, the Board went to the Eaton, Pinjarra, Bunbury and Armadale public libraries, meeting with librarians and local government officials and members. These visits emphasise the positive relationship between the State Library and local councils in the provision of public library services throughout the State.

The Board has of course worked closely with the CEO State Librarian, Margaret Allen. I thank her, the Executive Team and all staff in the State Library for their diligent work to assure the Library's current and future success. I would also acknowledge the Minister for Culture and the Arts, the Hon. John Day, aided by the staff of his office and the Department for which he is responsible. With his assistance, the State Library is receiving the investment of public funds and the recognition of its importance in our State's daily life that will help sustain and extend the vital work which libraries perform on behalf of all citizens.

As Chairman, I thank the hard-working and committed members of the Board for all their assistance in making 2009–2010 a successful year for the State Library: Michael Murray (Vice Chairman), Imogen Garner (Chair of Policy and Legislation Committee), Deb Hamblin (Chair of Audit Committee), Margaret Nowak (Chair of Finance Committee), Kris Bizzaca, Janet Davidson, Brett Davies, Milton Evans, Sandra Jamieson, Sue Lapham, Allannah Lucas and Joe Marino. I would especially like to thank Janet Davidson who served for the last half of 2009 as Chairman of the Library Board, a role she had performed most ably since 2007.

On a sad note, this last year saw the death of two of the State's shining lights of the Library profession. Kay Poustie OAM, a long-time member of the Board (1991–1993 and 1998–2006) and former Chairman (2003–2006). Kay was an articulate, passionate advocate for information and library services and will be sorely missed in the Western Australian community. Mollie Lukis OBE OAM member of the Board (1952–1955 and 1973–1977) and Board Fellow. The importance to the community and the profession of Mollie's pioneering work in identifying, preserving and making accessible the State's archives cannot be overstated.

The State Library has made much headway in transforming itself to meet the changing needs of a rapidly growing, diverse public. But more remains to be done. The investment that will be required may seem high, especially to governments seeking strict budget control, but it is an investment worth making. Future generations will reap the returns on this investment many times over and the library, both as a place to visit and an ideal to admire, will be a foundation for the social and political stability and success of Western Australia.

On behalf of the Library Board of Western Australia, I am pleased to submit the Annual Report for the year 2009–2010.

Professor Matthew Allen
Chairman of the Library Board

Chief Executive Officer's Review

We began the year in the midst of a construction site as our ground floor was in the process of being transformed into a digital only delivery space. In October we reopened the ground floor as the Discovery Lounge which, along with a much needed upgrade to the furniture, fittings and study spaces, also significantly expanded access to technology.

An important element of the ground floor work was the creation of a new flexible exhibition space. Our exhibition program has been refreshed with a new emphasis on telling stories developed from State Library collections. Whilst from time to time we will still provide facilities for community exhibitions we will increasingly showcase our collections and the unique and intriguing stories within them.

The project also delivered much needed upgrades to the venue facilities, café and other client amenities.

Outside of the Library we have been watching the upgrade of the Cultural Centre with interest and we welcome both the investment in the area and the intent to create a welcoming, interesting and active place.

The modest investment in upgrading our facilities has paid dividends by way of a 60% increase in the use of our services and collections whilst the overall number of visitors increased by 16%. In 2009-2010, 1,065,000 people used services from our building and we remain the most visited of all cultural institutions in Perth. Many more clients visited us online accessing our catalogue, electronic publications, our guides to finding information and digital images.

This significantly increased client use of the building, the improvements in the Cultural Centre and a number of major building infrastructure issues has brought into focus the need for a long term plan for the building. Library staff worked together with the Board to create a vision for the building toward 2020. This plan provides a framework around which we can effectively plan the use of the space within the building in the short term whilst working toward the longer term vision.

The opening of the ground floor advanced our strategy to increase online delivery of our services. We continued to purchase more online electronic materials for the general collections to meet the information needs of clients.

We are increasingly receiving heritage collections in digital format and our challenge is to preserve them for future generations despite technological redundancy and to make them easily available. A significant project this year has been the deployment of a system to store these digital collections and to make them easily accessible to the community online. This is an area in which we anticipate exponential growth in coming years.

Our work with local governments and public libraries to both provide and improve services to the people of Western Australia continued. We welcomed the announcement by the Minister for Culture and the Arts that additional funding for public library materials was to be made available from July 2010. Soon after this announcement the Minister signed the second Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia, formally continuing our partnership.

Our Better Beginnings Family Literacy program continued to expand through the development of a pilot program with children beginning their engagement with the formal education system at kindergarten or school. The program for older children reinforces the importance of a reading culture in families working in partnership with teachers and was generously supported by the Rio Tinto WA Future Fund. We are very pleased to have the effectiveness of the program acknowledged through additional funding for Better Beginnings from July 2010.

Our Story

OUR TREASURES

The State Library of Western Australia



CEO and State Librarian Margaret Allen

We are very pleased to once again be working with a community based consortium on the preservation of some of our unique collection materials. The Oral History Records Rescue Group is made up of a number of community groups with interests in oral history, its creation, preservation and access. They were successful in receiving a grant from Lotterywest to digitise around 7,500 hours of the Library's analogue tape recordings and make a number of the recordings available online. Our collection contains the voices of people born in the late 19th century onwards and is a rich and unique snapshot of Western Australia's history.

To support the project the Library has begun construction of two sound studios and has purchased specialised preservation sound digitisation equipment which is to be located on the second floor of the building. So, we also finished the year as a construction site, although on a much smaller scale.

All of these outcomes and many more outlined in this report could not have happened without the generous and willing support of so many people. Library staff bring such positive and creative energy to their work and the organisation enabling us to achieve so much and I again thank them for their service. Our amazing volunteers provide many hours of support across the organisation, from project work in the collections, to providing information to clients and helping with special events.

I would like to acknowledge the Library Board of Western Australia for their support and guidance; they too give freely of their skills, knowledge and time for the benefit of the Library and the community.

A handwritten signature in blue ink, appearing to read 'Margaret Allen'.

Margaret Allen

Chief Executive Officer and State Librarian

Report on Achievements 2009–2010

PRIORITY AREA 1

We will capture and preserve the Western Australian story by:

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

Significant Collection Acquisitions

The Library's heritage collections were enriched by several significant archival additions including:

Private Archives

- The original diary and photographs of Eileen Lanagan, first white woman to travel the Canning Stock route;
- Diaries of the Fry family of "Crendon", Donnybrook from 1904-1934;
- Captain Ferguson's account of the capture of Moondyne Joe in 1869;
- Records of the Australian Opera Studio, 2002-2008;
- Probate papers of Lord Forrest;
- Memoirs of Arthur Eivers (1899-1974) on WA Government Railways;
- Pastoral station diaries and ledgers including De Grey Station and Mia Mia Station; and
- Manuscripts from children's writer, Dianne Wolfer.

Pictorial Collection

- Photograph collection of John Henry Manning, including evidential photographs from the trial of Snowy Rowles (murder on the rabbit-proof fence);
- Original watercolour paintings and papers of the wildflower artist, Mary Edwards;
- Aerial Surveys Australia collection;
- Peter Williams Collection – the existing Collection was complemented by original children's illustrations, including:
 - six original illustrations – "This is the wind" by Rebecca Cool from **Isabella's Garden**; "And he was never again distracted whilst on duty" by Sonia Martinez from **The World according to Warren**; the front cover from **Old Tom Man of Mystery** by Leigh Hobbs; "Spring turned to Summer" by Bob Graham from **The Trouble with Dogs**; and "They built a tower so tall it topples over" by Freya Blackwood from **Clancy and Millie and the very fine house**;
 - a 3D paper sculpture, "I'll get mechanic to check Big out" from **Big and Me** by David Miller;
 - the "Books Moove Me" fiberglass sculptured cow painted by West Australian members of the Society of Children's Book Writers and Illustrators for the Cow Parade held in Margaret River;
 - four sets of preliminary sketches by Matt Ottley, Chris Nixon and Alison Lester; and
 - six limited edition prints by Shaun Tan, Frané Lessac, Chris Nixon, Alison Lester and Grace Fielding.



*"Books Moove Me"
fiberglass sculptured cow*

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

Reconciliation Action Plan

A new Reconciliation Action Plan, which acknowledges and respects the presence and contribution of the Aboriginal and Torres Strait Islander peoples as the first peoples of the land, and recognises their culture, customs and values as being a significant part of our history and our future, was developed. The Plan will be used to build relationships and enhance the respect we have for indigenous Australians and work to consolidate the Library's existing indigenous library services and programs.

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

Sir James Cruthers Archive

The Library acquired the iconic Sir James Cruthers archive; an extensive collection of his personal papers covering his early years, his wartime service, and the development of Channel 7 in Western Australia.

Developing relationships with indigenous communities

In February 2010, the Library facilitated a tour for the National Trust's Burrup Stories Project for Elders from the community of Roebourne.

The Library shared oral histories, photographs and treasures from the collections followed by tours through the Library's preservation facilities to showcase the level of care undertaken by the Library for materials in our collections. Similar sessions have since been facilitated for other indigenous groups to raise awareness and provide reassurance regarding the role the library plays in caring for and preserving Western Australian material.

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

Work continues on supporting community groups and arts projects in the development of indigenous stories. The Library is working with Community Arts Network WA and the women of the former Badjaling Mission to create photo stories and oral histories of the wives, women and babies of Badjaling. As part of the Library's contribution, digitised photographs of cultural significance have been given to the community, in conjunction with facilitated visits, to support the creation of their stories and raise awareness of the resources within the Library. Upon completion of the project, the Library will preserve their stories for future generations to share.

Through the State Library of Western Australia Foundation project **Our Page in History**, community contributions of photographs and stories are considered for long term preservation after consultation with the contributors.

www.ourpageinhistory.org

PRIORITY AREA 2

We will enrich client experiences by:

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

Surveying our Clients

Two client surveys were conducted in 2010 to gather feedback on services and facilities. Client satisfaction surpassed target levels with a 95% level of overall satisfaction recorded in June 2010 and 94% in February. Customer perceptions of staff friendliness rates also improved from 82% in 2008 to 90% in June 2010, and staff knowledge from 73% to 85%. Increases in satisfaction with the computer services can be attributed to the major refurbishment of the ground floor, and other areas that showed high levels of satisfaction were the general reading areas (92%), the new Leah Jane Cohen Reading Room (79%) and the Café on the ground floor (83%).

Films and Videos

Films and videos previously held in a separate lending collection were integrated with the general and Western Australian collections following a comprehensive review of the usage of the former State Film and Video Library. Demand for lending of film and video has significantly declined in recent years, so lending from these collections has ceased.

Accessing government information

Changes in the public availability of government and community information through the internet revealed that the Infolink database managed by the Library could be closed. A review revealed that members of the public now have much better access to this information compared to when the Infolink service was implemented in 1980 and that many local governments maintain local community information services themselves.

Specialised Study Spaces

A designated study space was once again assigned to support studies in the WA Certificate of Education during the lead up to the year 11 and 12 exam period. Students accessed past papers and study guides from the Library's collection to assist them prepare for their important examination period.

2.2 Constantly improving our presence in the digital environment


People visited the State Library website on nearly two million occasions in 2009-2010, a 50% increase on the previous year. The need to expand the Library's virtual 'presence' and make its products available through the web will continue to drive the organisation's priorities in service delivery.

Library Business Information Support

The range of technology and systems that libraries require to meet the growing demand and expectations from Library clients and to improve access to information, both within the Library and across the State, is continually changing and becoming increasingly complex.

To this end, the first stage of a project to progressively improve the delivery of Library information technology (IT) services has recently been completed. The outcome of this process will see the Library enjoy a dramatically improved ability to meet IT requirements both in terms of responsiveness and technological competency.

AskNow

The Library continued to be a major contributor to the national  AskNow! online reference service, a collaborative real-time, chat reference service accessible to anyone with an internet connection. Supplementing traditional reference services, clients obtain online answers to enquiries on virtually any topic.

Find us on Facebook

The Library has embraced web 2.0 technology and commenced a Facebook page to complement the State Library Blog. Publishing a Facebook page gives the Library another online public profile that allows it to share information and events with other Facebook users, connect with new audiences, and enter the world of social media for the first time.

Improved 'discovery' of resources

The ability for clients to discover Western Australian resources was improved as the Library's collection of Western Australian websites archived to Pandora, microfilmed newspapers, maps, serials and sound recordings were reported on Libraries Australia (the national online catalogue). This reporting allowed all these resources to be indexed by internet search engines such as Google.



Jane Jones and Peter Edwards demonstrating how to improve searching the internet to clients at one of the regular free training sessions.

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

Education Programs

A suite of educational programs aimed at primary and secondary students, which draw on the Library's rich and eclectic collections, were attended by over 1500 school students during the year. Once Upon A Time, introduced younger students to the basic concept of story in an unusual and engaging way, while Spinning Yarns and What Makes a Book a Book, targeted middle and upper primary students, and extended and extrapolated the concept of story. The Daily News program, targeted at secondary students, drew upon the State and national newspaper collections and explored the changes in the way news is represented and reported.

Training and tours for country and metropolitan public library staff on the handling and preservation of unique and valuable items were held in the Library and staff also delivered public lectures on the preservation of documents and photographs in outside venues to ensure broader coverage across the State.

Staff Training

To ensure clients receive the best service possible, front line staff training included courses in indigenous cultural awareness and covered the needs of people with disabilities. In the coming year, training courses in specialist subject areas have also been planned and will

build on an extended skill set that will better prepare the Library to meet client requirements.

Staff have had opportunities to attend and contribute to seminars and conferences locally, nationally and internationally. These are an essential part of maintaining and contributing to the professional knowledge of trends in the information industry and fostering best practice in service delivery.

Family History Week

Family History Week provides a major focus for the promotion of the Library's genealogy collections and services and presents a great opportunity to attract new family history clients. In conjunction with the Western Australian Genealogical Society, the Library held a very successful series of activities including tours of the Battye Library and Genealogy Centre, seminars given by Family History Specialists, workshops and talks.

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

Discovery Lounge

The newly refurbished Discovery Lounge on the ground floor was completed and opened to the public in October 2009, providing a bright, welcoming and flexible space with improved access to technology and digital information. The State Library Shop also underwent a major fit-out with a new counter, shelving, and an improved entrance better suited to retail trading.

Increased public workstations and a new computer booking system which accommodate short 'express' use as well as longer term use have been positively received. Initial usage statistics indicate that over the past nine months, overall usage rates were 71% and 55% respectively.

Clients responded favourably to the ground floor refurbishment and digital upgrades with a 89% satisfaction rate and a 84% satisfaction with the new booking system that has been installed. The Library's new Welcome Desk also received a 95% satisfaction rating.

The much improved Café and its new tenants also received positive feedback in its first year with an 83% satisfaction rate.

The Place

The Place, a dedicated area for children aged 0–12 and their families, friends and educators, celebrated its first year anniversary, and is now well established

as a popular school holiday destination. Attracting an estimated 1,500 children and parents every week, the area has proved equally popular for a number of key events and has now become the venue for regular Wednesday story-time sessions. Displays at **The Place** continue to showcase artwork from the Library's collection of original children's book illustrations and exhibitions of artworks by local illustrators to complement events such as Children's Book Week and WA Week celebrations.

Improved Venues

Venue bookings grew by 31% from the previous year due to the upgrade of the venues with new décor, carpeting, furniture and equipment. Additional advertising, new brochures and improved information on the website all helped to spread the word. The benefit of also having in-house catering has had an impact.



Children and parents participating in activities at The Place.



“What a great place for kids and parents to come and get lost in the world of books – thank you so much.”

from the Visitors' Book , The Place

Storing our collections

Initial work to implement the findings from the Collection Measurement and Storage at the State Library of Western Australia report has begun. The Library's current collection storage facility for its vast and valuable collections is almost at capacity. The implementation will provide major improvements that range from providing the correct environmental and physical conditions for each collection, to identifying the future storage requirements to house them. With the recommendations in place, the Library will be well placed to build a strong foundation for effective, ongoing collection management.

PRIORITY AREA 3

We will make our collections more accessible by:

3.1 Developing a digitisation strategy which is regularly updated

Digitising significant Western Australian heritage material ensures increased access to, and preservation of, the Library's valuable collection. Researchers throughout Australia, and indeed the rest of the world, can have access to relatively scarce, and in some cases physically vulnerable materials, in a way not previously possible.

Additional digitisation equipment purchased during the year enabled the Library to digitise a range of collection materials such as books, maps/plans, 3D objects as well as photographic collections. During 2009-2010 over 23,600 digital images were created.

Some of the items digitised as part of this year's program are the **RAC Year Book and Road Guide 1917-1930**, **Lands and Surveys Historic Map Series**

1880-1890s, **Western Table Talk**, **Society Magazine 1897**, **Illuminated addresses presented to the Governor Sir Gerard Smith 1895-1908** and the **Badjalung/Winmar** collection of photographs.

In addition, microfilm reels of the *West Australian*, *Western Mail*, *Western Argus* and the *Sunday Times* were supplied for digitisation for online access via the Australian Newspapers site.

<http://newspapers.nla.gov.au>

Krantz and Sheldon Collection

The Krantz and Sheldon architectural firm was established in the early 1930s and made a significant contribution to the architectural history of Western Australia over a thirty year period. A special project was undertaken with external funding to conserve and digitise 2,500 selected drawings for preservation and access. The conservation and digitisation of this collection will be of immediate and long-term benefit for the Western Australian community.

Oral History Records Rescue Group Project

The Library has entered into a partnership with the **Oral History Records Rescue Group (OHRRG)** to digitise approximately 50% of the total oral history collection.

An initiative of the Friends of Battye Library Inc, in collaboration with the **Oral History Association of Australia (WA Branch)**, the project has been funded by Lotterywest with support from the State Library. The project will preserve 7,500 hours of oral history interviews, with 200 voices made available on the State Library's website. This project will ensure the preservation of this significant collection, which is held in a now redundant format – cassette tapes. The move to a digital format will improve access and preserve the original voices for future generations.

Work has commenced on the construction of a fit-for-purpose sound studio suite which will support the transfer of the recordings from analogue to digital format using specialised preservation quality equipment and skilled staff.

Digital Image Service

Client demand for pictorial image reproduction continues and orders increased, with 1,574 digital images made available through the public order service in 2009-2010.

Microfilming Program

In addition to the digitisation program, microfilming of private archive material and newspapers continued. Private archives microfilmed included the continuation of the Bussell Family papers, Anglican Church Perth Orphanages annual reports, scrapbooks and minutes, and the George Fletcher Moore 1798-1886 diary transcript.

Over 103,000 pages of Western Australian newspapers were also filmed including the Fremantle Herald, Westralian Worker, South Western Times and the Pingelly Brookton Leader.

As part of the **ANPlan** (Australian Newspaper Plan) the National Library funded the microfilming of 91 reels (57,564 pages) of fragile at-risk newspapers for preservation and access.

3.2 Making our catalogue and other finding tools easier to use

Dead Reckoning

The ever popular family history research tool **Dead Reckoning: how to find your way through the genealogical jungle of Western Australia** was updated and published online. With a generous grant from the Sholl Bequest, this finding tool now provides increased access to records, indexes, websites, web pages, databases and useful forms, not only to Western Australians, but to the world.

Managing and Accessing Electronic Resources

With the Library's electronic resources increasing each year, a new and improved management module, Electronic Resource Management, was implemented as part of the Library Management System. The module not only caters for expansion in the collection of e-resources, it also assists in database licensing, ordering, cataloguing and very importantly, direct access for clients through the Library's database to these increasingly popular resources.



Clients using the new A3 scanning computer on the 3rd floor

Streamlining Archival Processes

A new project to streamline archival processes and increase access to private archives, photographs, ephemera and other material commenced. The project will see previously unprocessed collections accessible to the public at large for the first time.

'Refreshing' our Online Catalogue

The online catalogue's appearance and functionality was improved to provide a more intuitive search environment for clients. Clients now have a simpler single search box, including 'Did you mean' search options, and special features especially for registered Library clients.

3.3 Capturing and preserving 'born digital' material

A major issue facing libraries is the collection, management and preservation of digital information, including material that is the result of digital reformatting as well as information that is born digital e.g. documents published in PDF or word processed formats, digital photographs, digital maps, digital films, websites, databases. This material needs to be added to Library collections in a format that makes it accessible to staff and clients whilst preserving the rights of the creator, be described so that clients can find it, and then stored in a permanent location to allow for future access. However, given the changes in technology, preservation is no longer just the product of a single process but an ongoing program to ensure that it is accessible in the future.

Digital Asset Management

The Digital Asset Management project continued, with new computer equipment for the storage and delivery of the Library's digital collection deployed. With the growth in digital material, further expansion of the Library's digital storage capabilities will be undertaken to ensure future requirements are met.

Following on from the development of standards for digital material, as part of the next stage of the Library's Digital Asset Management framework, an in-house management system, known as **SLURP (State Library's Limber and Useful Reformatting Application)**, has been developed.

This system links seamlessly to the Library catalogue and offers a streamlined method for describing and preserving digitally reformatted or 'born digital' collection resources. The Library is now able to proactively acquire and provide access to 'born digital' formats previously unable to be made available to clients in this format.

This application also offers the opportunity for streamlining work processes involved in the selection and processing of West Australian collection material.

PANDORA

The Library's commitment to Pandora, the national digital archive dedicated to the preservation of, and long term access to, significant Australian online electronic resources, saw over 362 Western Australian websites archived during the year. These included:

Cow Parade Margaret River

<http://nla.gov.au/nla.arc-119158>

State Theatre Centre

<http://nla.gov.au/nla.arc-103401>

EcoBus - Perth fuel cell bus trial

<http://nla.gov.au/nla.arc-86651>

Biometrics in prisons

<http://nla.gov.au/nla.arc-87264>

Kimberley Toad Busters

<http://nla.gov.au/nla.arc-103685>

3.4 Ensuring clients are aware of our collections and services

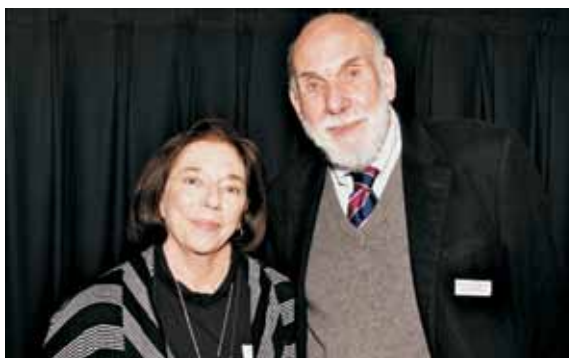
Exhibitions

Exhibitions proved more popular as a result of the new flexible Gallery space on the ground floor, which now uses movable display walls and encompasses a 30% increase in area. The opening exhibition, **Our Story, Our Treasures**, in October 2009 showcased 120 years of the Library, and displayed rarely seen items from the collection to tell the stories behind the Library's buildings, collections and people. Also popular was the exhibition based on the history of the Royal Flying Doctor Service in Western Australia which featured photographs, a model plane and medical equipment used to provide emergency health care to remote locations throughout the State.

The **Durack Dynasty**, an exhibition to showcase the Durack Family papers, acquired in 2008–09, was a highlight of the year. To complement this exhibition, education support material was produced in the form of a work booklet for students in middle primary through to lower secondary. This booklet was designed as a self-guided experience for school students and family groups visiting the State Library.



Visitors to the Durack Dynasty exhibition in The Gallery.



Patsy Millett and Prof Geoffrey Bolton.



Library Board Chairman Prof Matthew Allen, Prof Kim Beazley AO and Director Client Services Susan Ashcroft.

Tours

Clients continued to seek out Library tours during the year. From **Daguerreotype to www**, a special behind the scenes tour of the pictorial digitisation program, proved to be particularly popular to the general public as well as photographic students. The weekly tour **Maps, Music, Microfilm and More**, which provides an overview of the services and collections, is conducted by trained volunteers who bring their own style and stories to the presentation. Visitor feedback continued to be very positive to this approach. Comments such as “*I had no idea all of this is available at the Library*” were often heard.

James Sykes Battye Memorial Fellow

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

Dr Jane Davis became the second James Sykes Battye Memorial Fellow. Dr Davis’ project, **Longing or Belonging? Finding Home in Colonial Western Australia**, will challenge the current widely held assumptions about settlers and the Australian environment. It will focus on twenty-one colonists who settled in the south west between 1829 and 1907, and the extent to which they developed a sense of home and belonging through their relationships with and perceptions of the landscapes they encountered. Dr Davis will make extensive use of materials in the Library, including personal archives, newspapers and other ephemeral materials, for this project.

At the State Library Newsletter

Our **At the State Library** is now published every two months instead of quarterly. The newsletter is distributed to metropolitan public libraries and selected regional centres, and is also widely available in the State Library. The newsletter continues to enjoy an excellent take-up rate.

www.slwa.wa.gov.au/whats-on/newsletter



Special Events

The Library engaged with local schools and communities to celebrate indigenous Literacy Day and in partnership with Fremantle Press hosted Western Australian Aboriginal authors and illustrators to run sessions throughout the day. There was a strong focus on storytelling in its many forms and Library staff raised awareness of the importance of preserving and sharing the treasures of our indigenous collections (in various forms including books, illustrations, photographs, dance and oral histories) to ‘tell’ unique Western Australian stories that can be protected for generations to come.



Children in The Place

PRIORITY AREA 4

We will develop partnerships and community connections by:

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

Department of Health Partnership

The shared library management system between the Library and all nine Department of Health libraries went live in July 2009.

This cost effective initiative enabled both agencies to share a system rather than each procure their own. The project delivered a fully operational system with new products and services which substantially improved functionality to clients and staff of both agencies.

Interagency collaboration, a spirit of trust, goodwill and cooperation between the agencies was embraced during the course of the project and the outcome was a library system that could be adapted to meet current needs as well as accommodate future library partners.

Volunteers

The Library saw significant value in appealing to a much broader demographic group of volunteers and set about developing a new volunteer policy which capitalised on changing trends. With a more flexible approach and by accommodating a variety of levels of commitment, the Library commenced a pilot to attract students to assist in the delivery of education programs within the building.

Volunteers undertook over 6500 hours of work during the year (18% increase over 2008-2009), which assisted the Library in the delivery of programs and in improving access to collections.

'Connecting' local public libraries

Eleven public libraries across the State participated in the **Libraries Australia Challenge** which facilitated the recording of unique local holdings onto the national online catalogue, Libraries Australia. With such information, researchers across Australia will have access to an increased range of unique Western Australian material and participating public libraries will be seen as a rich source of Western Australian history.

State Library of Western Australia Foundation

The Foundation has been established to raise the profile of the Library in the community, develop corporate partnerships, leverage trusts and foundations and raise funds to support the work of the Library.

The strategic intent of the first year of the Foundation was to establish the legal entity and launch it to the public. The official launch was held on 24 November and The Governor, His Excellency Dr Ken Michael AC, officiated. This event launched the Foundation's significant project **'Our Page in History'**. RioTinto Chief Executive Mr Sam Walsh AO is the Founding Patron.

State Library Shop

The State Library Shop, which specialises in Western Australian literature, continued to support and promote Western Australian literature, authors and publishers throughout the year. The Shop also provided a retail outlet to support the Library's programs and worked closely with local publishers and suppliers to further penetrate the retail market by supporting various events, book launches, exhibitions, school holiday programs and fairs.

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

Re-imagining Libraries

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

The **Delivery project** led by the Library, aims to develop a standard service model to deliver digital copies as well as physical books directly to people at their home or place of choice. The project is now almost half complete and its implementation will inform the development of an agreed standard service model to offer digital delivery of content to clients on request.

Other projects such as **Virtual Reference and Collaborative Collections** are also continuing to progress. Extensive work has been done in the development of overarching principles, policies and training relating to reference service delivery and the national focus toward a 'One Library' concept will see greater rationalisation of collections across all State libraries.

Services to Public Libraries

Services to public libraries, especially in rural and remote Western Australian, continues to be a priority for the State Library. To widen access to training throughout the State, a web conferencing tool was implemented for use by all public libraries enabling public library staff to receive training and support at their place of work without the need to come to Perth.

Public Libraries Online, the main communication tool for sharing information between the State Library and the public library network, was enhanced and a new web-based version developed which delivers significant improvements in both functionality and reliability.

Necessity is the mother of (re)invention

To help support the structural reform of public library services and to foster a shared vision for the Western Australian public library network, a seminar entitled **Necessity is the mother of (re)invention: the future for libraries** brought together some 200 attendees in April 2010.

Presenters challenged the current ways of thinking about the delivery of public library services in meeting future community needs and there was a strong focus on strategic approaches to innovation and change in their messages. Speakers at the seminar included Dr. N. Varaprasad, CEO Singapore Library Board; Associate Professor Axel Bruns, Creative Industries Faculty, Queensland University of Technology, and Mr Frank McGuire, Founder, Hume Global Learning Village.

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

Better Beginnings Family Literacy Program

Building on the success of previous years and with new funding from the Rio Tinto WA Future Fund, in August 2009, the Library commenced a one year pilot extending the **Better Beginnings Family Literacy Program**. The pilot, aimed at supporting parents with children aged 4-5 years, has targeted strategies and resources designed to support shared reading between parents and children. More than 7,000 children attending kindergartens and preschools across the State received free picture books and reading packs through twenty-two libraries and ninety-six schools. Picture books, audio CDs and literacy skill development games are



Closing the Gap training at Wingelina community

available for families to borrow, and teachers are able to use selected materials in the classroom. Customised resources are also being developed for remote indigenous communities.

The State Government committed funding totalling \$6.81 million over the next four years from 1 July 2010, including \$2.8million from the Royalties for Regions program, to continue and expand the program. This valuable investment provides Western Australia with a sustainable and fully integrated family literacy program, bringing together education, health and libraries and places the State Library at the forefront of early literacy initiatives in Australia.

Closing the Gap

The Library was successful in securing funds over a 3 year period from the Australian Government under the Closing the Gap program. Under this national partnership agreement on remote indigenous public internet access, the Library is delivering information and computer literacy training to a number of remote indigenous communities throughout Western Australia. In 2009–10 training was delivered to 13 remote communities in the Ngaanyatjarra Lands. As part of this project the Library is taking the opportunity to digitally repatriate images of significance to communities.

Programs for Children and Young Adults

The Library continued to partner with cultural and educational organisations to promote literacy and information literacy, with “**The Place**” providing an ideal venue to run children’s programs.

The Premier’s Summer Reading Challenge provided the opportunity to showcase Western Australian authors and illustrators, and Children’s Book Week saw the Library working with the Art Gallery of WA to offer students specially designed sessions on how a picture book is created, using material on display, as well as exploring the story in artwork. Feedback from the students and teachers attending sessions showed that they really enjoyed the experience.

A new partnership with the All Saints Literature Festival was established, with the Library hosting three ‘sold out’ sessions with Duncan Ball, Chris Morphew and local illustrator Tracey Gibbs.

In conjunction with Fremantle Press, book launches to support local authors and illustrators Chris Nixon, Ken Spillman and Michael Thompson were also held. For indigenous Literacy Day an evening session on Aboriginal Stories in the Classroom raised funds for the indigenous Literacy Project. Other events that have helped promote **The Place** and raise the profile of Library to a broader cross-section of the community were The Awesome Arts Festival, the Wild West Comedy Festival and Thanks Dad!

Public Sector Management Program

Support for the Public Sector Management Program continued and participants welcomed customised sessions which assisted them to fully utilise the Library’s extensive range of information and e-resources.



Libraries best serve their communities when they openly and freely support citizens in accessing and understanding information of many different kinds.

PRIORITY AREA 5

We will enhance the public library network by:

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

Framework Agreement

A new **Framework Agreement between State and Local Government for the Provision of Public Library Services** in Western Australia was signed in June 2010. This Agreement sets out a shared vision, establishes objectives and outcomes, provides a Statement of agreed principles and establishes a process for joint decision making between State and local government in the future. The Strategic Library Partnership Agreement Steering Committee, set up to oversee implementation of the Agreement, will drive the process and negotiations related to structural reform of public library services in Western Australia.

Structural Reform of Public Library Services

Implementation of structural reform recommendations, in addition to the development of the new Agreement, continued during the year. The top ten reform priorities were identified and these included:

- reviewing and improving the collection of statistical and financial data
- drafting a funding agreement and a local level agreement
- writing a funding business case
- developing a new funding allocation model
- developing application and acquittal forms in anticipation of a move to a grants-based system
- commencing a review of the existing regional model for service delivery, and
- establishing a working group to review financial aspects associated with the transfer of assets from State to local government.

Two joint Western Australian Local Government Association and State Library forums were held in October 2009 and February 2010 to provide attendees with the opportunity to hear about, and workshop, various issues relating to the structural reform.

Improvements in distribution

The Library continued to seek better ways of acquiring and distributing shelf-ready materials to public libraries and introduced a trial of providing shelf-ready library materials directly from supplier to 12 public libraries (from four local governments – two metropolitan and two country) in January 2010. Public librarians selected materials directly from suppliers online databases and these were delivered fully processed, with catalogue records to public libraries. It is expected that the timeliness of delivery will be greatly improved, a key requirement of public librarians.

Other changes to the system of distributing materials have been made to give public librarians more control over their stock. For the first time public library managers are able to select the mix of materials – adult non-fiction, adult

fiction and junior – that best fits their community needs. They can also retain more material in their public library to better serve their community. These changes make the distribution of material more efficient and recognise the expertise of our public library colleagues.

Resources

In the last year, 291,048 new resources were purchased for public libraries, and 485,208 new and used resources were distributed to public libraries. Responding to changing technology, the Library also commenced purchasing blu-ray optical disks for public libraries.

Reviewing Document Delivery

A review of the Document Delivery Service resulted in the implementation of recommended revised guidelines and schedules for courier services to and from public libraries. This initiative has resulted in significant savings and a more cost effective use of couriers by both the Library and public libraries.

A project to migrate VDX inter library loan software to a fully vendor hosted service has commenced. Moving to this environment will allow a much needed upgrade to the system to be implemented in order to improve the functionality and effectiveness of the system.

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

The Library continued to advocate on behalf of the profession and the Western Australian library sector with submissions to Federal enquiries through our membership of National and State Libraries Australasia and the Australian Library and Information Association, and submissions in our own right. Submissions included to the Inquiry into School Libraries and Teacher Librarians in Australian Schools, Government 2.0 Taskforce, Australian Social Inclusion Board and the National Cultural Policy.

During the year, the Library publicly advocated for the rights of the community to access information and the freedom of expression of ideas as a result of media interest in the use of a library venue by a particular organisation. Libraries best serve their communities when they openly and freely support citizens in accessing and understanding information of many different kinds.



Barry Maguire, Richard Hazlewood, His Excellency Dr Ken Michael, Bronwyn Lewis and Sam Walsh at the launch of the State Library Foundation.

Significant Issues and Trends

Building Infrastructure

With the ongoing redevelopment of the Perth Cultural Centre precinct, it is timely to consider the service delivery needs of the Library to 2020 and beyond. The recent refurbishment of the public space on the ground floor and the introduction of a children's area on the mezzanine are welcome upgrades of public facilities and have been welcomed by clients. However, they highlight the significant deficiencies in other areas of the building.

When the Library opened its doors for the first time 25 years ago its main purpose was to house physical collections and to support study and research based on those collections. Collection storage is now at capacity - particularly for heritage collections which continue to grow. Existing storage facilities are no longer considered best practice for the preservation of collections of significance.

As collection materials become increasingly electronic, they require different management, storage and delivery infrastructure. Libraries must address the collection, management and preservation of digital information, including material that is the result of digital reformatting as well as information that is born digital e.g. documents published in pdf or word processed formats, digital photographs, digital maps, digital films, websites, databases. This material needs to be added to Library collections in a format that makes it accessible to staff and clients, and then stored in a permanent location to allow for future access.

With the growth in digital material, further expansion of the Library's digital storage and delivery capabilities will be required.

The Library has a number of critical maintenance issues that compromise client service including the roof, public and staff lifts, air conditioning and lighting systems. The majority of the infrastructure and services have not been replaced or upgraded in the last 25 years.



Children listening to storytime at The Place



Prof Matthew Allen, the Hon John Day, Margaret Allen (standing), WALGA President Troy Pickard and WALGA CEO Ricky Burges.

Legislation – Legal Deposit

Western Australia lacks vital legal deposit legislation making it out of step with other Australian jurisdictions. Legal Deposit is a statutory provision which obliges publishers to deposit copies of their publications in libraries in the State in which they are published. Government departments continue to supply copies of materials under Premier’s Circular 2003/17. Print publishers continue to deposit their publications and are generally cooperative, but there is no legal obligation to do so. Significant electronic publications are being preserved by the Library in partnership with the National Library. However many film, music and new media publishers are unaware of the importance of the systematic collection of Western Australia’s cultural heritage and suggested amendments will cover modern formats such as electronic publications. The lack of legislation continues to be of concern to the community and funds spent on Western Australian publications that under legal deposit legislation would be received gratis, puts another pressure on the acquisitions budget.

Relationship with Public Libraries

State and local governments have undertaken the provision of public library services in Western Australia since the 1950s. In June 2010 a new **Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia** was signed. It outlines the key principles that will guide the joint provision of public library services. This includes a commitment to the partnership and a belief that, by working together, the best possible public library system can be provided for the people of Western Australia.

In 2009, visiting a public library was the most frequented arts and cultural activity in Western Australia, while the State Library was the most visited of the State’s cultural venues* (*2010 Arts Monitor fact sheet). However, increases in visitor numbers to some public libraries across the State are not being sustained and libraries have the challenge of remaining relevant to the community. Whilst libraries have been reinventing themselves over past years, the challenge has not dissipated. There are still those who think libraries are redundant in the internet age and should either be closed or have their opening hours reduced. Libraries are beginning to play a key role in lifelong learning, literacy improvement and community development as well as facilitating the preservation and improved access to community heritage.

State and local governments in Western Australia are currently collaborating on implementing reforms to the Statewide public library system, although progress has been slow. The reforms are those recommended in the AEC Group’s 2007 report **Structural Reform of Public Library Services in Western Australia** and include the development of new agreements, the development



Client access internet via the free wi-fi network.

and implementation of a new funding model, a review of the regional model and improving the collection and usage of statistical data. Many of the reforms will lead to fundamental changes to the model that has been in place, virtually unchanged, since the 1950s, but can only be successfully implemented through a cooperative approach.

The development of a joint funding case for 2010–11 and a new allocation model exemplifies the value of working together. Funding of \$9.307 million was received by the State Library for public libraries in 2010–11, an increase of 43% on the previous year. Subject to endorsement of the new allocation model, the funds will be provided to local governments in a more equitable and transparent way, removing a number of inconsistencies arising from historical special arrangements with individual local governments. Whilst the funds will be applied purely to the purchase of library materials in 2010–11, the intention is to move to a grants based system that will allow local governments much greater flexibility in meeting community needs. This will be enabled by making some of the funds available for discretionary expenditure on non-library materials. This will represent a major change to the system and the Library and local governments will need to work closely together to ensure the people of Western Australia receive the best value from the available funds.

Change always creates a degree of uncertainty and discomfort for some people and this has been evidenced with the reform process. The challenge for the State Library, and local governments, is to work together to create a better, contemporary public library system for the community.

Rights in the Digital World

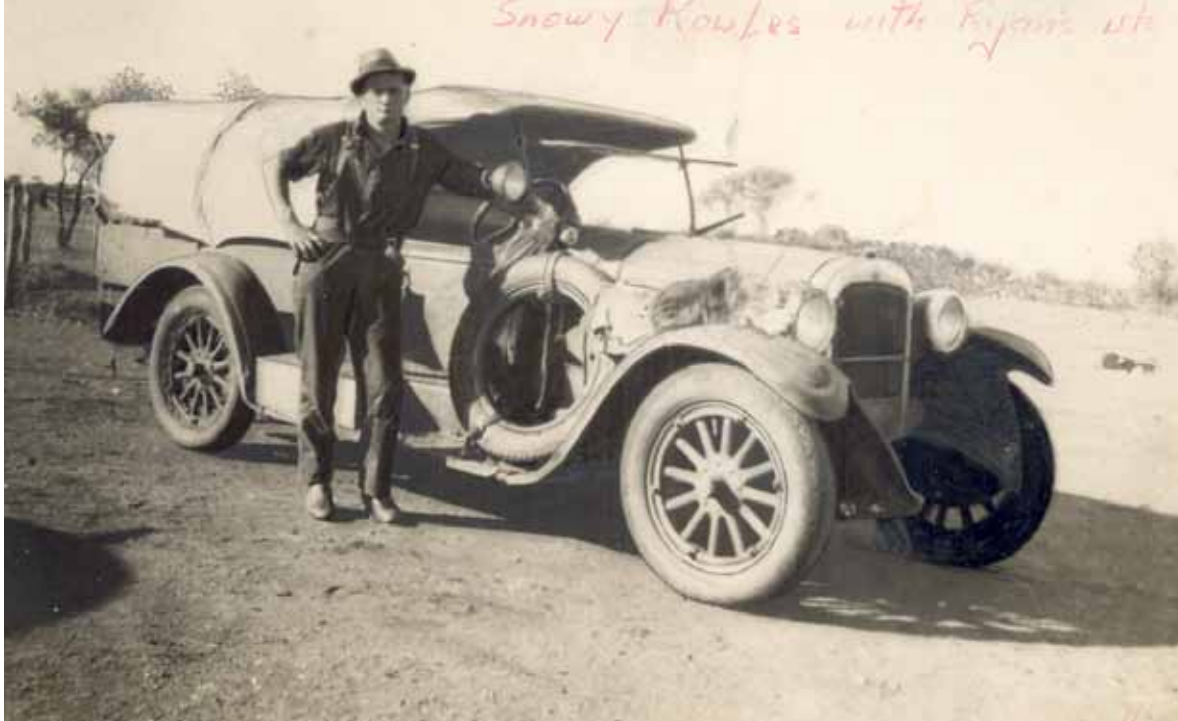
Increased digitisation efforts aimed at opening access to unique material have brought with them conflicts with the rights of creators or owners. Creators have the right to economic gain for their efforts if they desire. The dilemma for libraries is how to offer digital access to material whilst remaining true to the rights of creators.

For unique material, determining these rights and who owns them can be difficult for libraries, particularly if they were not clarified at the time of acquiring collection material.

The deluge of electronic gadgets able to offer access to electronic books, such as the Kindle or iPad, has highlighted this dilemma for some publishers. Some are hesitant to publish digitally or provide broad access to this format, perhaps fearing piracy or erosion of profits. A model that allows wide access whilst rewarding creators, is still to become accepted in the literary marketplace. This may hamper a library's desire to acquire material for digitally preferred collections.

Creative commons licensing, which protects copyright but allows wide access, can now be negotiated for new unique acquisitions. Libraries are negotiating license wording and many are taking a risk management approach in providing digital access to unique material held in their collections.

The Library will continue to monitor this issue, appropriately support and participate in national efforts to resolve any conflicts through both the Australian Library and Information Association (ALIA) and the National and State Libraries Australasia Consortium (NSLA), and take a risk management approach to providing access to uniquely West Australian documentary heritage.



John Henry Manning's photo of Snowy Rowles from the State Library collection.

Changing information seeking behaviours

The increased computer literacy of our clients continues to place ever increasing demands on the services provided by the Library. For those born after 2001, the library will soon be catering to a generation of clients that have never known a world without the internet. The 'norm' for such clients will be to access electronic resources overwhelmingly, if not exclusively, online and often from mobile devices.

With easy access to freely available sophisticated search tools, these clients are likely to access online information resources and carry out their own research, preferring to use digital media with little need to see the original items, and little need or desire to visit the physical library. At the same time, 'traditional readers', though depleted in numbers, will still need to be catered for.

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

While Western Australia is among the highest of the States in terms of households with access to computers and the internet through a broadband connection, libraries play an important role in providing free-of-charge, equitable access to information and lessening

the digital divide. The Library currently has 104 public access computers, an increase of 63 following the opening of the ground floor **Discovery Lounge** and other new developments. Usage statistics for these computers is very high with the Express Terminals used 78% of the time with other computers booked for 79% of the time.

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

Financial Statement – Deficit for 2009-2010

The reported deficit of \$4.959 million (2009: \$2.927 million) is mainly attributable to the following:

- Shortfall in depreciation funding of \$3.035million (2009: \$1.381 million) between the budget allocation of \$9,804 million (2009: \$9,553 million) and the actual depreciation charge of \$12,839 million (2009: \$10,934 million). The depreciation calculation is based on the accounting policy of the Library and the difference of \$ 3,035 million (2009: \$1,381) million is largely attributable to the calculation of the library collections amortisation and buildings depreciation. The amortisation of the library collections is affected by significantly increased public library resource acquisitions made in prior years due to additional funding provided whilst the depreciation of the library building is affected by the annual revaluation;
- Unspent brought forward capital funds of \$1.448 million (2009: \$1.239 million) spent on online serials, building maintenance and minor works items. Capital funds are credited to equity in the balance sheet but when spent on 'expenditure' or 'nondepreciable' items rather than 'assets' they are debited to the income Statement rather than the balance sheet.

Trends in Public Library Usage

This year, for the first time, the Library has been able to report on data collected from Western Australian public libraries. Whilst this data has been collected for many years, the timing of the collection precluded it from being included in the Annual Report.

Through the work of the Strategic Library Partnership Agreement Steering Committee, agreement was reached between State and local governments to report basic performance related data in time for this report. The cooperation of Western Australia public libraries in supporting this initiative is acknowledged and data was received from the majority of libraries.

An analysis of data received from almost 50 of the State's largest public libraries – representing 72% of public library members - reveals an upward trend in public library usage last year.

In terms of raw data, the following figures show Statewide totals for 2008–09.

	2008-2009
Loans	16,382,377
Visitors	9,336,836
Enquiries	1,049,836
Members	861,321

Direct Statewide comparisons with this year's figures are not available because, at the time of writing, not all libraries have provided their data. However, based on data received from the largest public libraries, each of the measures shown above shows an increase in 2009–10.

The value of new public library buildings

Data from the City of Bunbury demonstrates the overwhelming community demand generated through the development and construction of new and renewed public library services. The Bunbury City and Regional Library opened in February 2009 and in 2009–10 reported increases in visitors, memberships and enquiries of approximately 100% for each category over the previous year.

Clarkson Public Library, which opened three years ago, increased its membership numbers by almost 82% in 2009–2010.

In February 2010 a new Armadale Public Library opened and has already experienced a 120% increase in members.



Author David Caddy dressed in his newspaper suit engaging young clients at The Place.

Loans

The number of library materials borrowed from the sample libraries increased by a modest 3% overall. Loans are no longer as reliable an indicator of public library usage, with many library patrons visiting and using other services of the public library, such as the internet or online databases, without borrowing items. There is evidence that borrowers have reduced their usage of non-fiction materials, with a commensurate increase in the usage of fiction and junior kindergarten materials.

Enquiries

Enquiries from readers was another area that saw increases during the year. The overall increase for the sampled libraries was 12%. The City of Perth Public Library reported a 67% increase in enquires while Fremantle Public Library had an 83% increase. Both had only a modest increases of less than 2% in loans, more evidence of the ongoing trend for public libraries to be much more than just a place where you borrow books.

Changing Use Patterns – visitation as well as membership

Overall visitor numbers for the sample libraries varied with a total increase by only 1%, with Bunbury being the standout with a 99.5% increase. Memberships increased by 13.5%, although the percentage increase isn't reflected to the same extent in loans, with people using libraries for other purposes including children's storytime sessions, reading newspapers online, participating in library programs and using the internet.

Anecdotally, libraries show increased patronage during times of financial difficulty – as in the case of the global financial crisis – and this appears to be borne out by the 2009-10 data for Western Australia's largest public libraries. The challenge for public librarians continues to be striking the balance between traditional public library services and the fast-growing demands for online service delivery.

Corporate Governance

Members of The Library Board of Western Australia

Professor Matthew Allen **Chairman**

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

Professor Allen gained the degree of Doctor of Philosophy from the ANU in 1991 and also has a Master of Arts, Literature and Communication (Murdoch University), and a Bachelor of Arts, First Class honours in History (University of Sydney). In 2000 he received an Australian Award for University Teaching. He is the author of two books and several academic chapters, papers and articles. He has served on the Library Board of Western Australia since 2003 and has been Chairman since December 2009.

Mr Michael Murray **Vice Chairman**

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

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

Ms Kris Bizzaca

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

Kris takes an active role in Western Australia's history and heritage community and this is reflected in the positions she has held on various non-profit organisations including President of the Professional Historians Association (WA) (2003–2007). She continues to serve on the Management Committee of this professional body and also has associations with the Oral History Association of Australia (WA Branch) and the National Trust of Australia (WA).

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

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 has been on the City of Perth Council since 1998, was the Deputy Lord Mayor for 2009, holds a Master's Degree in Management from the University of Western Australia and is a Graduate of the Australian Institute of Company Directors (GAICD). Mrs Davidson is also a Justice of the Peace and a qualified teacher.

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

Mr Brett Davies

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

Mayor Milton Evans

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

Ms Imogen Garner

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

Imogen has held various positions in the Australian Library and Information Association (ALIA), including President in 2004-2005, Chair of the Board of Education 2000-2002 and is currently Chair of the Editorial Board for the journal Australian Academic and Research Libraries. She was made a Fellow of the Association for her record of exceptional achievement and leadership in the field of library and information science in 2006. Her qualifications include a Masters in Education, a Bachelor of Arts and a Graduate Diploma in Management. She is an Associate Member of the Australian Library and Information Association.

Councillor Deborah Hamblin

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

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

Ms Sandra Jamieson (Board member July-Dec 2009)

Sandra Jamieson is a social scientist who has spent many years working in the marketing and community relations professions. Sandra is currently Community Relations Manager with Olympia Resources, a Western Australian company operating in the resource sector. Sandra spent over 10 years as Marketing Manager of The West Australian newspaper. This was followed by several years at Woodside, managing the company's extensive sponsorship and donations program. Sandra has long felt passionate about the role of the State Library, particularly its role in supporting communities in rural areas.

Ms Sue Lapham

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

Ms Allanah Lucas (Ex Officio)

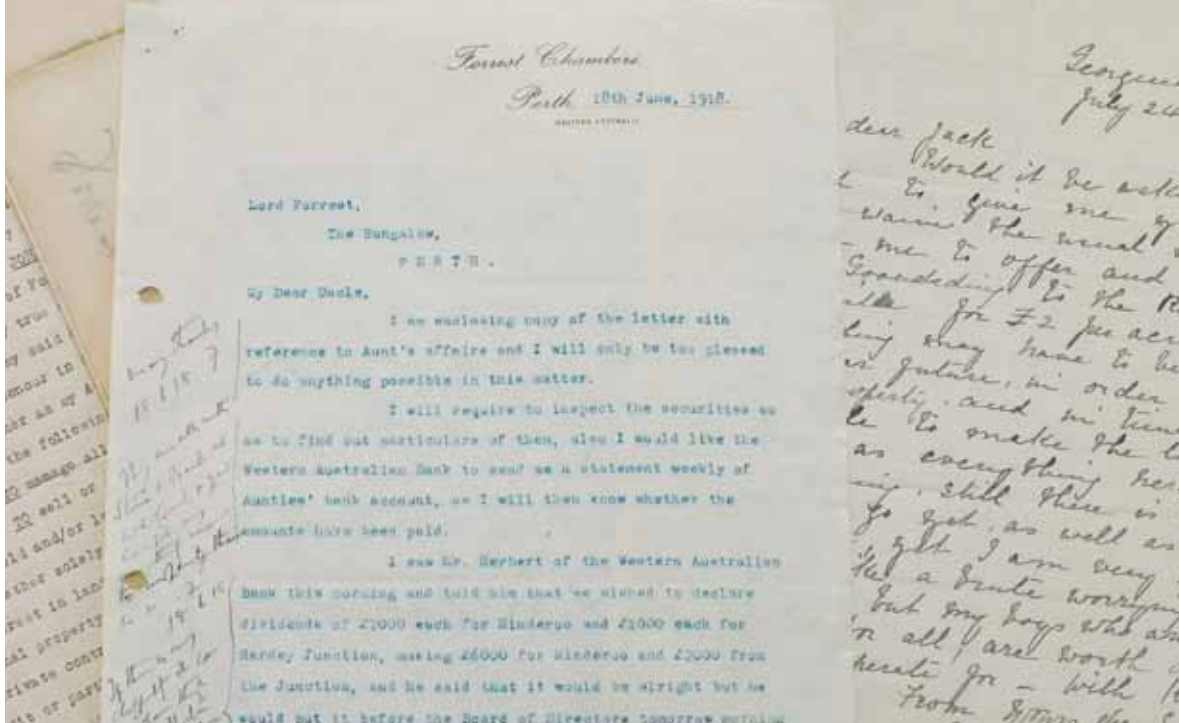
Allanah Lucas is the Director General of the Department of Culture and the Arts. She has over 25 years experience as a professional arts administrator, a performing arts producer, presenter and practitioner, researcher, consultant, and tutor. In the past eight years Allanah has worked within the Culture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

Councillor Giuseppe (Joe) Marino

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

Dr Margaret Nowak

Margaret Nowak is an academic economist with interests in labour market economics and corporate governance. She was the founding Director of The Graduate School of Business, Curtin University of Technology, a position she held from 1993 to 2004. Margaret is currently a principal researcher in the Governance and Corporate Social Responsibility Research Unit at the Graduate School. Margaret has served on several Government and community boards and committees including Princess Margaret Hospital Board in the 1980s. She was a Commissioner, Lotteries Commission of WA, from 1989–94 and Chair of the Gordon Reid Foundation for Youth, 1990–94. From 1991–1997 Professor Nowak was Chair of the Management Committee at the Fremantle Arts Centre. Aside from the Library Board, Margaret is currently Chair of the Audit Committee, Department of Health, WA, and has served on that Committee since 2003. She is a Fellow of the Australian Institute of Company Directors.



Probate papers of Lord Forreest in the State Library collection.

The State Library Executive Team

Chief Executive Officer and State Librarian

Ms Margaret Allen

Director Client Services

Ms Susan Ashcroft

Director Resource Services

Ms Alison Sutherland

Director Strategic and Corporate Services

Mr Mark Woodcock





State Library
OF WESTERN AUSTRALIA

DISCLOSURES & LEGAL COMPLIANCE
2009–2010

Certification of Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

**THE LIBRARY BOARD OF WESTERN AUSTRALIA
CERTIFICATION OF FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010**

The accompanying financial statements of the Library Board of Western Australia have been prepared in compliance with provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2010 and the financial position as at 30 June 2010.

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



Satvinder Sekhon
Chief Finance Officer
2 September 2010



Professor Matthew Allen
Chairman
Library Board of Western Australia
2 September 2010



Dr Margaret Nowak
Member
Library Board of Western Australia
2 September 2010

Independent Audit Opinion



Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2010

I have audited the accounts, financial statements, controls and key performance indicators of The Library Board of Western Australia.

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

Board's Responsibility for the Financial Statements and Key Performance Indicators

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. This document is available on the OAG website under "How We Audit".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators 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 and key performance indicators.

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of The Library Board of Western Australia at 30 June 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions;
- (ii) the controls exercised by the Board provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Board are relevant and appropriate to help users assess the Board's performance and fairly represent the indicated performance for the year ended 30 June 2010.

COLIN MURPHY
AUDITOR GENERAL
3 September 2010

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

Statement of Comprehensive Income

> FOR THE YEAR ENDED 30 JUNE 2010

		2010	2009
		\$000	\$000
COST OF SERVICES			
Expenses	<i>Note</i>		
Employee benefits expense	6	13,680	14,397
Supplies and services	7	3,934	3,548
Depreciation and amortisation expense	8	12,839	10,934
Accommodation expenses	9	2,013	1,553
Grants and subsidies	10	470	351
Cost of sales	13	90	65
Other expenses	11	64	152
Total cost of services		33,091	31,000
Income			
Revenue			
User charges and fees	12	1,349	1,164
Sales	13	139	111
Commonwealth grants and contributions	14	617	344
Interest revenue	15	69	94
Bequest contributions	16	9	10
Other revenue	17	609	1,021
Total Revenue		2,793	2,744
Gains			
Gain on disposal of non-current assets	18	-	5
Total Gains		-	5
Total income other than income from State Government		2,793	2,749
NET COST OF SERVICES		30,298	28,251
INCOME FROM STATE GOVERNMENT	19		
Service appropriation		12,573	11,234
Assets assumed		-	70
Resources received free of charge		12,766	14,020
Total income from State Government		25,339	25,324
(DEFICIT) FOR THE PERIOD		(4,959)	(2,927)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	6,948	14,462
Total other comprehensive income		6,948	14,462
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		1,989	11,535

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

Statement of Financial Position

> AS AT 30 JUNE 2010

		2010	2009
		\$000	\$000
ASSETS			
Current Assets			
	<i>Note</i>		
Cash and cash equivalents	31	3,247	3,188
Restricted cash and cash equivalents	20,31	241	293
Inventories	21	39	37
Receivables	22	416	664
Amounts receivable for services	23	11,334	8,449
Other current assets	24	356	449
Total Current Assets		15,633	13,080
Non-Current Assets			
Restricted cash and cash equivalents	20,31	1,466	1,458
Amounts receivable for services	23	10,975	12,419
Property, plant and equipment	25	66,856	64,003
Works of art	25	3,113	2,398
Library collections	25	119,552	117,862
Intangible assets	26	6	30
Total Non-Current Assets		201,968	198,170
TOTAL ASSETS		217,601	211,250
LIABILITIES			
Current Liabilities			
Payables	28	1,918	2,086
Other current liabilities	29	14	12
Total Current Liabilities		1,932	2,098
Non-Current Liabilities			
Other non-current liabilities	29	7	-
Total Non-Current Liabilities		7	-
TOTAL LIABILITIES		1,939	2,098
NET ASSETS		215,662	209,152
EQUITY			
	30		
Contributed equity		58,090	53,569
Reserves		102,908	95,960
Accumulated surplus/(deficit)		54,664	59,623
TOTAL EQUITY		215,662	209,152

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

Statement of Changes In Equity

» FOR THE YEAR ENDED 30 JUNE 2010

	Contributed equity	Reserves	Accumulated surplus/ (deficit)	Total equity
Note	\$000	\$000	\$000	\$000
Balance at 1 July 2008	49,846	81,498	62,550	193,894
Total comprehensive income for the year	-	14,462	(2,927)	11,535
Transaction with owners in their capacity as owners:				
Capital appropriations	3,723	-	-	3,723
Total	3,723	14,462	(2,927)	15,258
Balance at 30 June 2009	53,569	95,960	59,623	209,152
Balance at 1 July 2009	53,569	95,960	59,623	209,152
Total comprehensive income for the year	-	6,948	(4,959)	1,989
Transaction with owners in their capacity as owners:				-
Capital appropriations	4,521	-	-	4,521
Total	4,521	6,948	(4,959)	6,510
Balance at 30 June 2010	58,090	102,908	54,664	215,662

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Statement of Cash Flows

» FOR THE YEAR ENDED 30 JUNE 2010

CASH FLOWS FROM STATE GOVERNMENT

Service appropriation	
Capital contributions	
Holding account drawdowns	
Net cash provided by State Government	

Note

	2010	2009
	\$000	\$000
	2,884	1,681
	4,521	3,723
	8,363	8,703
	15,768	14,107

Utilised as follows:

CASH FLOWS FROM OPERATING ACTIVITIES

Payments

Employee benefits	
Supplies and services	
Accommodation	
Grants and subsidies	
GST payments on purchases	
Other payments	

	(110)	(253)
	(3,510)	(3,436)
	(2,127)	(1,505)
	(499)	(455)
	(1,772)	(1,623)
	(51)	(143)

Receipts

Sale of goods and services	
User charges and fees	
Commonwealth grants and contributions	
Interest received	
GST receipts on sales	
GST receipts from taxation authority	
Other receipts	
Net cash (used in) operating activities	

31

	139	108
	1,307	1,102
	664	265
	65	112
	213	199
	1,588	1,333
	537	1,056
	(3,556)	(3,240)

CASH FLOWS FROM INVESTING ACTIVITIES

Proceeds from sale of non-current physical assets	
Purchase of non-current physical assets	
Net cash (used in) investing activities	

	-	11
	(12,197)	(11,823)
	(12,197)	(11,812)

Net increase/(decrease) in cash and cash equivalents	
Cash and cash equivalents at the beginning of period	
Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year	

	15	(945)
	4,939	5,903
	-	(19)

CASH AND CASH EQUIVALENTS AT THE END OF PERIOD

31

	4,954	4,939
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The Statement of Cash Flows should be read in conjunction with the accompanying notes.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

1 Australian Accounting Standards

General

The Library Board of Western Australia's financial Statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standard Board (AASB).

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

Early adoption of standards

The Library Board cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Australian Accounting Standards that have been issued or amended but not yet operative have been early adopted by the Library Board for the annual reporting period ended 30 June 2010.

2 Summary of significant accounting policies

(a) General Statement

The financial Statements constitute general purpose financial statements which has been prepared in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's instructions to vary application, disclosure, format and wording.

The Financial Management Act and the Treasurer's instructions are legislative provisions governing the preparation of financial Statements and take precedence over the Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

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

(b) Basis of Preparation

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

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

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

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

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

(c) Reporting Entity

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

(d) Contributed Equity

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

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

(e) Income

Revenue recognition

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

Sale of goods

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

Provision of services

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

Interest

Revenue is recognised as the interest accrues.

Service Appropriations

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

Grants, donations, gifts and other non-reciprocal contributions

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Gains

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

(f) Property, Plant and Equipment

Capitalisation/Expensing of assets

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

Initial recognition and measurement

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

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

Subsequent measurement

After recognition as an asset, the revaluation model is used for the measurement of buildings and the cost model for all other property, plant and equipment. Buildings are carried at fair value less accumulated depreciation on buildings and accumulated impairment losses. All other items of property, plant and equipment are Stated at historical cost less accumulated depreciation and accumulated impairment losses.

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

Where market-based evidence is not available, the fair value of buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Where the fair value of the buildings is dependent on using the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are reStated proportionately.

Independent valuations of buildings are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised with sufficient regularity to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

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

Independent valuations of Works of art are provided every three years by an Art expert. The latest such valuation has been carried out in 2010.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Derecognition

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

Depreciation

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

Asset Revaluation Surplus

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in note 5 'Property, plant and equipment'.

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

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

Works of art controlled by the Library Board are classified as property, plant and equipment which are anticipated to have very long and indefinite useful lives. Their service potential has not, in any material sense, been consumed during the reporting period and so no depreciation has been recognised.

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

(g) Library Collections

Capitalisation/Expensing of assets

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

Subsequent measurement

Valuations of Heritage Collections are based on consideration of cost of replacement, the average values of similar size collections at other libraries, and itemised values for some specific items.

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Amortisation

Heritage collections controlled by the Library Board are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period. As such, no amount for depreciation has been recognised in respect of these assets.

The Public Library Stock Collection is considered to have a useful life of five years. The value of the fifth oldest year's acquisitions is written off in the current year. The State Library Collection, excluding rare books, is depreciated by expensing the value of the tenth oldest year's acquisitions.

(h) Intangible Assets

Capitalisation/Expensing of assets

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

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

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

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

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

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

Licences

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

Research and Development Costs

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

Computer Software

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Web site costs

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

(i) Impairment of Assets

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

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

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

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

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

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

(j) Non-current Assets (or Disposal Groups) Classified as Held for Sale

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

(k) Leases

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

(l) Financial Instruments

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

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

These have been disaggregated into the following classes:

Financial Assets

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

Financial Liabilities

- Payables

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

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

(m) Cash and Cash Equivalents

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

(n) Accrued Salaries

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

(o) Amounts Receivable for Services (Holding Account)

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

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

(p) Inventories

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

See note 21 'Inventories'.

(q) Receivables

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

See note 2(l) 'Financial Instruments' and note 22 'Receivables'.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

(r) Payables

Payables are recognised at the amounts payable when the Library Board becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.

See note 2(l) 'Financial Instruments' and note 28 'Payables'.

(s) Provisions

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

(i) Provisions - Employee Benefits

Annual leave and long services leave

All staff of the Culture and Arts portfolio agencies, including the Library Board of Western Australia, are employees of the Department of Culture and the Arts. Employee resources are received free of charge by the Board, the value of which has recognised as both a revenue and expense in the Income Statement. The Department of Culture and the Arts retains all liabilities in relation to employee benefits and accrued salaries. Therefore, the Board has no liabilities in relation to employee entitlements.

Annual leave and long service leave liability are recognised by the Department of Culture and the Arts.

See note 2(w) 'Department of Culture and the Arts.'

Employment On-costs

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

See note 11 'Other Expenses.'

(t) Superannuation Expense

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

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

See note 19 'Income from State Government'.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

(u) Resources Received Free of Charge or for Nominal Cost

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

(v) Comparative Figures

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

(w) Department of Culture and the Arts

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

See note 19 'Income from State Government'.

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

3 Judgements made by management in applying accounting policies

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

Recognition of Rare Books and Other Materials

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

4 Key sources of estimation uncertainty

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

Valuation of Heritage Collections

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Depreciation/Amortisation of Public Library Stock and State Library Collections

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

5 Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Library Board has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Library Board.

AASB 101	Presentation of Financial Statements (September 2007). This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owner changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of this revised Standard.
AASB 2007-10	Further Amendments to Australian Accounting Standards arising from AASB 101. This Standard changes the term 'general purpose financial report' to 'general purpose financial Statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.
AASB 2008-13	Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]. This Standard amends AASB 5 Non-current Assets Held for Sale and Discontinued Operations in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. The Library Board does not expect any financial impact when the Standard is first applied prospectively.
AASB 2009-2	Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments AASB 4, AASB 7, AASB 1023 & AASB 1038. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

Voluntary changes in Accounting Policy

The Library Board made no voluntary changes to its Accounting Policy during 2010.

Future impact of Australian Accounting Standards not yet operative

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

		Operative for reporting periods beginning on/after
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12]. The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Library Board does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013
AASB 1053	Application of Tiers of Australian Accounting Standards This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial Statements. The Standard does not have any financial impact on the Library Board. However it may affect disclosures in the financial Statements of The Library Board if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.	1 July 2013
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities. The Standard is not expected to have any financial impact on the Authority. However this Standard may reduce some note disclosures in the financial Statements of the Authority. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.	1 July 2013

Changes in Accounting Estimates

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
6 Employee benefits expense		
Wages and salaries ^(a)	11,093	11,705
Superannuation – defined contribution plans ^(b)	1,179	1,177
Long service leave ^(c)	392	287
Annual Leave ^(c)	967	1,149
Other related expenses	49	79
	13,680	14,397

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

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

(c) Includes a superannuation contribution component.

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

7 Supplies and services

Communications	437	410
Consultants and contractors	226	173
Consumables	877	579
Repairs and maintenance	413	681
Travel	57	85
Insurance premiums	173	177
Lease/hire	17	20
Online Information access fees	561	596
Freight and cartage	119	145
Other	1,054	682
	3,934	3,548

8 Depreciation and amortisation expense

Depreciation

Plant, equipment and vehicles	351	329
Buildings	1,593	1,385
Library Collections (State Library)	1,075	1,227
Total depreciation	3,019	2,941

Amortisation

Intangible assets	24	43
Library Collections (Public Library Stock)	9,796	7,950
Total amortisation	9,820	7,993

Total depreciation and amortisation	12,839	10,934
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Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
9 Accommodation expenses		
Repairs & maintenance	700	431
Cleaning	294	282
Security	158	184
Utilities	812	611
Other	49	45
	2,013	1,553
10 Grants and subsidies		
Regional subsidies	319	185
Association for the Blind	144	144
Other grants and subsidies	7	22
	470	351
11 Other expenses		
Bad and doubtful debts <i>(refer note 40)</i>	3	14
Workers compensation insurance	27	42
Prizes paid	-	73
Audit fees <i>(a)</i>	22	22
Other	12	1
	64	152

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
12 User charges and fees		
Tenancy revenue	53	42
User fees	379	395
Service charges	379	284
Recoveries lost and damaged books	538	443
	1,349	1,164

13 Trading profit

Sales	139	111
Cost of Sales:		
<i>Opening inventory</i>	37	32
<i>Purchases</i>	92	70
	129	102
Closing inventory	(39)	(37)
Cost of Goods Sold	90	65
Trading Profit	49	46

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

14 Commonwealth grants and contributions

Department of Territories - Indian Ocean Territories Grant <i>(a)</i>	231	254
Department of Environment, Water, Heritage and the Arts	150	-
Department of Commerce	156	-
National Library of Australia	80	90
	617	344

(a) The Library Board and the Commonwealth Government have a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos(Keeling) Islands). The Commonwealth Government contributes to the Library Board the costs associated with these services, as detailed below.

Opening balance of funds	24	34
Contributions received	231	254
Cost of providing services	(218)	(264)
Balance on hand	37	24

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
15 Interest revenue		
Investments	69	94
	69	94
16 Bequest contributions		
Other	9	10
	9	10
17 Other revenue		
Recoup of prior year expense	5	26
Salary and wages recoups	29	27
Workers compensation recoups	42	67
Gain on foreign currency	-	19
Donations received	-	119
Subsidies	386	412
Recoup of costs	138	314
Other	9	37
	609	1,021
18 Net gain on disposal of Non-current assets		
Costs of Disposal of Non-Current Assets		
Plant, equipment and vehicles	-	(6)
Proceeds from Disposal of Non-Current Assets		
Plant, equipment and vehicles	-	11
Net gain	-	17

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

19 Income from State Government

Appropriation received during the year:

Service appropriation (a)

2010	2009
\$000	\$000

12,573	11,234
12,573	11,234

The following assets have been transferred from other State government agencies during the financial year: (b)

Department of Culture and the Arts

Total assets assumed

-	70
-	70

Resources received free of charge (c)

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

Crown Solicitors Office

Department of Culture and the Arts

– Salaries and wages

-Superannuation

-Fringe benefits tax

-Other employee expenses

7	6
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12,341	12,904
1,179	1,159
-	10
(761)	(59)
12,766	14,020

25,339	25,324
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(a) Service appropriations are accrual amounts reflecting the net cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

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

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

20 Restricted cash and cash equivalents

Current

Cohen Bequest interest	224	282
Tenancy bond interest bearing deposit (a)	7	7
Other donations with restricted application	10	4
	241	293

2010	2009
\$000	\$000

Non-current

Tenancy bond interest bearing deposit (a)	8	7
Cohen Bequest (b)	1,458	1,451
	1,466	1,458

224	282
7	7
10	4
241	293
8	7
1,458	1,451
1,466	1,458

(a) Cash held in this account is held in trust for the tenant of the coffee shop and must be repaid, with interest, on the termination of the tenancy.

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

21 Inventories

Current

Inventories held for resale at State Library Shop	39	37
At cost	-	-
At estimated realisable value	39	37

39	37
-	-
39	37

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

22 Receivables

Current

	2010 \$000	2009 \$000
Receivables	187	470
Allowance for impairment of receivables	(9)	(14)
Accrued revenue	99	7
GST receivable	139	201
Total Current	416	664

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	14	6
Doubtful debts expense recognised in the income Statement	3	14
Amounts written off during the year	(6)	1
Amount recovered during the year	(2)	(7)
Balance at end of year	9	14

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

23 Amounts receivable for services

Current	11,334	8,449
Non-current	10,975	12,419
	22,309	20,868

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

24 Other assets

Current		
Prepayments	304	369
Other	52	80
Total current	356	449

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

25 Property, plant and equipment

Property plant and equipment

Buildings and improvements

At fair value (a)

At cost

Accumulated depreciation

Accumulated impairment losses

Furniture and equipment

At cost

Accumulated depreciation

Accumulated impairment losses

Office equipment

At cost

Accumulated depreciation

Accumulated impairment losses

Motor vehicles

At cost

Accumulated depreciation

Accumulated impairment losses

Total Property, plant and equipment

Works of Art

Works of Art at valuation (b)

	2010	2009
	\$000	\$000
At fair value (a)	63,139	61,787
At cost	3,667	2,107
Accumulated depreciation	(1,108)	(961)
Accumulated impairment losses	-	-
	65,698	62,933
At cost	1,102	885
Accumulated depreciation	(629)	(668)
Accumulated impairment losses	-	-
	473	217
At cost	2,258	2,188
Accumulated depreciation	(1,672)	(1,481)
Accumulated impairment losses	-	-
	586	707
At cost	191	191
Accumulated depreciation	(92)	(45)
Accumulated impairment losses	-	-
	99	146
Total Property, plant and equipment	66,856	64,003
Works of Art at valuation (b)	3,113	2,398
	3,113	2,398

(a) Buildings were revalued as at 1 July 2009 by Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to market values for buildings: \$63,138,700 (2009: \$61,787,000). For the remaining balance, fair value of buildings was determined on the basis of depreciated replacement cost. See note 2(f) 'Property, Plant and Equipment'.

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
<i>Library Collections</i>		
Public library collections at cost	44,700	45,984
	44,700	45,984
State library collections (non WA)		
At cost	20,939	20,529
Accumulated depreciation	(13,065)	(11,991)
	7,874	8,538
State library rare book collection (non WA)	5,957	5,957
	5,957	5,957
WA heritage collections at valuation	61,021	57,383
	61,021	57,383
Total library collections	119,552	117,862

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

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

	Buildings and Imp.	Furniture & equip, Office equip & Motor vehicles	Library Collections	Works of Art	Total
	\$000	\$000	\$000	\$000	\$000
2010					
Carrying amount at start of year	62,933	1,070	117,862	2,398	184,263
Additions	1,566	394	9,119	-	11,079
Transfers	-	45	-	-	45
Disposals	-	-	-	-	-
Revaluation increments	2,792	-	3,442	715	6,949
Depreciation	(1,593)	(351)	(10,871)	-	(12,815)
Carrying amount at end of year	65,698	1,158	119,552	3,113	189,521

	Buildings and Imp.	Furniture & equip, Office equip & Motor vehicles	Library Collections	Works of Art	Total
	\$000	\$000	\$000	\$000	\$000
2009					
Carrying amount at start of year	55,933	964	109,036	2,398	168,331
Additions	769	465	11,157	-	12,391
Transfers	-	(23)	-	-	(23)
Disposals	-	(5)	-	-	(5)
Revaluation increments	7,616	-	6,846	-	14,462
Depreciation	(1,385)	(331)	(9,177)	-	(10,893)
Carrying amount at end of year	62,933	1,070	117,862	2,398	184,263

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

26 Intangible assets

Computer software
At cost
Accumulated amortisation
Accumulated impairment losses

	2010	2009
	\$000	\$000
At cost	1,011	1,011
Accumulated amortisation	(1,005)	(981)
Accumulated impairment losses	-	-
	6	30

Reconciliations:

Computer software
Carrying amount at start of year
Additions
Transfers
Revaluation increments
Amortisation expense
Carrying amount at end of year

Carrying amount at start of year	30	73
Additions	-	-
Transfers	-	-
Revaluation increments	-	-
Amortisation expense	(24)	(43)
Carrying amount at end of year	6	30

27 Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2010.

The Library Board held no goodwill or intangible assets with an indefinite useful life during the reporting period and at balance sheet date there were no intangible assets not yet available for use.

All surplus assets at 30 June 2010 have either been classified as assets held for sale or written-off.

28 Payables

Current

Trade payables
Other payables
Accrued expenses
Total current

Trade payables	164	567
Other payables	910	422
Accrued expenses	844	1,097
Total current	1,918	2,086

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
29 Other liabilities		
<i>Current</i>		
Tenant bond	8	7
Unclaimed monies	6	5
Total current	14	12
<i>Non-current</i>		
Tenant Bond	7	-
Total non-current	7	-

30 Equity

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

Contributed equity

Balance at start of year	53,569	49,846
Contributions by owners		
Capital contribution (a)	4,521	3,723
Total contributions by owners	4,521	3,723
Balance at end of year	58,090	53,569

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
<i>Reserves</i>		
Asset revaluation reserve:		
Balance at start of year	93,781	79,319
Net revaluation increments:		
Buildings	2,792	7,616
Collections	3,441	6,846
Works of Art	715	-
	6,948	14,462
Balance at end of year	100,729	93,781
<i>Asset transfer reserve</i>		
Balance at start and end of year	721	721
<i>Bequest reserve</i>		
Balance at start and end of year	1,458	1,458
Total Reserves	102,908	95,960
<i>Accumulated surplus/(deficit)</i>		
Balance at start of year	59,623	62,550
Result for the period	(4,959)	(2,927)
Balance at end of year	54,664	59,623

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

31 Notes to the Cash Flow Statement

2010	2009
\$000	\$000

Reconciliation of cash

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

Cash and cash equivalents	3,247	3,188
Restricted cash and cash equivalents (see note 20 'Restricted cash and cash equivalents')	1,707	1,751
	4,954	4,939

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

Net cost of services	(30,298)	(28,251)
----------------------	----------	----------

Non-cash items:

Depreciation and amortisation expense (note 8)	12,839	10,934
Write down of stock	5	2
Resources received free of charge (note 19)	13,527	14,020
Adjustment for other non-cash items	(3)	14
Net gain on sale of property, plant and equipment (note 18)	-	(5)
Net (gain)/loss on exchange rate	-	19

(Increase)/decrease in assets:

Current receivables	371	19
Current inventories	(2)	(5)
Income receivable	(93)	29
Prepayments	65	(2)

Increase/(decrease) in liabilities:

Current payables	(392)	(162)
Accrued expenses	(253)	933
Income received in advance	477	(286)

Net GST receipts/(payments)	29	(89)
Change in GST in receivables/payables	172	(410)
Net cash used in operating activities	(3,556)	(3,240)

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

32 Resources provided free of charge

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

	2010 \$000	2009 \$000
Employee costs	198	197
Accommodation costs	132	108
Supplies & services	21	23
	351	328

33 Commitments

Capital expenditure commitments

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

Within 1 year	1,965	2,874
	1,965	2,874

The capital commitments include amounts for:

Library Materials acquisitions	1,965	2,874
--------------------------------	--------------	--------------

Lease commitments

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

Within 1 year	4	12
Later than 1 year and not later than 5 years	-	5
	4	17

Representing:

Non-cancellable operating leases	4	17
----------------------------------	----------	-----------

These commitments are all inclusive of GST.

34 Additional Library Materials Acquisitions Funding Program

2010 The Library acquitted the Additional Library Acquisitions program during the year and drew on the funds of \$4,355,000 to offset the Library acquisitions already made.

2009 In future years the Library will draw upon the funds made available by the Department of Culture and Arts to the extent of \$4,355,000 to offset the Additional Library Acquisitions already made. This will happen when the Library acquires the program to the Department of Culture and Arts.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

35 Events occurring after the balance sheet date

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

36 Explanatory Statement

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

Significant variances between estimated and actual result for 2010

	2010 Estimate \$000	2010 Actual \$000	Variation \$000	Variation %
Expenses				
Employee benefits expense	13,191	13,680	489	4%
Supplies and services	3,454	3,935	481	14%
Depreciation and Amortisation Expense	12,709	12,839	130	1%
Accommodation Expenses	1,891	2,013	122	6%
Cost of Sales	65	90	25	38%
Other expenses	121	63	-58	-48%
Income				
User charges and fees	1,130	1,349	219	19%
Sales	103	139	36	35%
Commonwealth grants and contributions	261	617	356	136%
Other revenue	484	609	125	26%

Significant Variances - > \$100,000 or 10%

Employee benefits expense

The variance is due to higher duties, overtime and penalty payments and a couple of positions being filled that were initially expected to be vacant.

Supplies and services

Supplies and services are higher due to the write off of expenditure of an asset nature line with Treasurers' Instructions which require that individual items of Furniture and office equipment below the threshold of \$5k be expensed to Minor Operating equipment accounts and a contribution of \$300k to the State Library of Western Australia Foundation.

Depreciation and Amortisation Expense

Depreciation charge is higher as it is based on the actual asset balances during the course of the year

Accommodation Expenses

Accommodation costs are higher due to increases in Building repairs and maintenance works and Electricity charges during the year.

Cost of Sales and Sales

Cost of sales and Sales are higher due to increased trading following the relocation of the Bookshop.

Other expenses

Other expenses are down as there were no Premier's Book awards during the year.

User charges and fees

User charges are higher due to an increase in lost and damaged books revenue.

Commonwealth grants and contributions

Increase is due to Grants received from Department of Commerce and Department of Environment, Water, Heritage and the Arts.

Other revenue

Other income is up due to recoups and insurance recoveries.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

Significant variances between actual results for 2010 and 2009

	2010	2009	Variance	Variance
	\$000	\$000	\$000	%
Expenses				
Employee benefits expense	13,680	14,397	-717	-5%
Supplies and services	3,935	3,548	387	11%
Depreciation and Amortisation Expense	12,839	10,934	1,905	17%
Accommodation Expenses	2,013	1,553	460	30%
Grants and Subsidies	470	351	119	34%
Cost of Sales	90	65	25	38%
Other expenses	63	152	-89	-59%
Income				
User charges and fees	1,349	1,164	185	16%
Sales	139	111	28	25%
Commonwealth grants and contributions	617	344	273	79%
Interest revenue	69	94	-25	-27%
Other revenue	609	1,021	-412	-40%

Significant Variances - > \$100,000 or 10%

Employee benefits expense

Employee benefit are lower as the previous years charge includes PSGA and Specified callings back pay.

Supplies and services

Supplies and services are higher due to increases in online information servicing costs and contribution of \$ 300k to the State Library of Western Australia Foundation.

Depreciation and Amortisation Expense

Depreciation charge is higher due to increase in the depreciation charge for the Library collections.

Accommodation Expenses

Accommodation costs are higher due to increased building maintenance and Electricity costs.

Grants and Subsidies

Grants and subsidies are higher due to a timing difference in the fourth Library subsidy instalments for 2008-09 which were paid in 2009-10.

Cost of sales and Sales

Sales and Cost of Sales are higher due to increased trading following the relocation of the shop.

Other expenses

Other expenses are down as there were no WA Premier's Book Awards during the year.

User charges and fees

User charges are higher due to an increase in lost and damaged books revenue.

Commonwealth grants and contributions

Increase is due to Grants received from Department of Commerce and Department of Environment, Water, Heritage and the Arts.

Interest revenue

Reduction in interest income is due to the drop in interest rates following the lowering of interest rates by the Reserve Bank in the early part of the year.

Other revenue

Other revenue is down due to a reduction in recoups and general purpose subsidies.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

37 Financial instruments

(a) *Financial risk management objectives and policies*

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

Credit risk

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

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

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

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

Liquidity risk

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

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

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

Market risk

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$000	\$000
(b) Categories of Financial Instruments		
In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the balance sheet date are as follows:		
Financial Assets		
Cash and cash equivalents	3,247	3,188
Restricted cash and cash equivalents	1,707	1,751
Receivables ^(a)	22,586	21,331
Financial Liabilities		
Financial liabilities measured at amortised cost	1,918	2,087

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

(c) Financial Instrument Disclosures*Credit Risk and Interest Rate Risk Exposures*

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

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

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

INTEREST RATE EXPOSURE AND AGEING ANALYSIS OF FINANCIAL ASSETS

	INTEREST RATE EXPOSURE			PAST DUE BUT NOT IMPAIRED					Impaired financial assets	
	Weighted Average Effective Interest Rate	Carrying Amount	Variable Interest Rate	Non-Interest Bearing Interest Rate	Up to 3 months	3-12 months	1-2 years	2-5 years		More than 5 years
	%	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	
Financial Assets 2010										
Cash and cash equivalents	-	3,247	-	3,247	-	-	-	-	-	-
Restricted cash and cash equivalents	4.00%	1,707	1,707	-	-	-	-	-	-	-
Receivables (a)	-	277	-	277	37	4	-	-	-	(9)
Amounts receivable for services	-	22,309	-	22,309	-	-	-	-	-	-
		27,540	1,707	25,833	37	4	-	-	-	(9)
Financial Assets 2009										
Cash and cash equivalents	-	3,188	-	3,188	-	-	-	-	-	-
Restricted cash and cash equivalents	5.35%	1,751	1,751	-	-	-	-	-	-	-
Receivables (a)	-	463	-	463	82	2	-	-	-	(14)
Amounts receivable for services	-	20,868	-	20,868	-	-	-	-	-	-
		26,270	1,751	24,519	82	2	-	-	-	(14)

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

LIQUIDITY RISK

	Weighted Average Effective Interest Rate	Carrying Amount	INTEREST RATE EXPOSURE			MATURITY DATES				
			Variable Interest Rate	Non-Interest Bearing	Total Nominal Amount	Up to 3 months	3-12 months	1-2 years	2-5 years	More than 5 years
			\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Financial Liabilities										
Payables 2010	-	1,918	-	1,918	-	-	-	-	-	-
Totals	-	1,918	-	1,918	-	-	-	-	-	-
Payables 2009	-	2,086	-	2,086	-	-	-	-	-	-
Totals	-	2,086	-	2,086	-	-	-	-	-	-

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

INTEREST RATE SENSITIVITY ANALYSIS

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

	Carrying Amount	-100 BASIS POINTS		+100 BASIS POINTS	
		Profit	Equity	Profit	Equity
		\$000	\$000	\$000	\$000
2010 Financial Assets					
Restricted cash and cash equivalents	1,707	(17)	(17)	17	17
Total (Decrease)/Increase		(17)	(17)	17	17
2009 Financial Assets					
Restricted cash and cash equivalents	1,751	(18)	(18)	18	18
Total (Decrease)/Increase		(18)	(18)	18	18

Fair Values

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

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

38 Remuneration of members of the Library Board and senior officers

Remuneration on Members of the Library Board

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

	2010	2009
	\$000	\$000
\$		
0 – 10,000	13	13
The total remuneration of members of the Library Board is:	4	2

The total remuneration includes the superannuation expense incurred by the Library Board in respect of the members of the Board. No members of the Library board are members of the Pension scheme.

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

Remuneration of Senior Officers

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

	2010	2009
\$		
10,001 – 20,000	-	-
20,001 – 30,000	-	-
40,001 – 50,000	-	-
90,001 – 100,000	-	1
100,001 – 110,000	-	1
110,001 – 120,000	2	-
120,001 – 130,000	-	1
130,001 – 140,000	2	1
220,001 – 230,000	-	1
240,001 – 250,000	1	-
The total remuneration of senior officers is:	737	695

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

No senior officers are members of the Pension Scheme.

Notes to the Financial Statements

» FOR THE YEAR ENDED 30 JUNE 2010

2010	2009
\$000	\$000

39 Remuneration of auditor

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

Auditing the accounts, financial Statements and performance indicators

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

22	22
----	----

40 Supplementary financial information

Write-Offs

Bad debts written off by the Library Board during the financial year

Trading Stock shrinkage provided for during the financial year

6	1
5	2
11	3

Losses Through Theft, Defaults and Other Causes

Losses of public moneys through theft or default

There was a loss of public moneys of \$708 through theft. There were no losses of public and other property through theft or default.

-	1
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Gifts of Public Property

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

Key Performance Indicators

» 2009–2010

Government Goal

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

Desired Outcome

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

Key Effectiveness Indicators

1

Preservation

Proportion of heritage collections maintained within set standards.

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

2006 – 2007	99%
2007 – 2008	98%
2008 – 2009	99%
2009 – 2010	99%

(Library Board Target 99%)

2

Accessibility

Number of accesses to State Library collections per capita.

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

2006 – 2007	1.4
2007 – 2008	1.5
2008 – 2009	1.2
2009 – 2010	1.5

(Library Board Target 1.2)

Commentary: *The rise in per capita access to State Library collections demonstrates the effect of the Government making money available to renew services and aged infrastructure. The redevelopment of the State Library ground floor has driven a 60% increase in the number of visitors to our physical collections. This in turn has led to the first significant rise in the number of reference enquiries in a decade (6.7% on previous year).*

Key Performance Indicators

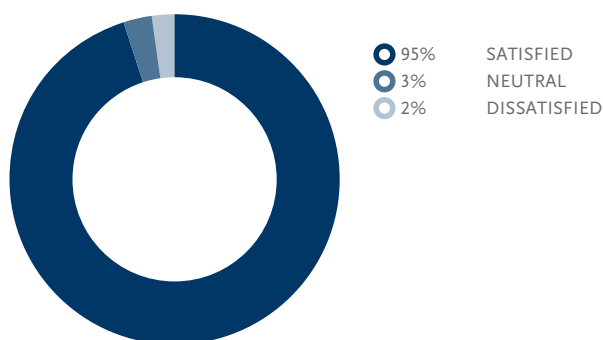
» 2009–2010

3

Accessibility

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

The extent to which information services available from the State Library meet the needs of the Western Australian public. Clients are surveyed annually to determine their level of satisfaction with information services. In June 2010 clients were surveyed over an eleven day period, with 637 survey forms returned from 924 distributed, a response rate of 69%. Of the forms returned, 571 clients provided an appraisal of our services (a 10% non-response on this question). At a 95% confidence level the estimated maximum sampling error is plus or minus 4%.



	June 2007	June 2008	June 2009	June 2010	Library Board target
Satisfied or very satisfied	88.5%	85.9%	90.7%	95%	91.0%
Neutral	10.1%	11.5%	7.6%	3%	
Dissatisfied	1.4%	2.6%	1.7%	2%	

4

Sustainability

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

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

2006 – 2007	8.7%
2007 – 2008	9.2%
2008 – 2009	10.2%
2009 – 2010	11.2%
(Library Board Target 11.2%)	

Key Performance Indicators

» 2009–2010

5

Sustainability

Replacement stock provision rate.

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

Under the *Framework Agreement* with local government the replacement stock provision rate measures the proportion of new items sent to public libraries to replace stock that is no longer required by the public library as a proportion of the total number of public library items at June 30, 2009.

2006 – 2007	10.0%
2007 – 2008	10.5%
2008 – 2009	12.5%
2009 – 2010	11.9%
(Library Board target 10.5%)	

Note 1: Replacement rate does not include the value of electronic resources made available to public libraries. In 2009–10 \$196,500 was expended on electronic resources. Including this would increase the replacement rate to 12.2%.

Note 2: Under the Framework Agreement this calculation has changed from what was published in old Annual Reports where the New Book input rate was reported. The Replacement stock provision rate only includes items replacing stock in public libraries.

Key Efficiency Indicators

6

Sustainability

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

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

2006 – 2007	\$9.49
2007 – 2008	\$9.09
2008 – 2009	\$12.10
2009 – 2010	\$9.77
(Library Board target \$13.19)	

Commentary: The significant difference between the Board target and the actual result was due to a number of factors; the dramatic increase in visitors that was hoped for but not forecast, and the higher than forecast number of items dispatched to public libraries. It was expected that, with the drop in the monies available for public libraries material less would be distributed, however, public librarians purchased cheaper materials and took more used materials in exchanges to the extent that a 40% drop in monies available only translated to a 6% drop in the number of items sent to refresh public library stock.

Key Performance Indicators

» 2009–2010

7

Sustainability

Average cost of State Library services per new collection item.

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

Under the *Framework Agreement* the State Library of Western Australia supplies public libraries with shelf-ready library materials. In 2009–10 344,994 items were supplied.

2006 – 2007	Including cost of item	\$84.02	
2006 – 2007	Excluding cost of item	\$59.79	
2007 – 2008	Including cost of item	\$69.39	
2007 – 2008	Excluding cost of item	\$48.81	
2008 – 2009	Including cost of item	\$61.83	
2008 – 2009	Excluding cost of item	\$40.42	
2009 – 2010	Including cost of item	\$67.45	(Target \$72.96)
2009 – 2010	Excluding cost of item	\$47.72	(Target \$56.13)

General note: *Historical figures reported for KPIs that use Total cost of services as a base have been recalculated removing the Capital User Charge (2006–2007).*

Certification of Performance Indicators

We hereby certify that the Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Library Board of Western Australia's performance, and fairly represent the performance of the Library Board of Western Australia for the financial year ending 30 June 2010.



Professor Matthew Allen

Chairman

Library Board of Western Australia Library

2 September 2010



Mr Mike Murray

Vice Chairman

Library Board of Western Australia

2 September 2010

Other Financial Disclosures

Pricing Policies

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

Capital Works Expenditure Summary

Capital Expenditure in 2009–10 was \$12.4m against a budget of \$14.8m. Unspent funds of \$2.3m largely relate to projects and infrastructure upgrades yet to be completed. This includes replacement of air conditioning valves throughout the State Library building which have met problems requiring modifications to the existing 26 year old ducting, such that this work will now not be completed until October 2010, the remaining upgrade of the Library's IT network and infrastructure to improve services to clients and public libraries which is scheduled for completion by 31 December 2010, and a much needed upgrade of the two original public lifts which have had numerous breakdowns during the year and represent a major safety risk, for which funds have been diverted as a matter of priority. Tender bids for the upgrade of the public lifts are under evaluation; work is expected to be completed by May 2011. Finally, purchasing of public library and State Library materials has lags in ordering, supply and invoicing each year, particularly with overseas orders.

Capital Works Funding Allocations

2009–10 Budget Allocation	\$8,685,974
Approved Carry Forward from 2008–2009	\$6,142,235
Total 2009–10 Capital Works Funding	\$14,828,209

Capital Works Expenditure

2009–10 Capital Expenditure	\$12,457,939
Funds remaining	
Projects still in progress	\$1,755,469
Work in progress under Maintenance contracts	\$227,309
Public and State Library materials	\$387,492
Total funds remaining	\$2,370,270
Total 2009–10 Capital Works Budget	\$14,828,209

Other Financial Disclosures

Demographics by Employment Category and Gender

The full time equivalent (FTE) as at 30 June 2010 was 187.7 compared to 192.71 for the last financial year.

Employment Category	Women		Men		Total	
	2010	2009	2010	2009	2010	2009
Permanent Full-time	80	83	52	49	132	132
Permanent Part-time	55	60	2	3	57	63
Fixed Term Full-time	8	11	10	7	18	18
Fixed Term Part-time	9	8	2	5	11	13
Casual paid on 30 June	0	0	0	0	0	0
Other*	3	3	3	3	6	6
Total	155	165	69	67	224	232

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

Workers' Compensation

No. of Fatalities ¹	No. of Severe Claims ²	No. of Lost Time Injury/ Diseases ³	Lost Time Injury Severity Rate ⁴
0	1	5	20

1. Number of compensated work-related fatalities.
2. Number of severe injuries where the estimate for lost time exceeds 60 days. Fatal claims are included.
3. Number of claims where one day or more is estimated to be lost.
4. Number of Severe Claims divided by the number of Lost Time Injury/Disease multiplied by 100.

Governance Disclosures

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

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

Risk Management

An independent review of the Audit and Risk Management functions at the Library recommended several changes to the reporting structure, resourcing and separation of the roles. The associated remedies are to be implemented in early 2010-11.

The in-house Asset Management review resulted in a new framework being developed, significantly increasing the resource allocation. The new reporting structure for both physical and financial management was implemented and several trials were underway.

Several challenges remained from the previous financial year in regards to Corruption and Crimes Commission governance and reporting issues and resolution is anticipated early in 2010-11. A Misconduct Prevention Responsibility and Reporting Flowchart was developed and is to be implemented once the above issues are resolved.

Business Continuity Plans (BCPs), registered with RiskCover, were in place for several key systems. A review of the existing Library Management System BCP was undertaken and an update of the Pandemic Plan, to include the World Health Organisation revised alert phases, was initiated. Planning for other business areas BCPs continued to be a focus.

Other Legal Requirements

Advertising

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

i. Total expenditure for 2009–10 was \$34,055

Advertising Agencies	NIL
Market research organisations	NIL
Polling organisations	NIL
Direct mail organisations	NIL
Media advertising organisations	
AdCorp	\$13,247
Marketforce Advertising	\$12,825
Media Highway	\$2,144
ALIA Recruitment	\$1,200
Advertising for tenders	\$4,107
Others	\$532
Total expenditure	\$34,055

Other Legal Requirements

Disability Access and Inclusion Plan Outcomes

A Disability Services Planning Committee was established and has taken a leadership role in pursuing strategies to achieve the Disability Access and Inclusion Plan's outcomes as follows:

Outcome 1

• **People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the State Library.**

- Events and functions at the Library are accessible to people with disabilities.

Outcome 2

• **People with disabilities have the same opportunities as other people to access the State Library and its facilities.**

- A new Welcome Desk suitable for access by people in a wheelchair was included in the ground floor refurbishment.
- The Library staff provide escort assistance for people with special needs as required.
- The ground floor has a special needs PC and two additional wheelchair access PCs have been included in the library.
- The majority of shelving in the State Library Shop is now completely accessible to users of wheelchairs.
- Continuous improvement in signage such as lowering to a height to enhance viewing for users of wheelchairs.
- The State Library continues to provide public library resources in alternative formats to assist people with disabilities. At 30 June 2010 library stock in alternative formats were:

Large print book	198,776
Videos/DVDs	166,032
Audio books	119,039
CD-ROMs	14,290

Outcome 3

• **People with disabilities receive information from the State Library in a format that will enable them to access that information as readily as other people are able to access it.**

- Details of the State Library's special needs services and facilities are available electronically on the web site and on the **You're Welcome WA** web site.
- The State Library's website complies with the **State Government Access Guidelines for Information, Services and Facilities.**

Outcome 4

• **People with disabilities receive the same level and quality of service from State Library staff as other people receive.**

- All new staff are provided with information about working with, and providing services for, people with a disability.
- Client Services staff and Facility Officers received training on Disability Awareness from the **Independent Living Centre WA.**

Outcome 5

• **People with disabilities have the same opportunities as other people to make complaints to the State Library.**

- Where complaints are made regarding access issues they are researched and appropriate actions taken to improve the situation.
- Complaints are also referred to the Disability Services Planning Committee as basis for appropriate changes.

Outcome 6

• **People with disabilities have the same opportunities as other people to participate in any public consultation the State Library undertakes.**

- The Library is represented on the Department of Culture and the Arts Disability Access Planning Committee which looks to improve services to people with disabilities and includes representatives from consumers with disabilities.

Other Legal Requirements

Compliance with Public Sector Standards and Ethical Codes

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

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

COMPLIANCE ISSUE	SIGNIFICANT ACTION TAKEN TO MONITOR AND ENSURE COMPLIANCE
Public Sector Standards <ul style="list-style-type: none"> Nil Breaches 	<ul style="list-style-type: none"> Information about Public Sector Standards are included on the intranet and incorporated into the organisation's Induction Program. An education campaign for Managers was rolled out. A portfolio-wide performance management system, the Staff Development System, is in operation and meets the requirements of the Public Sector Standards in Human Resource Management for Performance Management. Grievance and Performance Management has been incorporated into the organisation's Induction Program. HR policies and guidelines developed to ensure compliance issues are recognised.
Western Australian Public Sector Code of Ethics <ul style="list-style-type: none"> Nil Breaches 	<ul style="list-style-type: none"> An ethics and integrity awareness raising program has been incorporated into the Induction Program for new and existing employees. It covers information on the Western Australian Public Sector Code of Ethics. The Department Code of Conduct reflects the same areas as the Code of Ethics
Code of Conduct <ul style="list-style-type: none"> Nil Breaches 	<ul style="list-style-type: none"> Code of Conduct reflects the Western Australian Public Sector Code of Ethics. Code of Conduct has been incorporated into the Department's Induction Program. A discipline policy has been developed.

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

Recordkeeping Plans

The Corporate Information Unit continued towards the advancement of State Library compliance with the State Records Act by continuing the development of a functional Thesaurus that accurately reflects the Library's current structure.

The Unit also continued with the 'Discovery Project' aimed at locating corporate documents that had not previously been captured into the records management system. Much valuable documentation has now been integrated into the records management system making the information more widely available and accessible.

Government Policy Requirements

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

Substantive Equality

The Library is committed to the elimination of systemic racial discrimination from all its policies, practices and services. In 2009-10 the Library worked with agencies in the Department of Culture and the Arts in the development of an Equal Employment Opportunity (EEO) and Diversity Management Plan.

Occupational Safety, Health and Injury Management

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

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

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

Indicator	Target 2009-10	2009-10 Result
Number of fatalities	0	0
Lost time injury/diseases (LTI/D) incidence rate	Zero (0) or 10% reduction on previous year	2.23
Lost time injury severity rate	Zero (0) or 10% improvement on previous year	20
Percentage of injured workers returned to work within 28 weeks	Actual percentage result to be reported	20%
Percentage of managers trained in occupational safety, health and injury management responsibilities	Greater than or equal to 50%	Achieved, greater than 50%

Staff Members

The following people were employed at the State Library of Western Australia at 30 June 2010. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

EXECUTIVE OFFICE	Chief Executive Officer and State Librarian Margaret Allen	Director Mark Woodcock	PUBLIC PROGRAMS	Senior Service Desk Officer Tony Da Costa
	Project Manager Structural Reform George Cowcher	Budgetary Control & Reporting Officer Peter Tranter		Manager Doug George
	Senior Executive Assistant Perryn Warton	Administrative Assistant Jenny Leunig	Publications and Display Officers Adam Peterson Dana Tonello	FACILITIES MANAGEMENT
	Administration Officer Jane Masterman	CORPORATE SERVICES	DIGITAL SERVICES	
	Policy & Research Manager Sue North Pearl Tan			Manager Leanne Bicknell
	Policy & Research Officer Oliver Gatty	Contracts Manager Ian Kane	Digital Services Team Leader Simon Cleaver	Venues Coordinator Anita Freeman
	Corporate Information Team Leader Geoff Carruthers	Online Coordinator Nick Cowie	Assets Officer Benjamin Hoper	
	Records Coordinators Grace Chiu Win Wharam	Web Designer Illona Tobin	Building Maintenance Officer Robert Reece	
		Systems Administrators Alistair Buchanan Mohannad Hamid Steven Miles	Van Dock Supervisor Ian McMenemy	
		Applications Technical Support Consultant Steve Elkins	Van Dock Storeperson Peter Vuckovic	
			Facilities Officers Bill McKay Leon Reilly Tim Riley Des Tonge	

Staff Members

CLIENT SERVICES

Director
Susan Ashcroft

Administrative Assistant
Karen de San Miguel

COLLECTION DEVELOPMENT

Manager
Barbara Patison

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

INFORMATION SERVICES

Manager
Julie Ham

Team Leaders
Vicky Carlyon
Steve McQuade
Lynley Stapleton

Project Leader
Toni Young

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

Library Technicians
John Geijsman
Alison Higgins
Mary Jones
Sandra Papenfus
Peter Wang

Senior Library Officer
Mary Doyle

Library Officers
Karen Alexander
Lisa Black
Kylie Coleman
Anne Kingsbridge
Sandie Rebelo
Gayle Roberts
Julie Sheren
Scott Smith
Anne Sotzik
Adele Sugars
Amy Welsh

Roster & Volunteer Coordinator
Helen Ouf

Document Delivery Coordinator
Sandra Jones

Document Delivery Library Officer
Nicole Piontek

Bookshop Manager
Clare Nesdale
Rosene Saks

Public Orders Coordinator
Zofia Carter

Bookshop Library Officer
Helen Watt

RESEARCH & DISCOVERY TEAM

Manager & Batty Historian
Sarah Brown

Senior Subject Specialist Librarian
Steve Howell

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

OUTREACH TEAM

Manager
Anne Rennie

Public Library Liaison Librarian
Janet Deegan

Community Liaison Coordinator
Jane Jones

Community Liaison Coordinator: Children
Joanna Andrew

Community Liaison Librarian
Hilary Hatfield

Education Officers
Kate Akerman
Emily Patterson

Better Beginnings Program Coordinator
Nola Allen

Better Beginnings Community Liaison Librarian
Margaret Robson Kett

Better Beginnings Library Officer
Amanda Hills

Better Beginnings indigenous Liaison Officer
Ada Hanson

Better Beginnings Education Officer
Sue Hanson

Better Beginnings Storeperson
Ross Willox

Staff Members

RESOURCE SERVICES	Director Alison Sutherland	Administrative Assistant Jolanta Andres	
	ACQUISITIONS		
	Manager Ross Withnell	ACCESSIONS	Library Officers <i>(continued)</i> Kerry Randall Renata Roberts Jeanette Shepherd Nicola Smith
	ORDERS	Team Leader Sue Hegney Adrian Bowen	Library Officers Renee Bouwes Maureen D'Rozario Eugene King Helen Lysaght Inigo Martinez Ruth Nitschke Peter Thackray Benjamin Williams Alan Wyncoll
	Team Leader Fiona Caratozzolo	Library Technician Wendy Monaghan	Storepersons Bengt Jorgensen Catherine McIntyre
	Coordinator Virginia Burris	Senior Library Officers Deborah Jones Valda Kiely Linda Laycock	DISTRIBUTION
	Senior Library Officers Helen Marsh Pat Willans	Library Officers Norm Brodal Antonetta Fernandes Yvonne Grant Tina Guariglia Meredith Howell Julie Moriarty Maria Neale Caroline Nightingale Jo O'Connor Daniela Popiel	Team Leader Karin Jones
	Library Officers Linda Davis Anne Oakes Rachel Turner	Library Officers Norm Brodal Antonetta Fernandes Yvonne Grant Tina Guariglia Meredith Howell Julie Moriarty Maria Neale Caroline Nightingale Jo O'Connor Daniela Popiel	Discard Sales Coordinator David Hodgson
			Senior Library Officers Karen Godfrey Brian Walker
			Van Drivers Phil Hough Robert Martin Robert Nicholls
		Storepersons Mitchell Hooper Gary Obrecht Jedd Wintle	
ACCESS			
Manager Monika Szunejko	Librarians Michelle Collier Hayley Crookes Robyn Edwards Anne Keehan Cathy Kelso Pam Marciano Kathy Rawlinson Gabrielle Reynolds Urszula Wiejowski	Senior Library Officer Helene Charlesworth	
Team Leader Kevin Marsh		Library Officers Carolyn Mitchell Steven Hellwig Samad Selamat	
Archivists Alison Hocken Paige Luff Glenda Oakley		Project Officer David Whiteford	
	Library Technicians Annette Del Bianco Roz McHale	Systems Coordinator Debra Jones	

Staff Members

RESOURCE SERVICES

PRESERVATION & MAINTENANCE

Manager
Pat Beament

CONSERVATION

Senior Conservator
Cristina Albillos

Paper Conservator
Jonathan Schmidt

Book Conservation Officer
Timothy Cooke

Conservation Technicians
Susan Anderson
Maureen Blackford
Susan Crocket

REFORMATTING

Team Leader
Lee Blackford

Imaging Officers
George Borzyskowski
Cynthia Coombs
Les Tucker

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

Library Officers
Maureen Blackford
Trish Bond
John Naturalny
Sue Osmond

STOCK & STACK MAINTENANCE

Team Leader
Peter Edwards

Senior Library Officers
Jeff Booth
Jennifer Jenkins
Kathy Wilkinson

Library Officers
Galina Alexandrova
Richard Barton
Ewa Bieniawski
Anna Boerner
Lucy Dal Busco
Samantha Fairbanks
Jennie Feehan
Greg Kirby
Lynsey Scott
Pamela Searle
Patti Szabo
Maria Vargas



Staff Achievements

Cristina Albillos

- » President, Institute for the Preservation of Graphic and Visual Arts (ITOG)
- » Professional Member AICCM
- » Presenter, Shake Your Family Tree Day, National Archives, Perth, February 2010
- » Presenter, Preserving Your Documents and Photographs, Katanning, February 2010 and Historic Society Fremantle June 2010

Margaret Allen

- » Presenter, Reimagining Library Services, at 2009 Libraries Australia Forum, Hobart, November 2009
- » Presenter, What was the Plan? Strategic Leadership Development for the Library Sector, at People in the Information Profession Conference, October 2009
- » Vice President (President Elect) – Australian Library and Information Association
- » Member, Curtin University, BA Media & Information Advisory Board
- » Member, ECU Library, Archives & Records Consultative Committee

- » Member, National and State Libraries Australasia (NSLA)
- » Member, State Library of Western Australia Foundation Board
- » Member, Telecentre Steering Committee
- » NSLA Representative, Australian Digital Alliance
- » NSLA Representative, Australian Libraries Copyright Committee
- » Member, Strategic Library Partnership Agreement Steering Committee

Nola Allen

- » Committee Member, WA Branch, Children's Book Council of Australia
- » Presenter, Start Stronger Live Longer National Symposium, Perth, June 2010
- » Presenter, Aboriginal Independent Community Schools Conference, Perth, May 2010

Joanna Andrew

- » Committee Member, WA Branch of the Children's Book Council of Australia
- » Judge, Tim Winton Young Writer's Competition

Susan Ashcroft

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

Pat Beament

- » Member, NSLA Stock Management Working Group

Lee Blackford

- » Presenter, Shake Your Family Tree Day, National Archives, Perth, February 2010
- » Presenter, Preserving Your Digital Treasures, Historic Society Fremantle, June 2010

George Borzyskowski

- » Presenter, Preserving Your Digital Treasures, Katanning, February 2010

Adrian Bowen

- » Recipient, G. G. Allen Award for academic achievement in a master by coursework or graduate diploma course, Department of Information Studies, Curtin University of Technology, 2009

Sarah Brown

- » Member, Australian Historical Association

Vicky Carlyon

- » Member, ALIA West Committee
- » ALIA Interlibrary Lending Advisory Committee member
- » Project Manager, Re-imagining Libraries, Project 4: Delivery

George Cowcher

- » Member, ALIA Public Libraries Advisory Committee
- » Member, Re-imagining Libraries Project 6: Changing Capability and Culture

Nick Cowie

- » Presenter, Progressive enhancement with CSS, Edge of the Web Conference, Perth, 2009

Peter Edwards

- » Member, NSLA Stock Management Working Group

Staff Achievements

John Geijsman

- » Convenor ALIA West
- » Member 2011 Library Technicians Conference Committee

Doug George

- » Member, NSLA Marketing Working Group

Susan Hanson

- » Presenter, Start Stronger Live Longer National Symposium, Perth, June 2010

Janet Hocken

- » Committee member ALIA Academic and Research Libraries (WA).

Debra Jones

- » Member, conference committee of Australian Innovative User's Group

Jane Jones

- » Convenor, WA Libraries Australia User Group (to December 2009)
- » Presenter, ACE Making Connections Conference, Perth, October 2009

Margaret Robson Kett

- » Presenter, Start Stronger Live Longer National Symposium, Perth, June 2010
- » Presenter, Aboriginal Independent Community Schools Conference, Perth May 2010

Louise Kilpatrick

- » Speaker, 2010 Goethe Institut Colloquium

Gemma Lyon

- » Member, ALIA West Committee
- » Member, NSLA indigenous Library Services and Collections Working Group
- » Member, 2011 New Librarian Symposium Committee
- » WA Representative, ALIA New Graduates Group

Steve McQuade

- » Member, ALIA New Generation Advisory Committee
- » Member, Re-imagining Libraries, Project 3: Virtual Reference

Carmel McRobert

- » WA Contact, Australian Newspaper Plan – Search & Rescue Program
- » Member, Western Australian Genealogical Society

Kevin Marsh

- » Member, Australian Committee on Cataloguing
- » Member, Re-imagining Libraries, Project 8: Description and Cataloguing

Barbara Patison

- » Member, Re-imagining Libraries, Project 7: Collaborative Collections
- » NSLA representative, Electronic Resources Australia Executive Committee
- » Facilitator, Ebook seminar March 2010

Jonathan Schmidt

- » President, WA Branch of AICCM
- » Member, National Conference Committee of AICCM
- » Professional Member AICCM
- » Presenter, Conservation: Paper and Books, ECU, August 2009

Alison Sutherland

- » Member, Re-imagining Libraries, Project 1: Do it now!
- » Member, Re-imagining Libraries, Project 2: Open Borders
- » Member, Re-imagining Libraries, Project 9: Scaling Up Digitisation
- » Member, writingWA Board

Monika Szunejko

- » Member, Libraries Australia Advisory Committee
- » Member, Re-imagining Libraries, Project 10: Connecting and Discovering Content

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 2009–10:

- Stock and Stack Team (Kathy Wilkinson, Jeff Booth, Patti Szabo, Greg Kirby, Jenny Feehan, Lynsey Scott, Julie Moriarty, Clare Bushby, Clare Norelli, Adrian Bowen, Elizabeth Pope, Galina Alexandrova, Inigo Martinez, Jennifer Jenkins, Maria Vargas, Michelle Newman, Pamela Searle, Peter Wang, Richard Barton, Susan McEwan).
- Helen Ouf
- Helen Bolton
- Deborah Jones
- Tim Cooke and Susan Anderson
- Andrew Macdonald
- Sandra Jones

Mollie Lukis Award

The Mollie Lukis Award is presented to an individual or work team in the State Library or the State Records Office 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 OAM 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.

In 2010 the award was presented to **Tim Lethorn**, Archives Officer in the State Records Office for enhancing the reputation of the State Records Office for providing prompt, efficient, detailed and extensive reference services in the community.

2009 – 2010 Workload Indicators

	2005-06	2006-07	2007-08	2008-09	2009-10
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ACCESSING OUR COLLECTIONS

Visitors to the State Library Building	NA	NA	1,072,640	1,195,351	1,383,800
Visitors to the State Library Collections	526,900	546,996	590,674	644,488	1,032,225

SERVICES TO HERITAGE COLLECTIONS

Information enquiries and consultancy	45,282	40,638	24,977	25,799	29,406
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SERVICES TO NON-HERITAGE COLLECTIONS

State Library

Information enquiries	53,582	74,422	53,160	56,096	60,472
Direct loans to clients (videos, scores, cassettes, scripts)	28,841	24,662	23,009	20,985	21,669
Total membership of State Library (loan collections)	8,300	9,223	9,736	9,661	10,055

SERVICES TO PUBLIC LIBRARIES

Number of public libraries	239	232	233	232	232
Volumes dispatched on exchange program	475,227	443,750	430,653	513,961	485,208
Information enquiries	2,738	1,496	2,034	1,359	1,989
People attending training courses	1,025	448	4,273	3,776	2,033

2009 – 2010

Workload Indicators

2005-06	2006-07	2007-08	2008-09	2009-10
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ACCESSING OUR COLLECTIONS

USE OF INFORMATION TECHNOLOGY

Searches on State Library Catalogue	7,574,950	14,530,410	22,122,173	98,010,927	3,628,924
Hits on the State Library Website	15,039,523	19,224,393	24,113,033	28,728,022	11,966,768
Searches on Electronic Resources	113,477	164,147	243,436	203,499	185,486
Digital images available	21,214	49,775	58,628	67,010	72,817

RESOURCE SERVICES

Acquiring stock

Items processed for public library stock	325,481	293,037	314,389	369,481	344,994
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Cataloguing stock

Titles catalogued for Heritage collections	5,033	2,838	4,195	13,467	11,061
Titles catalogued for Non-Heritage collections	4,665	2,250	2,901	2,611	4,935
Titles catalogued for public libraries	32,831	43,260	46,643	55,709	55,122

OUR COLLECTIONS

PUBLIC LIBRARY COLLECTIONS

Adult non-fiction	1,069,266	1,069,616	1,072,614	1,076,014	1,023,343
Adult fiction	811,221	847,670	873,436	897,504	901,273
Junior	854,549	870,456	883,457	895,794	869,919
Total stock	2,735,036	2,787,742	2,829,507	2,869,312	2,794,535

SPECIAL FORMATS (included above)

Languages Other Than English (LOTE)	73,969	80,403	80,377	73,013	70,415
Large Print Books	198,540	201,247	201,947	198,981	198,776
Videos / DVDs	159,628	166,396	166,588	168,336	166,032
Audio Tapes / CDs / MP3	137,951	119,451	122,049	119,115	119,039
CD-ROM	19,553	18,723	18,751	15,684	14,290

2009 – 2010 Stock

2005-06	2006-07	2007-08	2008-09	2009-10
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OUR COLLECTIONS

HERITAGE COLLECTIONS

Monograph titles*	75,084	77,391	75,767	91,129	93,663
Monograph volumes*	116,039	119,557	138,432	159,326	162,881
Serial titles	15,410	15,553	15,805	16,673	17,426
Microfilm (reels)	15,558	15,834	16,349	17,015	17,026
Microfiche (metres)	15.2	15.2	15.2	15.2	15.2
Cartographic items	29,112	29,186	29,194	29,194	30,636
Ephemera (items)	83,055	85,553	90,988	97,527	104,488
Pictorial images	487,730	507,105	516,702	679,967	693,912
Pictorial collections	7,270	7,708	7,734	7,759	7,825
State Film Archives film and video reels	5,712	5,712	6,052	6,200	6,233
Oral history hours of tape	13,519	13,553	13,555	13,683	13,719
Oral history transcripts	3,789	3,801	3,803	3,906	3,908
Private archives (metres)	3,048	3,077	3,104	3,175	3,211
Sound recordings**	NA	NA	NA	5,096	5,243

NON-HERITAGE COLLECTIONS

Monographs (volumes)*	383,864	385,382	412,068	434,237	336,429
Current print serials and newspaper titles*	6,236	6,018	5,861	5,494	5,256
Microfilm (reels)	13,791	13,954	12,942	13,189	13,856
Microfiche (metres)	212.3	212.4	212.4	212.4	212.4
Scores*	42,423	42,785	49,379	48,673	52,403
Musical sound recordings**	15,170	15,295	15,295	13,495	12,821
Cartographic items	23,436	23,495	23,495	23,497	23,499

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

** In 2008–09 Western Australian sound recordings were counted as a separate Heritage collection.



Tjuntjuntjarra kids with their Better Beginnings Plus packs

Print &
Copy



State Library
OF WESTERN AUSTRALIA