

Achievements summary: Client-focused Library

Client-driven collections and services

ACCESSING OUR SERVICES

In 2010–11 we saw an increase in the number of clients registering for Library cards and requesting items from stack or storage. Technology enhancements and new online services helped improve client access to the collection and gave clients greater independence when using the collection.

CLIENT ACCESS

The number of clients who registered for a Library card was 27,462, an increase of 8% on last year.

The Library responded to more than 200,414 information enquiries, with 120,572 enquiries received in the State Reference Library, 60,484 in the Mitchell Library and 17,359 from remote clients (up 8% from last year).

Library staff retrieved over 386,315 items from stack including more than 112,624 items sent to public libraries across NSW. The increase, up 24% from last year, is due to better visibility of our collection from more eRecords and increased accessibility through the eRequesting service. Increasingly clients are requesting digitised copies and in 2010–11 we received 2790 copy requests, with over 48,000 pages supplied.

Clients called up 265,464 items from our stacks with a 10% increase in the number of items retrieved from the offsite store. One thousand items from other libraries were supplied to clients and 6043 items were lent to libraries across Australia through the interlibrary loan service. Support for NSW public libraries saw 86,905 items provided as part of our bulk loans services including 73,272 multicultural items and 13,633 alternative format items.

The Multicultural Bulk Loans Service was transferred to the Public Libraries and Community Learning Services Division during the year with support from Library Services staff in implementing online request forms for all items.

In the reading rooms, technology enhancements to improve client service included:

- a USB printer kiosk allowing clients to print from their USB
- simplified access to wireless communication through a static password
- a centralised tracking system for information requests.

DISABILITY ACTION PLAN

The Disability Action Plan 2010–14 outlines how the Library will develop facilities, technology and staff skills to meet the library and information needs of clients with disabilities. It prioritises making modifications to permit effective access to all our buildings, services and programs.

This year five counter hearing systems were installed in the reading rooms and foyer information desks. These allow people with limited hearing to either tune a compliant hearing aid to a hearing loop or, if they do not have an appropriate aid, hear staff by holding a handset to their ear. The Library published an accessibility guide, in print and on the website, to help people access our collections, services and exhibitions, both onsite and remotely.

The Library continued to collect material in alternative formats for clients with disabilities. This material reflects client requirements in accordance with the Collection Development Policy and is loaned to NSW public libraries. The full budget was expended in 2010–11 and 791 large print and 272 talking books were purchased. There are currently 10,459 talking books and 6935 large print books in the collection. Website links to the catalogue will improve access to lists of all talking books and large print titles.

The Library's services, events and resources for people with a disability were promoted in *Made You Look*, the official publication of the NSW Government Don't DIS myABILITY campaign, and through an ongoing relationship with Companion Card NSW.

The Library continues to implement an adaptive technology training program for new reading room and IT staff. Conveners of selection committees have been given refresher courses to ensure their skills are current.

OUR COLLECTION AND CLIENTS

- _ The State Library's collection is valued at more than \$2.142 billion
- _ In 2010–11 there were 778,488 visits to the State Library reading rooms

ENHANCING ELECTRONIC SERVICE DELIVERY

eRESOURCES

Clients responded positively to the Library's investment in e-resources, with use increasing dramatically in 2010–11. A total of 611,476 full-text article or section requests were made, an increase of 49% from the previous year. The Library now owns or subscribes to 268 content-rich datasets and makes these accessible to registered clients at their place of choice at any time and at the Library. The content includes current and retrospective full-text material from more than 45,000 journals and 337,000 e-books, and a huge range of local and overseas newspapers.

New resources this year included the OECD iLibrary, Berg Fashion Library, SMH Digital Archives, Facts on File World News Digest, Oxford Historical Thesaurus, Oxford Language Dictionaries Online, Bibliography of British and Irish History, British Periodicals, 19th Century UK Periodicals, *Economist* Historical Archive, *Financial Times* Historical Archive and *Picture Post* Historical Archive.

E-books within Project Gutenberg Australia and a range of journals were linked to records in the Library's online catalogue, further expanding direct access to e-resources. Patron-driven selection of e-books will be piloted in 2011–12, with all planning and testing completed this year. Access to e-resources is now available through a single e-resources button on the Library's website.

NSW websites were archived as the Library's contribution to Australia's online archive, PANDORA. Archived sites included 135 NSW election sites about parties and candidates, the exhibition website for *The Governor: Lachlan Macquarie 1810–1821* and others in subject areas such as street art, rail heritage, Chalk Urban Art Festival, the Zig-zag Railway, the Sydney Fringe Festival and Slow Food Sydney. These are now all accessible via the State Library's online catalogue and the National Library's Trove.

eRECORDS PROJECT

The Electronic Records capital project (eRecords project) is a five-year project which began in 2008 to convert catalogue records on cards into electronic catalogue records. This year the NSW Government



CREATING eRECORDS

More than 800,000 electronic records have been created since the Library's eRecords project began three years ago. Library users now have internet access to parts of the collection that were previously accessible only through the card catalogue.

The Library surpassed its 2010–11 eRecords target by 34%, creating 348,646 electronic catalogue records for maps, manuscripts, pictures, rare books and reference titles. Significant original material is available to the public through new electronic records. Some of the works added to the online catalogue include manuscripts by famous literary figures such as Henry Lawson, Banjo Patterson and Patrick White, and original artwork for book illustrations. The project also brought to light nineteenth century drawings and paintings capturing the lives of members of the Synnot, Macarthur and Bligh families.

This year \$12.9 million funding was secured to complete the eRecords project in 2013. The funding will guarantee online access to the State Library's entire collection.

MJ MACARTHUR, c. 1854–60, PENCIL AND WATERCOLOUR,
ARTIST UNKNOWN, PXA 1278 VOL. 1

ENGAGING OUR COMMUNITY

– 83% of people in the NSW community
are aware of the State Library

– 83% client satisfaction with State Library services

allocated an additional \$12.9 million to complete the work by 2013.

In 2010–11, the project team surpassed its target of 260,000 records by 34%, creating 348,646 eRecords for the Library's maps, manuscripts, pictures, heritage books and reference titles. After three years the eRecords project has created over 836,449 eRecords – approximately 79% of the total required.

eRECORDS CREATED

2008–09 — 182,505

2009–10 — 305,298

2010–11 — 348,646

Improved access to the Library's collection and more efficient business processes are the two key outcomes for the eRecords project. Business process improvements in 2010–11 included automating the circulation for rare books within the Library to streamline this process and improve the security of these valuable items. A pilot for automated circulation of original materials was also completed.

Clients and other stakeholders are able to keep up-to-date with the eRecords project through the blog at <http://blog.sl.nsw.gov.au/erecords/>.

eREQUESTS

The facility to request collection material online (eRequesting) was implemented in 2010–11, providing a streamlined 24/7 stack request service. Over 80% of client requests are now placed online with 30% of these requests placed remotely by clients before their visit so the item is ready for use upon arrival at the Library, a service highly appreciated by clients. The centralised eRequest processing system also provides effective and accurate collection usage data to inform the Library's Collection Development Policy.

ACCESSING INFORMATION ONLINE

Our online research guides continue to give clients independence in searching and accessing information online, both on and offsite. The *Industrial Awards* guide was updated this year and all existing guides were moved across to new, more client-friendly software. Other enhancements to the Library website included a new webpage for professional researchers and 'How do I?' information to help clients research for the Higher School Certificate and obtain a Library card. Staff received professional development training

in usability testing and designing enhanced service delivery via the web.

Two new client information brochures, *Your Library Card* and *Health Information*, were developed in 2010–11.

ENGAGING OUR CLIENTS

CLIENT FEEDBACK

In addition to ongoing service and program evaluation, community awareness and client satisfaction surveys were again administered in 2010–11. This work was supplemented by an innovative online discussion forum that explored the Library user experience. Results will inform client-focused service and program improvement.

Completed feedback forms from the reading rooms included 12 positive suggestions and 31 written appreciations regarding client services and facilities. As well, 220 appreciations were received relating to information requests undertaken by staff. Forty-nine complaints were received, relating mainly to noise, facilities and technology; these were investigated and responded to promptly.

PRESENTATIONS AND TALKS

Library Services staff promoted the Library's services by delivering 163 pre-booked presentations to 3413 participants including secondary and tertiary students, academics, professional researchers and family historians. Highlights included a presentation at the Riverina Association of Teacher Librarians Conference (RIVPAT) on English resources in the State Library, three regional presentations to a total of 380 people focusing on unique resources at the State Library, and a stall at the International Students Festival in Darling Harbour. With the May Library Week theme of 'We find stuff!!', librarians spoke to over 270 clients about how the State Library can expertly find information for them.

The Scholarly Musings program is a new monthly forum that gives researchers an opportunity to share experiences and discoveries, and learn about other research using the Library's collections. The program has proven extremely popular with researchers, with over 170 people attending presentations such as Richard Neville on 'Researching and writing on

ACCESSING THE COLLECTIONS

– 957,573 onsite visits to the State Library in 2010–11

– 85% of clients agree that librarians and service staff understand their information needs

John William Lewin'; Judith Godden on 'The history of Crown Street Women's Hospital'; Sofia Eriksson on 'British travel writing on Australia, 1870–1939'; and John Broadbent on 'Transformations: Ecology of Pymont peninsula, 1788–2008'.

ACCESSING THE COLLECTIONS

Increased online access to collections continues to be a major focus at the Library. Access to the maps collection through our website has been improved through a new research guide providing updates on the collections, an improved search function, and social networking applications such as Twitter feeds.

ENHANCING ACCESS THROUGH DIGITISATION AND IMAGING

The Library made significant progress in enhancing access through digitisation, with achievements including:

- creating over 1000 digital images of maps and charts in the Sir William Dixson map collection project, with support from the Library Foundation, completed in February 2011
- completing digitisation of the Holtermann collection of 3500 glass-plate negatives which document the 1870s gold rush era in NSW and Victoria, the next stage will include the launch of an online collection featuring key images
- linking over 2000 images from the Library's portrait collection to individual records through the Library's archival collections system.

A significant achievement in 2010–11 was the creation of the Digital Library Services division, which was formed to support the dramatic increase in client demand for online access to the Library's collections. The division comprises Online Information Services, which focuses on web and business service delivery, Digitisation and Imaging, responsible for leading the digitisation and imaging activities across the Library, and Information and Communication Technology (ICT) Services, which provides the underlying technology systems and support for the Library and its clients. The division maintains a strong focus on extending access to the Library's digital collections through the use of contemporary and emerging technologies.

Creation of high-resolution digital images increases public access to the Library's collection via the website and allows quality reproduction in publications and exhibitions. For the second year in a row, the Library exceeded its annual digitisation target (up by 29% in 2010–11) with the production of 31,647 digital images. This takes the total number of digital images accessible online to approximately 450,000. This year's figure includes 3803 high-quality digital files supplied to clients, which generated over \$160,000 in revenue for the Library, and 7175 images for the online Discover Collections. In addition, 271 digital images (purchased from contemporary photographers) were stored in the Library's digital asset repository.

Other examples of significant collection material digitised in 2010–11 include:

- panoramic negatives of Sydney and surrounding suburbs, 1921–25, photographed by Rex Hazlewood
- an album compiled by WH Tietkens, mainly of his 1889 expedition in Central Australia, including the first known photographs of Uluru
- a set of 17 sketchbooks used in Australia between 1854 and 1891 by Eugène von Guérard
- architectural plans and photographs of a Thredbo ski lodge, the MLC Centre and Australia Square, from Harry Seidler and Associates, 1961–1983
- journals of mission work among the poor in Sydney, 1897–1911, by James Mathers
- natural history drawings of marine plants and animals, vol. 5, c. 1839–1841 by James Stuart
- 'A voyage to Terra Australis: undertaken for the purpose of completing the discovery of that vast country, and prosecuted in the years 1801, 1802, and 1803, in His Majesty's ship the Investigator ...' by Matthew Flinders
- 2120 photographic portraits from Small Picture File P1
- 19th century Australian sheet music: 171 scores (1237 pages).

The ICT Services team plays a crucial role in delivering online services to clients by providing a sustainable and secure platform for managing web content, digital assets, business processes and the Library systems which provide access to e-resources and to the original and printed material collections.

The ICT infrastructure replacement program allows the Library to deliver services to the community

INCREASING ONLINE ACCESS

- _ 31,647 digital files created of collection items
- _ 611,476 full-text article or section requests made
- _ 49% increase in eResources use on 2009–10

on a safe and equitable basis. All ICT equipment is proactively upgraded as part of the four-year ICT equipment replacement lifecycle. In 2010–2011 key components of the ICT infrastructure were replaced or upgraded: the remaining 280 computers from a total of 680 were replaced, completing the replacement of staff and client PCs which began in 2009–10. The printing/scanning/photocopying devices in the reading rooms were either replaced or upgraded to ensure that the Library is using technology that meets its computing needs.

To ensure that access to the Library's large collection of microform publication is maintained, the Library is required to keep a number of microfilm reader printers. The current machines in the public areas of the Library are ageing and, due to high demand, need to be replaced. During 2010–11, the Library upgraded or replaced half of the digital microfilm readers in the reading rooms.

MAKING COLLECTIONS ACCESSIBLE

Forty-six thousand negatives from the Australian Consolidated Press negative collection have been rehoused and prepared for frozen storage by Library volunteers. A trial digitisation project has informed planning for the digitisation of this rich resource.

In preparation for the Library's World War I centenary project, collection specialists have made a number of presentations to potential sponsors and Library supporters, and volunteers have continued to transcribe a number of key diaries. In 2010–11 over 15,451 pages of transcriptions were completed, totalling over 4777 hours.

The Patrick White Bequest collection, the Nobel Laureate's own collection including various editions of his own publications as well as his personal library, has now been incorporated into the Library's collection and can be accessed through the online catalogue.

NEW ACQUISITIONS

A 26% increase in material deposited to the Library followed contact with 94 NSW publishers in a survey of NSW publications deposited under the Legal Deposit Provisions of the *NSW Copyright Act, s5-7 1879-1952*.

Collecting highlights this year include material about the canonisation of Mary MacKillop, a number

of zines in response to the growing interest in this format, and archived 'born digital' documents on local planning, environment and heritage activity across the state, as well as maps published in NSW.

ACCESSING GOVERNMENT PUBLICATIONS

The Library is responsible for collecting NSW government publications in all formats through the Premier's Memorandum M2000-15: Access to Published Information. In August 2010 State Librarian Regina Sutton wrote to the NSW Government's nine departments to raise awareness of the need to deposit publications with the State Library. In October the Library concluded a three-year survey of compliance by NSW government agencies with the memorandum. More than 338 agency websites were checked, 563 print titles were claimed and 1194 born-digital publications were archived, indicating the trend for NSW government publications to be available only in a digital format.

A collection of posters, policy documents, pamphlets and other material was compiled to document the March 2011 State election, and 135 websites of candidates and special interest and lobby groups were archived to provide a record for researchers of the future.

After the State election, the Library's records were updated to reflect names of new and restructured departments and agencies, ensuring clients could continue to access NSW government information.

COLLECTION PRESERVATION AND STORAGE

A total of 35,022 collection items received treatment this year, an increase of 6% from last year. This includes items prepared for public access onsite through the reading rooms and offsite through digitisation, as well as display in internal and external exhibitions and events.

Through the collection conservation program, Library staff carried out stabilisation, conservation treatments and archival rehousing for 34,245 items, an increase of 35% from last year. The eRecords project continues to provide opportunities to improve the housing conditions of items that require conservation attention and enclosures. Requests are expected to increase for collection items with electronic records which would increase their handling.

INCREASING ONLINE ACCESS

- _ 348,646 eRecords created from card catalogue records
- _ Over three million online visits to the Library's website

State Library conservators prepared 610 items for exhibitions at the Library, more than double last year's total. Exhibitions include *Khalil Gibran: The Prophet, the Artist, the Man* from Lebanon, *Mari Nawi: Aboriginal Odysseys 1790-1850*, *The Governor: Lachlan Macquarie, 1810 to 1821*, *Carved Trees: Aboriginal Cultures of Western NSW* and *Beach Bush + Battlers: Photographs by Jeff Carter*, as well as smaller displays around the Library such as *Celebrating Freycinet*.

Items were also prepared for regional touring exhibitions such as *The Governor*, which travelled to Liverpool and Port Macquarie. After preparation, staff packed, couriered, installed and de-installed this exhibition in its regional locations. The Westpac partnership tours showcased portraits of Lachlan and Elizabeth Macquarie, letters of John Septimus Roe and other Macquarie material in Orange, Windsor, Dubbo, Nowra and Tamworth.

NSW citizens in regional areas were also able to view 381 items from our collections in 49 local, regional, interstate and overseas exhibitions, compared with 35 exhibitions last year. The Library contributed items to exhibitions at other cultural institutions including *An Edwardian Summer* and *Painting the Rocks* at the Historic Houses Trust, *Indecent Exposure* at the National Portrait Gallery, *Literary Lindsays* at the State Library of Queensland, *Landmarks* at the National Museum of Australia, *Macquarie Light* at the Australian National Maritime Museum, *The Fearie in Victorian Art and Imagination* at Bendigo Art Gallery, and *Eugène von Guérard* at the National Gallery of Victoria.



REACHING NEW AUDIENCES

The Library has been sharing a range of striking images online through the photo-sharing website Flickr. By uploading selected copyright-free images from our vast collections we have engaged a new online community. Our Flickr images have attracted more than one million views by online visitors across the globe.

Flickr encourages photography enthusiasts to make the images their own by adding tags and comments. This means our photos are used in a more dynamic way than the traditional library catalogue allows.

So far, we have uploaded over 1000 images sorted into more than 40 themed sets. Our two most popular images feature animals – Bobbie the cat and Adelie penguins.

ABOVE: ICE CASSED ADELIE PENGUINS AFTER A BLIZZARD AT CAPE DENISON, 1911-1914, FRANK HURLEY, HOME AND AWAY - 36512.
BELOW: SOLDIER'S GOODBYE AND BOBBIE THE CAT, C. 1939-45, SAM HOOD, PXE 789 (V.4)/73



PUBLIC LIBRARY USE IS GROWING

– 374 libraries and 22 mobile libraries provide access to information services across the State

NSW PUBLIC LIBRARY NETWORK

The NSW public library network, which comprises 374 libraries (99 central libraries and 275 branch libraries) and 22 mobile libraries, provides library and information services to local communities across metropolitan and rural NSW. Public libraries are popular and frequently used community services.

The *Library Act 1939* (NSW) links the Library Council and the State Library with the public library network. The State Library works with local libraries to develop quality library services, build skills and expertise in the library workforce and ensure library buildings, technology and facilities meet the needs of diverse communities across NSW. We administer the annual public library grants and subsidies program, and support and advise public libraries on innovative service provision.

The work of our Public Library and Community Learning Services division directly supports Library Council's objects and duties with regard to public libraries under the *Library Act*.

The objects (*Library Act 1939* s4A) of the Council are:

- a to promote, provide and maintain library services and information services for the people of New South Wales through the State Library and through co-operation with local libraries
- b to advise the Minister and local authorities on matters of policy and administration relating to library services and information services that are or may be provided through local libraries
- c to advise the Minister on the provision of assistance to local libraries.

It shall be the duty (*Library Act 1939* s5) of the Council:

- a to make or cause to be made careful inquiry into the administration and management of every local library which is provided, controlled and managed by a local authority which has adopted this Act
- b to cause every local library which is provided, controlled and managed by a local authority which has adopted this Act, to be inspected from time to time
- c to report to the Minister as to the sums required to be provided in each year to meet the cost of subsidies payable under this Act.

PUBLIC LIBRARY GROWTH

The key indicators of the use of public libraries across NSW show that people are using libraries more than ever. Figures indicate:

- library visits are above 37 million, and have increased by 15% over the past five years
- loans have exceeded 50 million per year for the first time — up 7% over the past year
- internet use has increased by 30% in the past five years.

The annual statistics are collected by the State Library in support of Library Council's Duty 5 (1)(a) under the *Library Act* to 'make or cause to be made careful inquiry into the administration and management of every local library'.

LEADERSHIP AND SUPPORT

The State Library's leadership and support services have assisted NSW public libraries to position themselves for the growth in demand. In 2010–11 the Library assisted local government to provide, maintain and promote public libraries through:

- \$25.5 million in grants and subsidies
- consultancy and advisory services
- connectivity and content services through NSW.net to support free internet for the public
- collection and service support including multicultural collection development, the Legal Information Access Centre and drug info @ your library
- program support
- professional development programs.

This year the Public Library Services team visited 130 libraries across rural and metropolitan NSW to consult with managers and staff on a range of projects, programs and services. Consultancy services included strategic planning, library building advice, developing collections, participating and supporting network wide initiatives and professional development, reviewing services and supporting the development and marketing of new and innovative services.

The State Library's visits and consultancies support Library Council's Objects and Duty 5 (1)(a) under the *Library Act* to 'make or cause to be made careful inquiry into the administration and management of every local library', and 5 (1)(b) 'to cause every local library to be inspected from time to time'.

SYDNEY METROPOLITAN INTERLIBRARY LOAN DELIVERY SERVICE

Waverley City Council previously managed an interlibrary loan delivery service on behalf of metropolitan public libraries (with a subsidy from the State Library) since 1973. In 2010 Waverley City Council gave notice that the service would cease from 30 June 2011.

The State Library agreed to a request from the NSW Metropolitan Public Libraries Association to manage the contract for a replacement interlibrary loan courier service across the greater Sydney area. This will ensure that cost-effective interlibrary lending will continue between the 38 participating metropolitan library services and the State Library, and that members of the public have easy access to collection items not held by their local library.

PROFESSIONAL DEVELOPMENT PROGRAM

A professional development program for NSW public library staff, managed by the State Library, is supported by the strategic network funding component of the public library grants and subsidies.

In 2010–11 more than 1200 NSW public library staff participated in over 20 programs provided or supported by the State Library.

Programs included Readers Advisory, Digitisation and Reference seminars, an HSC forum (organised in cooperation with Randwick City Library) and the Making Connections program, which provides an opportunity for approximately 200 NSW public library staff to visit the State Library each year to see the collections and services available to assist their local communities.

The Futures Forum on 5 April, building on themes from the Library's 2009 Bookends Scenario project, was attended by 130 people. Speakers discussed innovative developments in providing access to information, changes in collection management and space, library buildings and the skills needed in the libraries of the future.

A new course, Taking the Lead, was introduced in 2011. This leadership program, developed by Annie Talve and Associates on behalf of the State Library, has been designed specifically for NSW public library staff. Twenty-two potential library leaders were

identified by library managers across NSW and invited to participate.

The program, running over five months, focuses on unlocking the creativity and leadership potential of participants. The participants are working together on projects that will benefit the whole NSW public library network. These projects include baby boomers and libraries, program evaluation, social media as a promotional tool for libraries, greening the library, libraries and place-making. Findings and insights from these projects will be presented to managers, peers and other stakeholders in 2011. The program supports Library Council's Object 4A (a) under the Library Act 'to promote, provide and maintain library services for the people of NSW'.

PUBLIC LIBRARY NETWORK RESEARCH PROGRAM

The Public Library Network Research Program, convened by the State Library, supports the promotion, planning, development and review of the NSW public library network with quality research and evaluation.

The Public Library Network Research Committee (comprising State and public library representatives) is responsible for leading and advising on the development, implementation and management of the program.

The Research Program supports Library Council's Object 4A (b) under the Library Act 'to advise the Minister and local authorities on matters of policy and administration relating to library services'.

The State Library revised the Committee's Terms of Reference this year to offer more opportunities for public library representation with our projects. During 2010–11, research projects commenced included:

- the third edition of *Living Learning Libraries: Standards and Guidelines for NSW Public Libraries*, used by the State Library to conduct reviews of library services, and by public libraries as a self-assessment tool – this year the Library granted permission to the Australian Library and Information Association to use *Living Learning Libraries* as the basis for national standards
- the third edition of *People Places: A Guide for Public Library Buildings in New South Wales*, to be published in 2011, providing practical advice on planning a new library building

SUPPORTING DIVERSE COMMUNITIES

– Provided 91,441 multicultural items on loan to public libraries across NSW

- the Stock Quality Health Check, which will provide public libraries with a tool to assess the relevance, depth and range of stock in their collections – the project will run over three years focusing on each of the areas of fiction, non-fiction and books for children's/young adults
- the Statewide Satisfaction Survey, which will provide a standardised tool for measuring client satisfaction of library services in NSW.

MULTICULTURAL POLICIES AND SERVICES PROGRAM

The State Library works with the NSW public library network to provide access to information, collections and services to the State's diverse multicultural community. The Library builds its collections in a range of languages and develops services relevant to culturally and linguistically diverse communities. The Library also manages the Multicultural Purchasing Cooperative, on behalf of NSW public libraries, which purchases and catalogues multicultural collections to meet the specific language and cultural needs of local communities.

In 2010–11 the Library:

- provided access to 70,000 books in 44 languages onsite and on loan through the public library network
- added 6402 new books in 31 languages to our multicultural collection, including bilingual and English as a Second Language
- provided 91,441 multicultural items on loan to public libraries across rural and metropolitan NSW for their culturally and linguistically diverse communities, an increase of 3000 over the previous year
- coordinated the purchase of collections worth a record \$935,000 in 38 languages for the State Library and 22 NSW public libraries through the Multicultural Purchasing Cooperative – this includes purchase, cataloguing and processing of 18,800 titles.

In 2010–11, the State Library significantly changed the way our multicultural services are delivered to public libraries. The service and staffing has been integrated into one team comprising the bulk loans service, the Multicultural Purchasing Cooperative and multicultural consultancy services. This integrated service has enabled efficiencies and service enhancements that will be built upon.

NSW.NET

The Library's NSW.net service negotiates cost-effective internet connections and access to online content for NSW local government and public libraries. The increasing demand for internet services requires public libraries to provide faster and more reliable internet connections to deliver information services to their communities. NSW.net maintains relationships with four vendors to provide NSW.net clients with a wide range of competitively priced internet services. During the year, NSW.net negotiated price reductions for ADSL2 services. For dedicated services, a range of capped monthly download plans were also introduced to allow clients to choose their most affordable option.

NSW.net provides internet connections to 190 public libraries. The service installed 19 new internet connections and upgraded 70 existing connections. NSW.net introduced a new in-the-cloud wireless management system (WMS) to replace the existing wireless hotspot services for internet access in public libraries. Prior to release, the WMS was successfully trialled at Hurstville, Waverley and Auburn libraries. The new system has superior functionality and efficiency to the previous service and has been implemented at Raymond Terrace, Earlwood, Riverwood, Parkes and Strathfield South libraries. Most existing wireless hotspot services have been migrated to the WMS with the remaining services to be migrated over the coming year.

In 2010–11, NSW.net negotiated and purchased access to a range of quality online databases for public libraries. The suite comprised 10 databases, which included three new databases: Academic Search Elite, Points of View Reference Center and NoveList Plus. There was an overall increase in the use of these resources compared to the previous year's usage.

Trials of the Oxford Dictionary Online, History and Reference Library, Berg Fashion Library, Cosmos Online and Access Online were completed and evaluated by public libraries. Consortia opt-in pricing was negotiated by NSW.net with Wave Sound, NetLibrary, Bolinda, ProQuest Ebrary and Warner Books for e-audio and e-book purchases by public libraries. With the steady uptake of e-book readers and smartphones, public libraries are increasingly interested in offering digital content collections to their patrons.

To maximise the use of the statewide databases, NSW.net undertook trials of the EBSCO Host Integrated Search (EHIS) solution at Randwick, Sutherland and Macquarie regional libraries. Following the success of these trials, NSW.net has negotiated pricing for an opt-in model which 25 public library services will implement in September 2011. For libraries that offer only the NSW.net statewide databases, the EBSCO Host Search Box (EHSB) is on offer to them, free of charge. This solution was trialled at Inverell Library and seven libraries have indicated an interest in the service.

To assist public libraries in promoting statewide databases to their communities, NSW.net developed and delivered a one-day training course focusing on two new and expanded databases: Points of View Reference Center and NoveList Plus. This training course, titled 'A Good Argument and a Good Book', was offered nine times at the State Library and attended by 118 public library staff. Two health information workshop training sessions were held in Wagga and attended by 15 public library staff. Three one-hour training sessions on the Standards Australia Online Public Library Service database were held at the State Library and attended by 29 public library staff.

PUBLIC LIBRARIES CONSULTATIVE COMMITTEE

The Library Council's Objects under the *Library Act 1939* (NSW) include the provision of advice to the Minister for the Arts on NSW public library policy and funding. The Public Libraries Consultative Committee (PLCC) is the key forum for the Library Council on public library matters. The committee provides a public library perspective with representation from a wide range of relevant organisations including the State Library, Public Libraries NSW – Metropolitan, Public Libraries NSW – Country, the Local Government and Shires Associations, and Local Government Managers Australia (NSW Division).

In 2010–11 the committee considered a range of matters including providing advice on public library grants and subsidies, recommending an amendment to s12 of the Library Act, and consultation on future public library funding needs. This consultation identified the need to enhance the Public Library Grants and Subsidies. The State Library accordingly



SUPPORTING DIVERSE COMMUNITIES

Whether library visitors in NSW are looking for novels or children's books in their first language, or learning English as a second language (ESL), the State Library's multicultural service provides vital resources.

The Library's multicultural collection in over 40 community languages covers all genres: from history, poetry and drama to cookbooks, nursery rhymes and health information. There are large print and audio books as well as bilingual titles and ESL textbooks.

NSW residents can borrow these materials through any public library, with the State Library loaning over 90,000 items from this collection to public libraries in 2010–11.

This year the Library strengthened its Chinese collection by purchasing audio books in Mandarin and books in simplified and traditional Chinese. The key collections were also updated including titles in Burmese, Finnish, Hungarian, Japanese, Romanian, Portuguese, Singhalese, Tamil and Urdu.

The Library also offers a statewide consultancy service to public libraries on serving culturally and linguistically diverse communities, and provides training on cross-cultural awareness and access to collections.

– LIAC staff answer 11,124 inquiries

submitted a bid for enhanced funds as part of the 2011–12 State Budget process.

Static funding levels and the annual growth in the NSW population have led to continued attrition of library development grants, as Library subsidies payable under the Act are per capita driven.

In the absence of increases to the core funding since 2005–06, the funds required to meet the cost of subsidies have by necessity been sourced from the library development grants component each year since 2006–07, on the recommendation of the PLCC and Library Council. This has resulted in significant decreases in grants funding.

For 2010–11, in order to protect library development grants from more severe depletion, 50% of the \$402,003 required to meet population growth for 2010–11 was to be taken from library development grants and 50% from the Disability and Geographic Adjustment (DGA) component. As a result the grants pool was reduced to \$1.19 million and all NSW councils had their DGA payments decreased by 3.13% for this financial year.

In June 2010 the PLCC unanimously agreed to a proposal by Rob Thomas, President of the Library Council of NSW, that the committee be reviewed in 2010–11 to ensure that its membership, terms of reference and processes are such that Library Council is provided with the best possible advice on public library matters. This review took place between November 2010 and February 2011 and included a stakeholder survey on engagement, communication, membership and other options for advising Library Council on public library matters. Trends identified from the review include:

- a desire to adjust the stakeholder mix, enhance communication and include other forums to supplement the PLCC
- broad agreement that the PLCC understands the issues and challenges facing libraries, and that the PLCC is effective in meeting its terms of reference.

The Library Council of NSW has considered the report and endorsed the formation of a PLCC working group which will prepare a plan of action for Library Council's consideration, based on the results, in consultation with stakeholders.

**NSW PUBLIC LIBRARY NETWORK —
SPECIALISED INFORMATION SERVICES**

LEGAL INFORMATION ACCESS CENTRE

The Legal Information Access Centre (LIAC) provides access to legal information for the community across NSW and is jointly funded by the Library and the Public Purpose Fund. Since it opened in 1990, the service has grown from a single service in the State Library to a statewide service including:

- a specialist legal information service based in the State Reference Library
- Find Legal Answers service in NSW public libraries
- Find Legal Answers website <www.legalanswers.sl.nsw.gov.au>
- Hot Topics: legal issues in plain language series, published in print and online.

Demand for LIAC's State Library service remains steady with staff answering 11,124 enquiries in 2010–11. Two-thirds of clients were members of the public needing information to address a legal issue. Fifty-two per cent of these clients needed information to assist them in a court case and 79% of this group did not have legal representation. Surveys showed 93% of clients described the service as very good to excellent.

Website use remains high with 189,232 online visits during the year, an increase of 26.5% on 2009–10 figures. In 2010–11, LIAC continued to add substantial content to the Find Legal Answers website, including the purchase of 16 chapters of the *Law Handbook*, 11th edition, the only website to provide free access to this very useful resource.

LIAC published four new Hot Topics titles: *Young People and Crime*, *Animal Law*, *Discrimination* and *Employment Law*. Hot Topics has undergone a redesign and now features a full-colour cover and a design more closely aligned with other State Library publications.

Titles are distributed free to all NSW public libraries, Legal Aid offices and community legal centres; and 264 schools subscribed in 2010. In June, LIAC received \$10,849 from the Copyright Agency Ltd for use of Hot Topics in secondary schools, an increase of 368% on 2009–10. Four titles from the previous year were published on the website in PDF format and LIAC published its first Hot Topics title in electronic format only, a new edition of *Drugs and the Law*.

A highlight included the inaugural Hot Topics Live! Young People and Crime forum held at the State Library in May. The high-profile panel of speakers attracted an audience of over 200 students, teachers, legal service providers and members of the public. To address demand from regional schools, a video of the forum was made available via the Find Legal Answers website.

In 2010–11, LIAC, in liaison with the Legal Studies Association, presented a series of HSC legal studies workshops focused on increasing awareness and use of relevant State Library and LIAC web resources. Six hundred and sixty six legal studies students and teachers attended the 90-minute workshops held in October and November 2010, and May 2011. Evaluations were very positive.

LIAC staff added 96 posts to the HSC Legal Studies News Watch blog in 2010–11. The Legal Studies blog is the most popular blog on the State Library website, recording a total of 148,864 hits over the two-year period 2009–11, an average of 726 hits per entry.

During 2010–11 LIAC worked actively with NSW public libraries to improve local access to information about the law. Highlights included:

- 103 Law Week events held in public libraries in May, a 13% increase on 2009–10 figures – LIAC distributed 3120 show bags to support local events
- Find the Law training sessions for public librarians held at the State Library, Moree, Wagga Wagga, Cessnock and Lismore
- Singleton and Richmond-Upper Clarence regional libraries received 2010 LIAC Centre of Excellence awards for excellence in local promotion
- 53 public librarians from 44 libraries attended the annual LIAC forums in February and March to discuss service issues and developments
- ‘tool kit’ collections were updated in all 100 public library services in January and May
- ‘tool kit’ collections were also provided for Coonamble, Bogan and Gilgandra libraries to address community demand.

At the invitation of the Department of Attorney General and Justice, LIAC conducted successful legal information workshops for 22 local court staff in Lismore. LIAC also participated in Legal Aid’s Cooperative Legal Services Delivery Program for regional NSW, the Public Interest Advocacy Centre’s Law for Non Lawyers program, the Law Week Expo,

the NSW Legal Assistance Forum Working Groups on prisoners’ legal information needs and domestic violence, and presented information sessions at the annual Legal Studies Conference to HSC teachers, LawAccess NSW staff, and a number of agencies with culturally and linguistically diverse communities. LIAC continued its collaboration with Corrective Services NSW to improve access to plain language legal information for correctional centre inmates.

DRUG INFO @ YOUR LIBRARY

Drug info @ your library provides easy-to-read and accurate information for the NSW community about alcohol and illicit drugs, via NSW public libraries and the website <www.druginfo.sl.nsw.gov.au>. The service is a partnership between, and is jointly funded by, NSW Health and the State Library of NSW.

The four-year funding agreement with NSW Health ended on 30 June 2011. As stipulated under the terms of the agreement, the service was reviewed during 2010–11 by an external market research firm. The review, conducted with 905 clients and stakeholders, found that the service is highly valued but needs to be better known. The website was seen as well-designed with excellent information and there was strong support for the service in NSW public libraries, with libraries seen as accessible, safe community places.

A major highlight of the year was the publication of *A Quick Guide to Drugs and Alcohol* in March 2011. The guide was developed to address the need for a comprehensive plain language publication on drugs and alcohol with an Australian focus.

The guide was written by the National Drug and Alcohol Research Centre and developed in close consultation with NSW Health. It provides information on a range of drugs, explaining their effects, treatment and statistics of use. Sections on drugs and the law, where to go for help and further information are also included.

There were 2000 copies published and all 374 NSW public libraries each received two copies. NSW Health distributed copies to community groups and stakeholders. There was a very favourable response to the guide. Ongoing demand has seen NSW Health funding an additional print run of 10,000 copies to be

EVENTS AND EXHIBITIONS

_ 141,355 visits to exhibitions, up 35% on 2009–10

_ nine exhibitions presented, four featuring Library collections

distributed in 2011–12. An additional achievement has been to provide the text of *A Quick Guide to Drugs and Alcohol* through the drug info @ your library website, increasing access for the NSW community to this useful information.

The website provides information and promotes the drug info @ your library collection in 374 public libraries across NSW. Website usage for the year remains steady with 30,385 online visits, with the 'A-Z of drugs and alcohol' the most popular section. A dynamic 'calendar' homepage changes monthly to highlight issues such as mental health, celebrating safely, and brain injury, as well as focusing on specific drugs including cannabis, hallucinogens and alcohol.

Other highlights from 2010–11 included:

- 40 public library staff from 35 library services attended the drug info forums held in February and March – 90% rated the forums as very good or excellent
- NSW Health provided additional funding for 100 new public library collection display stands, to be distributed in 2011–12
- public libraries held 47 events for Drug Action Week, a 17.5% increase over the previous year – 32 public libraries further promoted the service through displays that highlighted Drug Action Week and the drug info @ your library collections
- approximately 50,000 items were sent to promote the service during Drug Action Week, including MP3 speakers, puzzles, pens, posters, pocket cards and postcards.

Create an effective communications framework

INTEGRATED STRATEGIES

Integrated public relations, social media and communications strategies were developed and successfully implemented for the following exhibitions, displays and activities.

EXHIBITIONS

- *The Governor: Lachlan Macquarie 1810 to 1821*, 5 July to 10 October 2010
- *Mari Nawi: Aboriginal Odysseys 1790–1850*, 20 September to 12 December 2010

- *Kahlil Gibran: The Prophet, The Artist, The Man*, 4 December 2010 to 20 February 2011
- *Beach, Bush + Battlers: Photographs by Jeff Carter*, 4 January to 20 February 2011
- *Carved Trees: Aboriginal Cultures of Western NSW*, 18 April to 26 June 2011

DISPLAYS

- *Max Dupain 100*, April to December 2011
- *Celebrating Freycinet*, 1 May to 1 August 2011
- *The Governor* travelling display
- *ONE hundred* travelling display
- *Carved Trees: Aboriginal Cultures of Western NSW* travelling display

ACTIVITIES

- Mary Poppins 'fan day', 18 April
- Australian Fashion Week, Romance Was Born runway show, 1 May 2011
- Libraryhack, 1 to 31 May 2011
- Mashup at the Mitchell, 7 May 2011
- Glasshouse Learning Space, launched 12 May
- Australian & New Zealand Map Conference, 24 to 27 May 2011
- National Biography Award 2011
- Blake Dawson Business Literature Prize 2011

MEDIA COVERAGE

Strategies to promote the State Library as a surprising cultural destination, with unrivalled cultural collections, resulted in record levels of media coverage and extensive community exposure, as well as increased visitation.

| Media outlet | 2009-2010 | 2010-2011 |
|------------------------------|-------------------------------------|------------|
| Print | 220 | 227 |
| Radio | 129 | 112 |
| TV | 29 | 53 |
| Online | 81 | 94 |
| Media releases | 30 (excluding July to October 2009) | 42 |
| Total media coverage: | 459 | 486 |

NB. The State Library uses the NSW Government's media monitoring service and does not provide a comprehensive record of interstate or international coverage.

PROMOTIONAL HIGHLIGHTS

MARI NAWI: ABORIGINAL ODYSSEYS 1790–1850

This landmark exhibition attracted extensive coverage, and the creation of a traditionally-built Indigenous canoe added to its newsworthiness. Some highlights follow:

- ABC1 and ABC2 featured stories in Sydney, Canberra and Melbourne, including interviews with Melissa Jackson and curator Dr Keith Vincent Smith
- an illustrated page 3 news story by Steve Meacham on the Bennelong song (20 September)
- the exhibition was listed in Sydney's Top 5 in *Time Out* e-newsletter with a link to a slide show (16 September)
- a full-page feature in *Time Out* magazine (September issue)
- a large illustrated feature on the canoe project by Steve Meacham in the *Sydney Morning Herald* (19 August)
- the *Mari Nawi* exhibition and canoe arrival were promoted via many websites including Yahoo7!, ninemsn, *Australian Geographic*, OptusZoo, *The Age*, *Brisbane Times*, Allvoices and Interceder
- curator Dr Keith Vincent Smith undertook eight radio interviews, with ongoing media interest
- Melissa Jackson was interviewed for Radio National's Speaking Out program (24 September)
- the *Koori Mail* ran a few stories, including a feature on opening night
- a profile of canoe-maker James Dodd in *Australian Teacher Magazine*.

KAHLIL GIBRAN: THE PROPHET, THE ARTIST, THE MAN

This popular exhibition showcased 51 of Gibran's original artworks and writings — selected from his personal collection at the Gibran Museum in Bsharri, North Lebanon. It was the first time the artwork of the revered Lebanese-American poet, artist and philosopher had been exhibited in Australia.

Through the exhibition, the Library was able to reach out to new audiences, including the Lebanese community. The exhibition was supported by an extensive advertising schedule, with placements in Lebanese print media and radio and the *Sydney*

Morning Herald. A *Herald Spectrum* wraparound was featured on 4 December 2010.

Kahlil Gibran attracted solid media coverage in Lebanese and mainstream media. A highlight was Paul Brunton's 13-minute interview with ABC 702's Richard Glover (1 December) on Kahlil Gibran, the Library's recent purchase of a first edition copy of *The Prophet* and the exhibition. There were many listener call-ins. The interview was repeated two months later on 2 February 2011. The *Sydney Morning Herald* also featured a page 4 news story on the exhibition and newly acquired first edition on 1 December 2010.

BEACH, BUSH + BATTLERS:

PHOTOGRAPHS BY JEFF CARTER

The exhibition of photographs by Jeff Carter attracted extensive print media interest, including:

- positive reviews by art critic John McDonald, *Sydney Morning Herald Spectrum* (12 February) and visual arts reviewer Christopher Allen, *The Weekend Australian* (29–30 January)
- 'Found at last: The drover's wife' by Tim Barlass, *The Sun-Herald* (6 February) — this story attracted interest from *Woman's Day* which recreated Carter's 'The drover's wife' image for a May 2011 issue
- 'Get out and push: Why country people never get bogged down' by Steve Meacham, *Sydney Morning Herald* (1 December)
- 'Jeff made bush lore a crusade' by Marea Donneally, *The Daily Telegraph* (4 January).

CARVED TREES: ABORIGINAL CULTURES OF WESTERN NSW

Carved Trees attracted a front-page story in Dubbo's *Daily Liberal* newspaper, as well as editorial coverage for the exhibition in five other regional newspapers. The curator and project manager identified publicity in regional newspapers as highly important to the community consultation process for this exhibition. The regional coverage generated strong interest for local Aboriginal Land Councils to host a travelling version of the exhibition, which is in development. A travelling display opened at Gilgandra Public Library on 28 June in conjunction with NAIDOC week, and will tour to 30 public libraries through 2011–12.

MARY POPPINS 'FAN DAY'

To coincide with the preview show of Disney's *Mary Poppins: The Musical* in Sydney, this event on 18 April gave visitors the opportunity to chat to Library experts, read fascinating correspondence to Travers from Walt Disney and Julie Andrews, and view interesting objects from the Library's PL Travers' literary collection.

The Library developed a promotional partnership with the *Daily Telegraph* whereby the newspaper ran a feature story on the event and a reader promotion to win five framed portraits of Mary Poppins prints (provided by the Library). The event was also promoted in the *Daily Telegraph* (14 April), *Time Out Sydney eNews* (14 April), *Sydney Morning Herald* (18 April) and Emma Gray did an interview with Angela Catterns on ABC 702 (15 April). One hundred people attended the event.

The Library liaised with Disney to provide merchandise packs for competition giveaways.

ANZMAPS CONFERENCE

In May the State Library celebrated the 200th anniversary of the first published map of Australia with special events, free displays and a national conference (*Southern Latitudes*, the 39th annual ANZMapS conference), offering many media opportunities. Maggie Patton, Elise Edmonds and map expert Robert Clancy participated in 15 media stories. The 1526 map, brought to Australia by Frederik Muller for the conference, was covered by ABC TV's 7.30 program on 24 May, attracting a national audience of 189,000.

AUSTRALIAN FASHION WEEK

The Romance Was Born runway show on 1 May was the unofficial launch of the 2011 Australian Fashion Week, and the second event to be held in the Mitchell Library Reading Room in the history of Fashion Week. Pablo Nevada presented its collection in 2003.

Exclusive fashion media personalities and many celebrities attended The Romance Was Born show, including Australian actresses Cate Blanchett and Sophie Lowe, TV personality Ruby Rose, designer Jenny Kee, columnist Kate Waterhouse and chef Kylie Kwong. Kate Waterhouse and other guests tweeted throughout the event.

One tweet said: 'The Mitchell library is the perfect setting' <<http://yfrog.com/gzc52fyj>>.

The event generated extensive media coverage and social media commentary in news and fashion media, including coverage on Channel 9 news and many fashion websites including *Vogue*, a page 3 news story in the *Sydney Morning Herald* (2 May) and a page 11 news story in the *Daily Telegraph* (2 May). More coverage is still to come in long lead fashion magazines.

TAL & DAI-ICHI LIFE COLLECTION

The Derby collection, now known as the TAL & Dai-ichi Life collection, comprises 741 exquisite drawings and watercolours, created during the earliest years of British settlement. A ministerial media release was issued on 7 June about the major acquisition of this collection, resulting in a page 4 news story in the *Sydney Morning Herald*, radio coverage on ABC 702 and ABC regional networks, and a story on ABC TV's 7 pm news. When Richard Neville participated in a live, 12-minute interview with Robbie Buck on ABC 702 evenings (7 May) he reinforced that Minister Souris and the NSW Government were instrumental in making this historic acquisition possible.

WYNDHAM ESTATE DOCUMENTS

In an amazing historical discovery, a box of old documents salvaged from a rubbish tip 50 years ago was recently opened to unearth rare information about the State's oldest existing vineyard, Wyndham Estate (formerly Dalwood Estate), dating back over 160 years. Wyndham Estate manager Stephen Guilbaud-Oulton purchased the documents from Bill Chapman, the man who salvaged the collection and, in an act of corporate generosity, donated the entire archive to the State Library of NSW in January 2011. This collection is the world's largest single collection relating to the running of a colonial vineyard. The amazing 'rubbish tip discovery' attracted coverage in the *Sydney Morning Herald*, *Newcastle Herald*, *Hills Shire Times*, *Lakes Mail* and community radio.

LEARNING PROGRAMS FOR ALL AGES

- _ 84 schools and 3289 primary and secondary students participated in learning programs in 2010–11
- _ 10 new courses added to the lifelong learners program

- 01 TAKING PART IN 'ANTARCTICA ALIVE', A PROGRAM FOR GIFTED AND TALENTED STUDENTS. PHOTO BY BEN HERMANN
- 02 STUDENTS VIEW COLLECTION ITEMS RELATING TO JAMES COOK

Build new outreach programs and partnerships

COMMUNITY LEARNING PROGRAMS

The Community Learning Service branch welcomed 84 schools and 5762 school students, teachers, tertiary students, children and families and lifelong learners through a range of learning programs during 2010–2011. More than doubling attendance figures in two short years, the service continues to provide quality learning programs for our target audiences. Innovative, engaging programs for teachers and students which support learning in the classroom, have positioned the State Library as a premiere excursion destination.

GLASSHOUSE LEARNING SPACE OPENS

In May 2011, the Glasshouse Learning Space was officially opened by the Honourable George Souris MP, Minister for Tourism, Major Events, Hospitality and Racing and Minister for the Arts. The Glasshouse is a dynamic, contemporary learning space fitted with video conferencing equipment, laptop computers and iPads, an interactive whiteboard, data projector and screen, craft sinks and ample storage space. Specialist furniture and display materials complete the welcoming space. The launch resulted in regional TV coverage on Prime7 in Albury, Wagga Wagga and Tamworth.

CURRICULUM-LINKED LEARNING PROGRAMS

Eighty-four schools and 3289 primary and secondary students participated in curriculum linked learning programs, including exhibition linked activities associated with *The Governor: Lachlan Macquarie 1810 to 1821*, *Mari Nawi: Aboriginal Odysseys 1790–1850*, *Carved Trees: Aboriginal Cultures of Western NSW*, and photographic workshops accompanying *Moran Prizes*.

Perhaps one of the most rewarding programs for school students during 2011 has been the new Gifted and Talented program designed for students in Years 5 and 6: *Antarctica uncovered! The traces of exploration survive to tell the tale*. One hundred and fifty two students from seven schools participated in this innovative program where students immerse themselves in original material and online resources and use the latest technologies to produce a short play based on the heroic age of Antarctic exploration.



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Students and teachers have travelled from Western Sydney and as far as Mudgee, Bowral and Newcastle to participate.

Over 935 teachers have attended conferences, professional development sessions and functions organised by Community Learning Services at the State Library during the year. Two highly successful professional development conferences for teachers were hosted in the new Glasshouse Learning Space with participants from across NSW attending to explore the extraordinary collections already digitised and available for use in the classroom. Both conferences were held in collaboration with professional associations – the History Teachers Association and the Society and Culture Association.

CONFERENCE SHOWCASE

The Coalition of Knowledge Building Schools Annual Conference was hosted in the Glasshouse and students and staff were given the privilege of listening to Paul Brunton and viewing Captain Cook's mementoes, which were displayed for the day.

COLLABORATIONS

Community Learning Services has successfully collaborated with other cultural organisations to maximise the impact of its programs and services. In conjunction with the Historic Houses Trust and Parliament House, a teachers' function was held to showcase the learning programs at each institution and culminated in a viewing of *The Governor* exhibition at the State Library. Over 80 teachers attended from schools across Sydney.

In collaboration with the Australian Museum, Hyde Park Barracks Museum, Museum of Australian Currency Notes, Reserve Bank, the Anzac Memorial, the Royal Botanic Gardens and Parliament House, a joint brochure, *A History Trail*, was developed to highlight each institution's programs for learners.

SOCIETY AND CULTURE

Additionally, in conjunction with the Society and Culture Association, Community Learning Services has made available the award-winning Personal Interest Projects (PIPs) from the HSC subject Society and Culture, to regional HSC students through the public library network across regional NSW.

AN EXPANDING PROGRAM

The perennially popular Kids @the Library program attracted 651 children. This program continues to expand as parents become aware of the excellent activities available that link children and families with the collections and expertise available at the Library. Activities were carefully designed to connect this important new audience group with the riches of the State Library and included:

- storytelling sessions
- cardboard city building workshops
- backstage tours
- photography workshops
- exhibition tours for families
- author visits.

Ten new courses were added to the Lifelong Learners program and 477 participants engaged with Library staff in courses as diverse as Preserving photographs, Social networking, Healthy information, Behind the stacks backroom tour, You and the law, and Anatomy of a rare book.

Four hundred and ten students from the Library and Information profession (from both TAFE colleges and Charles Sturt University) were hosted through professional visits, with excellent feedback received from participants.

Attendance in every client group has increased significantly during 2010–11. Community Learning Services continues to build a new audience for the Library and has firmly established its position as a high quality, accessible cultural destination for the people of NSW. Some feedback follows.

It was so well organised, structured and supported with teacher help and fabulous primary and IT resources ...

The children loved the creative experience, utilising all their skills and working together. They can't wait to see their own movie!

From a teacher participating in *Antarctica uncovered!*
The traces of exploration survive to tell the tale

I am a parent of a student who was on a school excursion at the Mitchell Library today. The tour took us from Shakespeare to Moran Prize entries to Aboriginal wood carvings. The whole excursion was a credit to the staff and ... the children were left with an extremely positive impression that they will carry home to their families and have for many years to come – ensuring, I am sure, many return visits.

PARTNERSHIPS

The State Library secured key partnerships to promote its collections, services, exhibitions, new acquisitions and activities to extend audience reach.

FOXTEL

The ongoing partnership with Foxtel's History Channel resulted in three more interstitials:

- Iconic Australian Photography – featuring Alan Davies, Curator of Photographs
- *Mari Nawi: Aboriginal Odysseys 1790–1850* – featuring Melissa Jackson, Indigenous Services Librarian, and Dr Keith Vincent Smith, curator of *Mari Nawi*
- *The Governor: Lachlan Macquarie 1810 to 1821* – featuring Paul Brunton, Senior Curator, Mitchell Library.

The State Library contributed to the success of the six-part documentary *Tony Robinson Explores Australia*. The documentary highlighted the Library's collections extensively, and Paul Brunton was featured on Episode 3. Over one million viewers watched the entire series and it was the highest rating history series ever shown on the History Channel.

A *Tony Robinson Explores Australia* book will be released as part of the documentary, with credit given to the State Library for the collection items featured.

QANTAS IN-FLIGHT ENTERTAINMENT

The three new History Channel interstitials, on-sold to Qantas In-flight Entertainment as per the previous arrangement, were played on domestic and international flights (on-demand) from January to June 2011.

SYDNEY MORNING HERALD

For the first time, the State Library formed a partnership with *The Sydney Morning Herald – Herald Education* to host the successful Young Writer of the Year Award 2011. The Library hosted the 13 finalists from all over NSW for a half-day writing workshop and a special literary-themed 'Out of the Vaults' event with Paul Brunton. The following day the official awards luncheon was held for 100 guests from the media and education sectors. The winning story was featured in *The Sydney Morning Herald Spectrum* (September 25).

The State Library was featured as a sponsor of the Young Writer of the Year Award in the *Herald Education* publications for 2010 and 2011. The Library will host the award again in 2011.

ROSEMOUNT SYDNEY FASHION FESTIVAL

The State Library presented two events as part of the Festival's satellite program in August 2010.

MASHUP AT THE MITCHELL

The Library hosted the fantastic 10-hour Mashup at the Mitchell event on Saturday 7 May, with many staff contributing to the day's success. The event was one of the major events staged around Australia as part of the NSLA Libraryhack competition held throughout May 2011. This type of event was completely new to the Library so we were thrilled with the range of creative and interesting apps designed and built around our collection data sets by 'A-List hackers'.

Teams were formed based on interest and expertise and the buzz remained throughout the whole day and early evening. The teams produced 10 engaging apps, mashups and data visualisations that could all be used by the State Library to make the collections more accessible and user-friendly. The '3colors' team – Shahid Asif, Iqbal Asif and Shahid Zaman – won the \$1000 1st prize for Newsserve, an app making all NSW newspapers accessible via maps, graphs and ultimately Trove. As one of the Library's most popular resources across numerous audience groups, this app would be an ideal addition to the Library's online offerings. Most of the participants (aged from 20 to 50+) had never visited the Library before and were not familiar with its collections.

EVENTS AND EXHIBITIONS

– Exhibitions and events iPhone app launched

– Mashup at the Mitchell event resulted in creative apps built around the Library's collections

EXHIBITIONS

Exciting and dynamic exhibitions onsite, online and on tour provide access to the Library's collections. They grow and diversify audiences and build the Library as a cultural destination. Exhibitions also extend and retain partnerships to deliver content and revenue through guest projects. Display locations around the buildings transform the Library's presence for onsite visitors. Of the nine exhibitions presented at the Library in 2010–11, four provided access to State Library collections:

- *The Governor: Lachlan Macquarie 1810 to 1821*
- *Mari Nawi: Aboriginal Odysseys 1790–1850*
- *Beach, Bush + Battlers: Photographs by Jeff Carter*
- *Carved Trees: Aboriginal Cultures of Western NSW.*

THE GOVERNOR: LACHLAN MACQUARIE 1810 TO 1821

Presented July to October 2010

60,137 visitors with a daily average of 601

To celebrate the 200th anniversary of Lachlan Macquarie's governorship, *The Governor* displayed personal letters, journals, maps and paintings — as well as the intriguing Macquarie Collector's Chest — that told the story of his contribution to colonial Australia. Drawn from the Library's internationally renowned Macquarie collection, the exhibition, curated by Warwick Hirst, explored Macquarie's personality, family life and relationships with prominent people of the era. The Nelson Meers Foundation supported the exhibition and it was a Macquarie 2010 bicentenary event.

MARI NAWI: ABORIGINAL ODYSSEYS 1790–1850

Presented September to December 2010

25,680 visitors with a daily average of 299

Revealing, exciting new research showed the significant role Aboriginal men, and some women, played in Australia's early maritime history. This exhibition focused on the Eora and Darug people from the Sydney region. Curated by acknowledged authority Dr Keith Vincent Smith, *Mari Nawi* featured rarely seen oil paintings, journals, letters, maps, sketches, objects and rare printed books from the Library's collections and from collections throughout Australia.

BEACH, BUSH + BATTLERS: PHOTOGRAPHS
BY JEFF CARTER

Presented December 2010 to February 2011

32,277 visitors with a daily average of 672

The Jeff Carter photographs displayed were drawn from his remarkable, historically significant archive by curator Sandra Byron, the leading expert on Carter's work. The images celebrated the lives of everyday Australians in rural, outback, urban and coastal communities, dating from the late 1940s to the 1960s. The project facilitated the acquisition of a significant number of additional Jeff Carter photographs for the Library's collection.

CARVED TREES: ABORIGINAL CULTURES
OF WESTERN NSW

Presented April to June 2011

30,880 visitors with a daily average of 448

This exhibition was based on photographs, taken between about 1920 and 1940, of carved trees from central and north-western NSW. The striking carved trees shown were the work of Wiradjuri and Gamilaroi artists. Tree carvings can be found dotted throughout Australia but are quintessentially of NSW origin. The exhibition explored the European discovery of the trees, their removal from country and documented the recent return of an example to the community from which it came. The Nelson Meers Foundation supported the presentation of the exhibition.

EXHIBITION PARTNERSHIPS — ONSITE

Five exhibitions were presented in partnership with other organisations, with guest content related to the Library's collection areas:

- *World Press Photo 2010*
- *Photos 1440: A Day, a Minute, a Moment*
- *Moran Prizes 2010* and *Moran Prizes 2011*
- *Kahlil Gibran: The Prophet, The Artist, The Man.*

WORLD PRESS PHOTO 2010

Presented in July 2010

31,371 visitors with a daily average of 1364

This annual exhibition features the award-winning photographs from the prestigious World Press Photo contest for press photography. It showcased approximately 200 photographs in 10 themed categories. It was presented in partnership with Canon as part of the Canon EOS Festival of Photography.

01 Y-ERRAN-GOU-LA-GA, 1811, BARTHELEMY ROGER AFTER NICOLAS-MARTIN PETIT, ENGRAVING, FROM FRANCOIS PÉRON, VOYAGE DE DÉCOUVERTES AUX TERRES AUSTRALES, PARIS: DE L'IMPRIMERIE IMPERIALE, 1811 F980/P ATLAS [1811] PLATE XIX

02 PORTRAIT OF KAHLIL GIBRAN, C. 1898, FRED HOLLAND DAY, © NATIONAL MEDIA MUSEUM/SCIENCE & SOCIETY PICTURE LIBRARY, UK

PHOTOS 1440: A DAY, A MINUTE, A MOMENT

Presented in July 2010 in the Macquarie foyer
Over 70,000 visitors passed through the foyer while *Photos 1440* was on display

This exhibition featured prints and multimedia of the best published and unpublished work by *Sydney Morning Herald* photographers as well as a selection of historic images from the *Herald's* archive. It was presented for the first time to coincide with *World Press Photo*, in partnership with the *Sydney Morning Herald* and Canon, as part of the Canon EOS Festival of Photography.

MORAN PRIZES

Presented twice within the financial year, August to September 2010 and April to June 2011
11,355 visitors in 2010 with a daily average of 379
30,161 visitors in 2011 with a daily average of 457

The annual *Moran Prizes* exhibition incorporates the Doug Moran National Portrait Prize and the Moran Contemporary Photographic Prize, which includes categories for school students. The Doug Moran National Portrait Prize was established in 1988 and is the richest portrait prize in the world. The *Moran Prizes* are presented in conjunction with the Moran Arts Foundation.

KAHLIL GIBRAN: THE PROPHET, THE ARTIST, THE MAN
December 2010 to February 2011

41,743 visitors with a daily average of 580

The exhibition provided an overview of Gibran's artistic output, featuring oil paintings and works of art on paper — including the original watercolours used as illustrations in *The prophet*, Gibran's most celebrated published work. The exhibition, which greatly enhanced the Library's connection with a very significant community group, was presented in partnership with the Gibran National Committee, Lebanon and the Lebanese Ministry of Culture. It was supported by the Nelson Meers Foundation and the NSW Government. In total, these exhibitions received 141,355 visits in the 2010–11 year.



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REACHING REGIONAL COMMUNITIES

– *Carved Trees: Aboriginal Cultures of Western NSW* touring display launched in Gilgandra

ONLINE PRESENCE

An online presence is established for each exhibition with a range of content including exhibition highlights, links to online collections, podcasts and videocasts of exhibition multimedia and events. An iPhone app, established for exhibitions in December 2010, will be extended to an Android version for other smartphones by the end of 2011.

In January 2011 the *Kahlil Gibran* exhibition webpages received 2819 visits. Of those who visited, 77% had never been to the State Library website before, providing evidence of the exhibition reaching a new online audience.

In February 2011 the *Kahlil Gibran* exhibition webpages received 2926 visits. Of total visits to these pages, 7% came through a mobile device, compared to a State Library site average of 2%. In total, the Gibran webpages received 11,589 visits.

DISPLAYS

MR MITCHELL'S MONUMENT

This display showed the evolution from the planned 'National Library' of 1885 to the construction of the building described as 'Mr Mitchell's Monument'. It consisted of reproductions of original architectural drawings, artists' impressions and photographs from the Library's collections, as well as original furniture from the 1910 Mitchell Library and realia.

STRANGER THAN FICTION

This display brought objects to life by telling the stories of real people and places. *Stranger Than Fiction* revealed a small selection of the hundreds of objects that form the Mitchell Library realia collection, including three-dimensional objects such as coins, tools and textiles. Items included Dame Mary Gilmore's souvenirs from the New Australia movement settlement at Cosme in Paraguay and a plaster cast of Henry Lawson's right hand.

CELEBRATING FREYCI NET: RARE MAPS AND BOOKS FROM THE COLLECTION

2011 marked the 200th anniversary of the publication of Louis de Freycinet's map of Australia, *Carte Générale de la Nouvelle Hollande*. It was the first published map to depict the Australian continent in its entirety. Matthew Flinders' map *General chart of Terra Australis*

or Australia (1814) was also included, along with rare materials from the Library's collections relating to the expeditions of the two explorers.

MAX DUPAIN 100

A selection of fine reproductions of Max Dupain images to celebrate the centenary of the birth of this greatly admired Australian photographer is on display throughout 2011. The images were drawn from the five Dupain exhibitions presented by the Library, showing photographs held by the Library's own archive and both the Max Dupain exhibition negative and commercial archives.

EXHIBITIONS ON TOUR

The highlight of the touring program was the regional tour of *The Governor: Lachlan Macquarie 1810 to 1821*, after its very successful onsite presentation. Visiting Liverpool and Port Macquarie as a full touring exhibition with over 30 original items, interpretative graphics and multimedia, it was supported by special funding from Communities NSW.

The exhibition received an estimated 16,500 visitors at the Liverpool Heritage Library and in Port Macquarie visitation exceeded 9500 at the Glasshouse Region Gallery. The exhibition will tour to Dubbo and Albury in 2011–12.

DISPLAYS TO NSW PUBLIC LIBRARIES – ON TOUR

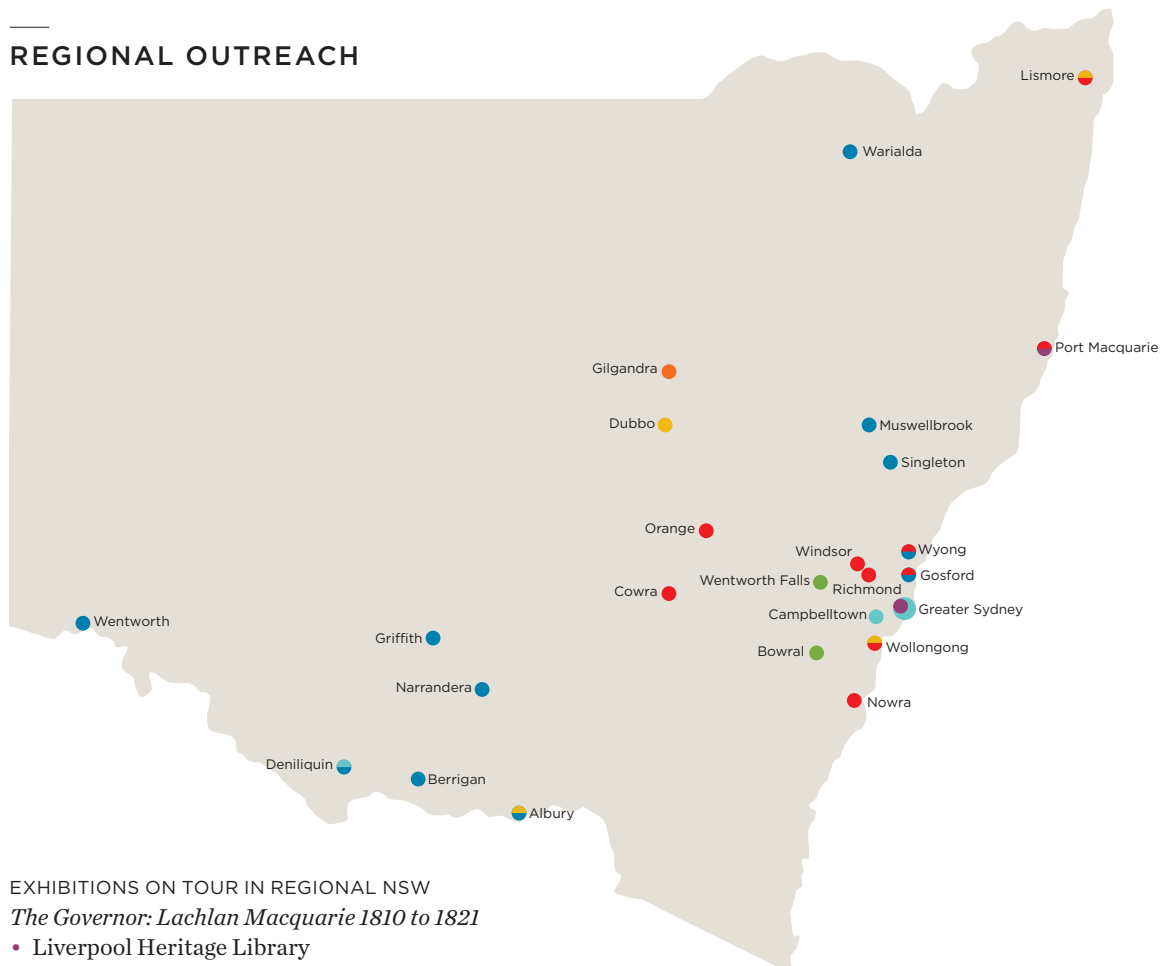
This program of touring displays, presented in partnership with Public Library and Community Learning Services division, reaches deep into regional NSW. In some instances the displays are supported by curator's visits with collection items.

Australian Cookbooks concluded its tour, visiting eight additional venues in the year after being seen by an estimated 90,000 library visitors in the previous year.

The *ONE hundred* display, celebrating the Mitchell Library centenary, toured to 11 libraries – from Deniliquin to Muswellbrook and Gosford to Bingara with an estimated total visitation of more than 50,000.

Carved Trees: Aboriginal Cultures of Western NSW launched in late June 2011 at Gilgandra for NAIDOC week and will tour through 2011–12.

REGIONAL OUTREACH



EXHIBITIONS ON TOUR IN REGIONAL NSW
The Governor: Lachlan Macquarie 1810 to 1821

- Liverpool Heritage Library
- Glasshouse Regional Gallery, Port Macquarie

DISPLAYS TO NSW PUBLIC LIBRARIES

Australian Cookbooks

- Deniliquin
- Leichhardt
- Bankstown
- Holroyd
- Waverley
- Canterbury
- Blacktown
- Campbelltown

ONE hundred

- Berrigan
- Deniliquin
- Wentworth
- Warialda
- Gosford
- Singleton
- Narrandera
- Albury
- Griffith
- Wyong
- Muswellbrook

Carved Trees: Aboriginal Cultures of Western NSW

- Gilgandra

NSW REGIONAL LECTURES

by Paul Brunton

Lachlan Macquarie

- Cowra
- Lismore
- Orange
- Richmond
- Windsor
- Wyong
- Gosford
- Nowra
- Port Macquarie
- Tamworth
- Wollongong

Henry Lawson

- Albury
- Lismore
- Dubbo
- Wollongong

Joseph Banks

- Bowral
- Wentworth Falls

OUR VOLUNTEERS

– Contributed 12,300 hours to the Library

– Transcribed 257 World War I diaries

VOLUNTEER PROGRAM

The Library is fortunate to have 158 volunteers who are rich in experience, enthusiasm and commitment, and are integral to the culture and development of the organisation. They bring a wide variety of skills, knowledge and experience to the Library, enabling outcomes in many areas that would otherwise not be possible.

In this, our 28th year of the program, our volunteers contributed a total of 12,300 hours to support projects in every division of the Library. Volunteers working within the Original Materials Branch completed the transcription and proofing of 257 World War I diaries and sorted and rehoused 128,338 negatives from the Australian Consolidated Press (ACP) archive.

Historical weather data, documented from early Sydney newspapers by Library volunteers, contributed to the Australian Research Council project mapping South-eastern Australia's Recent Climate History, a project led by the University of Melbourne.

A team of 25 volunteer tour guides provided regular tours of the Library and exhibitions during the year, including tours of *The Governor: Lachlan Macquarie 1810 to 1821*, an exhibition to celebrate the 200th year of his governorship.

Volunteers are encouraged to develop their skills and are provided with opportunities for learning to enhance their experience. For example, during the year there were training sessions for tour guides, Shakespeare Room hosts and transcribers.

FELLOWSHIPS AND SCHOLARSHIPS

As part of its ongoing commitment to research, the Library administers a number of fellowships. Two of these are perpetual fellowships which the Foundation supports.

The David Scott Mitchell Fellowship and the Merewether Scholarship (each \$12,000 per annum) were established in March 2008 through the generosity of the late John Merewether, a longstanding supporter, friend and donor to the Library.

The David Scott Mitchell Fellowship encourages the research and study of Australian history using the collections of the Mitchell Library. The current David Scott Mitchell Fellow is Ms Amanda Kaladelfos

for her project, *Citizens of Mercy: Bushrangers, Punishment and Public Opinion in Colonial NSW*. This project examines popular conceptions of crime, punishment and justice during the later colonial period. It will look at the way ordinary citizens conceived of justice and law, by examining the vigorous protests and organised opposition to the sentence of capital punishment, particularly applied to bushrangers, during this period.

Ms Kaladelfos is a casual lecturer, tutor and researcher in the History Department, University of Sydney and the School of Humanities and Social Sciences, University of Newcastle.

The Merewether Scholarship encourages and supports the research and study of nineteenth century history in NSW using the collections of the Mitchell Library. The Merewether Scholarship was awarded to Mr Jesse O'Neill for his project *Print Culture in New South Wales: 1795–1835, an Early History*. Mr O'Neill, who recently completed his PhD on the Australian printing industry in the late nineteenth and early twentieth century, is interested in the physical nature of printed artefacts — typefaces, papers, bindings — and how they communicate meaning.

The winner of the prestigious Blake Dawson Business Literature Prize for business writing was well-known journalist and author Paul Barry, for his unauthorised biography of James Packer: *Who Wants to be a Billionaire? The James Packer Story* (Allen & Unwin).

The State Library administers the \$30,000 award — Australia's largest business writing award — to promote the highest standards of business writing.

The judging period was extended this year to accommodate the record 25 books nominated, almost double the average number of nominations since the prize's inception.

Other shortlisted books were:

- *Changing Stations: The Story of Australian Commercial Radio* by Bridget Griffen-Foley
- *Under Corporate Skies: A Struggle Between People, Place and Profit* by Martin Brueckner and Dyann Ross
- *Salts and Suits* by Phil Jarratt.

This year's judges were the Hon. Mahla Pearlman AO (Chair), Alan Cameron AM, Professor Richard Fisher AM and Narelle Hooper, Editor of *AFR BOSS Magazine*.

The winner of the 2011 National Biography Award, announced as part of the Sydney Writers' Festival in May, was Alasdair McGregor for *Grand Obsessions: The Life and Work of Walter Burley Griffin and Marion Mahony Griffin* (Penguin, NSW).

One of Australia's richest prizes for biographical and autobiographical writing, the \$20,000 National Biography Award is administered by the Foundation, presented by the State Library of NSW and supported by benefactors Geoffrey Cains and Michael Crouch AO.

The award, now in its fifteenth year, encourages the highest standards of biographical and autobiographical writing and promotes public interest in these genres.

This year's judges were Winthrop Professor Carmen Lawrence, University of WA; Peter Rose, writer and editor of *Australian Book Review*, and Peter Skrzynecki OAM, writer and Adjunct Assoc. Professor, University of Western Sydney.

Each year the Library hosts the National Biography Award Lecture to promote interest in biographical and autobiographical writing and in the award.

Attracting a record crowd to this year's lecture was Hilary McPhee AO, writer, editor and former publisher. Hilary recounted her recent difficulties in writing the biography of a significant figure in the Middle East, which did not come to fruition.



TRANSCRIBING WORLD WAR I DIARIES

A dedicated team of 32 volunteers is transcribing a collection of over 770 World War I diaries held by the Mitchell Library.

The Library has been acquiring WWI-related material since 1918, when it embarked on a widely publicised collecting drive.

The diaries provide an insight into the lives of servicemen and women of all ranks and across all three services, not only in action, but in the long periods behind the lines, in camp, in hospital and on leave.

The volunteers take great pride in supporting this initiative, and feel privileged to read and transcribe the accounts — sometimes very personal — of the lives of service personnel during the Great War.

The transcribed diaries will be linked to the Library's online catalogue over the coming year, and will be invaluable to students, researchers and family historians.

PRIVATE CHARLES HARDY'S WORLD WAR I DIARY, PAY BOOK AND LETTERS INCLUDING A PHOTOGRAPH OF SAILORS BELIEVED TO INCLUDE HARDY'S BROTHER, 1915-16, ML MSS 7931



MASHUP AT THE MITCHELL

Developers, designers and other creative people were given free reign to re-mix and repurpose amazing cultural content, as part of Libraryhack, a national mashup and apps competition held from 1 to 31 May 2011.

Participants had access to thousands of digitised collection items and other information released from the national and state libraries of Australia and New Zealand.

Collection experts and curators from the State Library of NSW were on hand to provide insights to our collections, including the unrivalled First Fleet collection, pre-1885 photographs of Sydney, and the 3500-strong Holtermann collection of photographs of goldfield towns in NSW and Victoria.

All participants were encouraged to enter their prototype apps and concepts into Libraryhack, with prizes on offer.

This event was presented by the State Library of NSW as part of the NSLA Libraryhack competition.

SIMON WRIGHT AND DAVID LEWIS CREATE AN APP AT MASHUP AT THE MITCHELL. PHOTO BY STEPHAN MARSHALL

Transform the Library's presence

PHYSICAL AND VIRTUAL SITES THAT MEET EXPECTATIONS

In December 2010 the Library launched its first mobile application. The app, designed for the iPhone, includes information about:

- all current exhibitions as well as image galleries
- current and upcoming events, with a link to online booking
- the Library's opening hours
- how to get to the Library.

A second release in 2011 will include links to the Library's catalogues to allow searching and eRequesting and an Android version for other smart phones.

The Library has embraced social media, with an active Facebook presence which has received 1325 likes. The Library also uses Twitter to regularly 'tweet' about events and news at the Library. The Library's collection on Flickr Commons has been viewed almost four million times since the first pictures were added in September 2008.

With NSW Government support, the State Library of NSW has embarked on a major renovation project, focusing on creating a welcoming and accessible Library. The Library plays a vital role in our State's cultural life, as well as our education and research communities, catering for primary school students to lifelong learners, family historians, business people and professional researchers.

The renovations will enable the Library to meet the ever-changing demands in information service delivery and provide improved access to its collections and resources in both the physical and online environments.

The first stage of the Library's major renovation project was completed in May 2011 with the launch of the Glasshouse Learning Space, an education centre fitted out with the latest learning resources and technologies. Renovations to the State Reference Library will be conducted in stages – the Macquarie Street foyer will be renovated in early 2012 while the new look State Reference Library will open in September 2011, offering dedicated study rooms, more informal work spaces and more computers for clients.

Achievements summary: Employer of choice

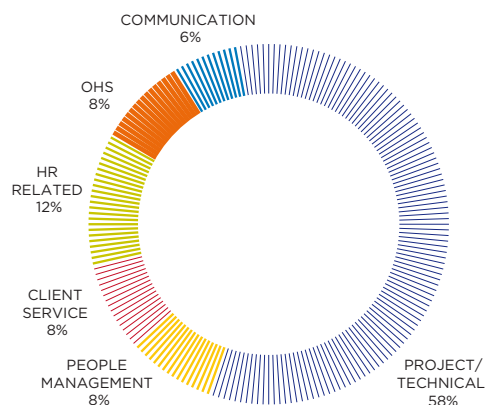
Active engagement and ownership

STAFF LEARNING AND GROWTH

CORPORATE PERFORMANCE INDICATOR

| | 2008-09 | 2009-10 | 2010-11 |
|---|---------|---------|---------|
| Staff hours in formal learning activities | 8,754 | 8,798 | 8,928 |

2010-11 TRAINING BY TYPE



Total staff hours spent in formal training increased slightly during the year compared with last year.

The Library's strategic goals — Effective leaders, Client-focused Library, Strengthen the capability of our people and Staff wellbeing — have driven the learning and development strategies launched this year. Our Training Plan focused on supporting the achievement of these goals. The main training streams follow.

Effective leaders:

- introducing Lunch & Learn sessions on excellence in leadership, creating positive teams and emotional intelligence
- continuing to implement the people leader training curriculum with courses on negotiation skills, facilitation skills, performance development, recruitment and people management skills.

Client-focused Library:

- improving understanding of cultural diversity, child protection and disability to better serve our clients

- implementing the eRequesting process to facilitate independent client access to the collection, and wireless technology to improve access to staff expertise at client points of need
- developing internal skills to undertake regular client usability testing of new products and services.

Strengthen the capability of our people:

- upgrading technical skills and knowledge with a focus on managing historical documents, using Historical Land Titles database, Library of Congress Subject Headings and Oxford Online resources
- enhancing capability to communicate with stakeholders, including our clients, through courses in Networking and Relationship skills, Exercising Influence, Media Interviews, Social Media Marketing, Writing for the Web and Writing Procedures
- participating in the AICCM Book and Paper Group Symposium, a workshop at the National Art Gallery, and distance education programs enabling Library conservators to remain up-to-date with current trends in treatment methodology and relevant technology
- developing in-house skills in the loans registration process to support the registration of outgoing loans functions, with three staff participating in the Legal Training for Global Art Collection Management course organised by the Australasian Registrars Committee (ARC)
- improving staff knowledge of policies in the Code of Conduct, privacy and records management, mandatory reporter and counter-disaster procedures
- contributing to the future workforce of the library, information and cultural industries by implementing an intensive student placement program for 14 university students in library and information, museum and art curatorship studies from Charles Sturt, Curtin, Sydney and Potsdam universities and five TAFE students in library and information studies and records management.

Staff wellbeing:

- supporting the provision of a safe and healthy workplace through training new people leaders in the Library's OHS Framework; and training staff in OHS awareness, manual handling, ergonomics, dangerous goods and hazardous substances, the use of fire extinguishers, emergency evacuations, first aid and cardiopulmonary resuscitation

- training staff to enhance their job application and interview skills.

Lifelong learning was supported through the Study Assistance program, with 19 staff members provided with financial assistance and study leave to undertake formal courses at the tertiary level. The course most commonly applied for was the Diploma in Library and Information Management. In addition, staff knowledge was enhanced through attending a wide range of professional and technical seminars and conferences, involving 3032 hours in 2010–11.

The Library implemented structured development programs for staff including:

- finalising an Early Career Development Program commenced last year
- recruiting an Indigenous cadet in our Technology Services team
- developing guidelines for staff exchanges and placements within NSW with local government and public sector agencies, with a pilot program planned to take place next year.
- completing the formal Annual Performance Development Review (APDR) and mid-year assessments for 85% and 86% of staff respectively.

EQUAL EMPLOYMENT OPPORTUNITY

The main EEO outcomes this year are:

- exceeding the public sector target for the representation in our workforce of women, people whose first language was not English and people with a disability requiring work-related adjustment
- an improving trend in representing Aboriginal or Torres Strait Islanders in our workforce, with an increase of 0.6% since 2008
- maintaining our very high EEO Survey Response Rate at 97.35%
- recruiting an Indigenous cadet in the ICT Services Branch, implementing the development plan for our second targeted Indigenous Library Assistant
- implementing the structured induction program for all new staff

- organising information sessions on the National Relay Service (support for clients with hearing impairment) for client-facing staff
- launching the revised disability awareness session for staff working with clients
- training new staff in the Library's Code of Conduct and prevention strategies for harassment and bullying
- implementing an Early Career Development program in the Digitisation and Imaging Services Branch
- providing cultural diversity and disability awareness training for staff working with clients
- reviewing the Community Language Allowance Scheme to ensure that staff language capabilities match client needs
- reviewing our Recruitment Guidelines to ensure promotion of diversity and absence of discrimination
- training 34 people leaders in the merit selection process and procedures
- training 85% of people leaders in coaching skills.

The main EEO outcomes planned for 2011–12 include:

- finalising the design and roll-out of the 'Dealing with clients with mental illness' course
- developing an action plan to implement the public sector 'EmployABILITY' strategy
- expanding our target audience for the disability awareness course
- conducting cultural diversity, Aboriginal cultural awareness and disability awareness sessions for all new staff working with clients
- conducting courses for all new people leaders on preventing bullying and harassment, grievance handling and merit selection.

TRENDS IN THE REPRESENTATION OF EEO GROUPS

| % of total staff | | | | | |
|--|---------------------|------|------|------|------|
| EEO group | Benchmark or target | 2008 | 2009 | 2010 | 2011 |
| Women | 50 | 66 | 67.3 | 66.8 | 65.9 |
| Aboriginal people or Torres Strait Islanders | 2.6 | 1.1 | 1.3 | 1.6 | 1.7 |
| People whose first language was not English | 19 | 25 | 23.9 | 24.5 | 24.3 |
| People with a disability | n/a | 8 | 8.2 | 8.2 | 8.7 |
| People with a disability requiring work-related adjustment | 1.1 | 2.4 | 2.1 | 2.1 | 2.5 |

TRENDS IN THE DISTRIBUTION OF EEO GROUPS

| Distribution index | | | | | |
|--|---------------------|------|------|------|------|
| EEO group | Benchmark or target | 2008 | 2009 | 2010 | 2011 |
| Women | 100 | 109 | 107 | 108 | 107 |
| Aboriginal people or Torres Strait Islanders | 100 | n/a | n/a | n/a | n/a |
| People whose first language was not English | 100 | 88 | 89 | 91 | 91 |
| People with a disability | 100 | 78 | 79 | 75 | 79 |
| People with a disability requiring work-related adjustment | 100 | n/a | n/a | n/a | n/a |

Notes:

- Staff numbers are as at 30 June and exclude casual staff.
- A Distribution Index of 100 indicates that the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels.
- n/a indicates that percentage employment levels are reported but a benchmark level has not been set.
- The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.

HUMAN RESOURCES

With effect from 4 April 2011, staff working at the State Library became employees of the Department of Trade and Investment, Regional Infrastructure and Services who provide personnel services to the State Library. Prior to 4 April, staff working at the State Library were employees of Communities NSW. The following table provides the number of officers and employees, by occupational classification, who have provided services to the State Library during 2010–11, compared to each of the previous three years.

OCCUPATION CLASSIFICATION (NON CASUAL) FOR 2008, 2009, 2010 AND 2011

| | Average annual FTE | | | |
|---|--------------------|--------------|---------------|---------------|
| | 2008 | 2009 | 2010 | 2011 |
| Managers | 29.5 | 28.59 | 26.27 | 21.19 |
| Professionals | 136.8 | 140.71 | 146.01 | 149.79 |
| Technicians and Trades Workers | 74.2 | 78.1 | 82.87 | 87.83 |
| Community and Personal Service Workers | 21.5 | 19.54 | 18.26 | 21.65 |
| Clerical and Administrative Workers | 88.8 | 76.82 | 79.50 | 87.48 |
| Sales Workers | 2.4 | 2.34 | 1.92 | 1.29 |
| Machinery Operators and Drivers Labourers | 1.1 | 1.0 | 1.0 | 1.0 |
| | 354.4 | 347.1 | 355.83 | 370.23 |

Notes:

- Average Annual FTE shows data averaged over the reporting year
- Data based on ANZSCO classification scheme

REMUNERATION

All employees providing these services received a 4% increase in salaries, wages and allowances with effect from the first full pay period in July 2010. SES officers also received a 4% increase in their remuneration package, with effect from 1 October 2010, subject to:

- achieving the officer's performance goals detailed in their previous performance agreement
- successfully contributing to achieving NSW State Plan targets and the agency's corporate objectives
- successfully contributing to the establishment of the department, following the agency amalgamations
- successfully contributing to the governance and implementation requirements of the Better Services & Value Taskforce programs
- meeting agency financial and efficiency targets, including contributing to sector reforms to realise savings.

NUMBER OF SENIOR EXECUTIVE SERVICE (SES) POSITIONS AS AT 30 JUNE 2011

| Level | 2007 | 2008 | 2009 | 2010 | 2011 |
|-------------------------------------|------|------|------|------|------|
| 5 | 1 | 1 | 1 | 1 | 1 |
| 4 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 0 | 2 | 2 | 2 |
| 2 | 1 | 1 | 0 | 0 | 0 |
| 1 | 1 | 1 | 0 | 0 | 0 |
| Number of positions filled by women | 3 | 2 | 3 | 3 | 3 |

Recognition of achievement

The State Library Staff Recognition Program completed its second year of operation. Five individual awards and three team awards were presented during the year. The People's Choice Award was presented at the December 2010 Staff Recognition event.

Effective leaders

The strategic priority of developing effective leaders was progressed through introducing Lunch & Learn sessions on strategic thinking, excellence in leadership, creating positive teams and emotional intelligence. The people leader training curriculum continued with courses on negotiation skills, facilitation skills, performance development, recruitment and people management skills.

A new Executive structure, approved by the Director-General in June 2010, was implemented with recruitment to the Executive positions of Director, Digital Library Services & CIO and Director, Operations & CFO.

Staff wellbeing

OCCUPATIONAL HEALTH AND SAFETY

During the year, a range of preventative actions and programs was implemented to support the Library's OHS management system with the aim of reducing incidents and achieving the early identification of potential injury/illness. This range included:

- developing and communicating our new OHS Management Plan, which provides strategies for developing an OHS management system, and outlines the mechanisms by which the program can be effectively implemented, monitored and evaluated
- undertaking an internal review and update of our Hazardous Substances Register to ensure it is up-to-date and comprehensive in supporting the safe handling and management of hazardous substances
- inducting all new staff with comprehensive information on OHS responsibilities, safety and emergency procedures
- rectifying hazards logged in hazard registers with 90% of corrective actions taken on

identified hazards and incidents within the agreed timeframes

- introducing a Hazard Register of Outstanding Items which is tabled monthly at Executive meetings
- investigating 100% of all accidents and incidents occurring during the year and, where appropriate, implementing corrective actions
- undertaking workstation assessments either in-house or, where appropriate, by external consultants
- reviewing safe working procedures to reflect legislative requirements and best work practice
- establishing a Staff Wellbeing Committee to help maintain a workplace where staff health and wellbeing are highly valued and employees are encouraged to adopt healthy living practices
- continuing support for yoga classes on a user-pays basis
- re-establishing the massage therapy service for staff on a user-pays basis
- providing an influenza vaccination program for staff
- supporting and promoting the Walk to Work day
- continuing our Employee Assistance Program for staff and immediate family members to obtain free access to counselling
- providing a wide range of OHS operational advice in the form of policies, guidelines and hazard alerts.

The Occupational Health & Safety Committee met every six weeks to review and address health and safety issues. The committee reviewed and provided input into developing policies and safe working procedures. The committee undertook 21 workplace inspections throughout the year to ensure that designated Library areas were inspected twice yearly.

ACCIDENTS AND INCIDENTS

There were 72 accidents and incidents reported in 2010–11, compared with 55 in 2009–10. Where appropriate, corrective action was implemented to address identified underlying causes.

TOTAL NUMBER OF INCIDENTS AND ACCIDENTS REPORTED EACH YEAR FROM 2006–07 TO 2010–11

| | 2006-07 | 2007-08 | 2008-09 | 2009-10 | 2010-11 |
|---|---------|---------|---------|---------|---------|
| Number of incidents or accidents reported | 60 | 63 | 34 | 55 | 72 |

INJURY MANAGEMENT

The HR Consultant (OHS) works closely with managers and supervisors to implement early treatment, ergonomic modifications and rehabilitation management for injured staff. The integrated rehabilitation and claims management approach provides injured staff with enhanced opportunities for early recovery and return to work. Effectively managing staff with an injury or medical condition is strongly promoted in order to achieve the best possible outcomes for staff and to minimise impact on the Library's workers compensation premium.

In 2010–11, 27 workers compensation claims were lodged with the Library's insurer. Of the 27 claims lodged, eight were journey/recess claims. Nineteen claims resulted in lost-time. Seven of the 'lost time' claims were deemed to be 'significant' under the *Workplace Injury Management and Workers Compensation Act 1998*, in that the employee was unable to perform their normal duties for a continuous period of more than seven days. Two of the seven claims deemed significant were subsequently declined by the insurer.

NUMBER OF CLAIMS 2006–07 TO 2010–11

| | 2006-07 | 2007-08 | 2008-09 | 2009-10 | 2010-11 |
|-------------------------|---------|---------|---------|---------|---------|
| Total number of claims | 20 | 19 | 11 | 10 | 27 |
| Open claims at year end | 11 | 10 | 7 | 9 | 11 |

While the number of claims received during the year increased markedly on the previous two years, the effectiveness of the Library's approach to managing injury and illness is reflected in the number of open claims at year end and the relatively

moderate average cost per claim when compared with previous years.

AVERAGE COST PER CLAIM 2006–07 TO 2010–11

| | 2006-07 | 2007-08 | 2008-09 | 2009-10 | 2010-11 |
|------------------------|---------|---------|---------|---------|---------|
| Average cost per claim | \$5041 | \$5557 | \$9336 | \$1677 | \$6381 |

Notes:

1. Average cost of claims for 2006–07, 2007–08, 2008/09 and 2009–10 have been adjusted to account for changes to claims methodology costing and ongoing costs for open claims incurred during the claims year and paid in a subsequent year.
2. Average cost of claims for 2010–11 based on available cost data as at 30 June 2011.

PROHIBITION AND IMPROVEMENT NOTICES

No Prohibition or Improvement Notices were issued under the *OH&S Act* or its Regulations during the year.

INDUSTRIAL RELATIONS

During the year, our Joint Consultative Committee met every two months to consult on a broad range of issues affecting staff including:

- OHS action projects under the public sector Working Together Strategy 2010–2012
- the Indigenous cadetship program
- changes to the Library's Executive structure
- a review of photographer positions
- conversion to the CED job evaluation methodology
- the Car Park Usage Policy and the revised Security Systems Surveillance Policy
- staff access to stack areas and to the Mitchell roof
- corporate shared services
- the upgrade of HR21
- refurbishing the State Reference Library and lockers
- various facilities and accommodation changes
- eligibility lists
- yoga classes and sourcing a new massage therapist
- establishing the Staff Wellbeing Committee
- the procedure for handling complaints by clients against staff
- the transfer of the multicultural bulk loans service
- use of agency contractors
- the Community Language Allowance Scheme
- accident and incident reporting
- the communication of industrial relations information to staff
- induction of new staff.

Achievements summary: Revenue growth

High-impact retail footprint

The Library Shop is owned and operated by the Library Council of NSW. Our comprehensive range of Australian titles is complemented by a quality selection of gifts, souvenirs and print-on-demand, archival fine art prints from the Library's collections.

Over the last financial year, new State Library branded merchandise was produced to tie in with the exhibitions *The Governor: Lachlan Macquarie 1810 to 1821* and *Mari Nawi: Aboriginal Odysseys 1790–1850*. Products included key rings, fridge magnets, gift wrap, mugs and compact mirrors. We achieved gross sales of over \$30,000 for exhibition related merchandise connected with *Kahlil Gibran: The Prophet, The Artist, The Man* and *Beach, Bush + Battlers: Photographs* by Jeff Carter. Print-on-demand sales continue to grow steadily.

Book sale highlights of the year included *Rare and Curious: The Secret History of Governor Macquarie's Collectors' Chests* by Elizabeth Ellis, *Book Life: The Life and Times of DS Mitchell*, *Traveller to Light: The Roger Pryke Story*, *Dendroglyphs or Carved Trees of NSW*, *Brett Whiteley: Art & Life* and *Who Wants To Be A Billionaire? The James Packer Story*, which brought in combined retail sales of over \$49,000.

Expand online presence

ENHANCE CORPORATE INFORMATION MANAGEMENT AND ACCESS

Management, tracking and access to the Library's corporate records improved through three ongoing backlog projects involving assessing and registering over 100 linear metres (5900 files) of historical records into the Library's records management system, TRIM.

Some of these records date back to 1869 and pertain to the establishment of the State Library of NSW (known then as the Free Public Library) and the Trustees of the Free Public Library (now Library Council of NSW); correspondence relating to the Free Library Movement (1930s–1950); as well as the registration of treatment and condition report records relating to collection items.

The historical and continued business value of these records is so significant that more than half of them need to be retained permanently, becoming a rich source of information for future generations. The completion of these projects will meet the objectives of Premier's Memorandum M2007–08, Efficient and Cost Effective Management of Records by implementing decisions about records retention and disposal and safeguarding State archives.

Other corporate records management improvements include relocating 390 linear metres of records to offsite storage and destroying over 59 linear metres of records as part of the Library's annual records disposal program. In addition, in October 2010, the Library trialled and successfully captured over 15,000 electronic records (eRequest Service) into TRIM.

EXPANDING OUR DIGITISATION PARTNERS TO PROVIDE ONLINE SERVICES

DISCOVER COLLECTIONS

The generosity and support of a wide range of benefactors – from corporations, charitable trusts and foundations to individual philanthropists – have allowed the State Library to digitise and share a range of treasured, fragile and often unseen material with national and international audiences via the *Discover Collections* portal on the Library's website.

To date, 30 engaging, inspiring and educational stories are being told online – 22 have now been officially completed. We are extremely grateful for the long-term commitment of the supporters of these unique online collections.

ONLINE DISCOVER COLLECTIONS

| History of our Nation | Sponsors and Partners |
|--|---|
| <i>From Terra Australis to Australia</i> | John T Reid Charitable Trusts Thyne Reid Foundation |
| <i>Exploration: Trailblazing the Australian Interior</i> | Vincent Fairfax Family Foundation |
| <i>Eureka! The Rush for Gold</i> | St Barbara Limited |
| <i>Indigenous Australians</i> | Rio Tinto & The Rio Tinto Aboriginal Foundation |
| <i>The Macquarie Era</i> | Macquarie Group Foundation |
| <i>Voyages of Discovery: The Great South Land</i> | Bruce & Joy Reid Foundation |
| <i>Religion, Church & Missions in Australia</i> | Vincent Fairfax Family Foundation |
| <i>Aviation in Australia</i> | Qantas |
| <i>Law & Justice in Australia</i> | Public Purpose Fund (The Law Society of NSW) Allens Arthur Robinson Clayton Utz Gilbert & Tobin Lawyers Henry Davis York Lawyers Freehills |
| New - in development <i>Australian Agriculture and Rural Life</i> | Vincent Fairfax Family Foundation |
| New - in development <i>Rediscovering Indigenous Languages</i> | Rio Tinto |
| Our natural world | |
| <i>Hurley's Antarctica</i> | Graham & Charlene Bradley Foundation |
| <i>Modern Antarctic Adventures</i> | Mr Mark Burrows AO |
| <i>Botanica: Illustrating the Exotic</i> | Mr Geoffrey & Mrs Rachel O'Conor |

| Society, art & culture | |
|--|--|
| <i>The Australian Jewish Community & its Culture</i> | Australia-Israel Chamber of Commerce |
| <i>Cricket in Australia</i> | Sir Ron Brierley (Guinness Peat Group) |
| <i>The French in Australia</i> | Accor Hotels & Resorts (Sofitel Wentworth Hotel) |
| <i>A Day at the Races</i> | Arrowfield Stud |
| <i>Harry Seidler Collection</i> | Mrs Penelope Seidler AM & the late Harry Seidler AC OBE |
| <i>Architecture: Arrival of Modernism</i> | Design Inc |
| <i>Architecture: Temples of Commerce</i> | Woodhead International |
| <i>Photography: Sydney Exposed</i> | Moran Health Care Group Pty Ltd |
| New - in development <i>Australian Iconic Authors: May Gibbs</i> | Various benefactors |
| People & places | |
| <i>Caergwrlle, Allynbrook</i> | Mr Peter Hunt AM & Mrs Ellie Hunt |
| <i>Looking East: Darling Point & Beyond</i> | Ms Belinda Hutchinson AM & Mr Roger Massy-Greene |
| <i>Looking North: Sydney's Upper North Shore</i> | Mr Geoffrey & Mrs Rachel O'Conor |
| Special digitisation projects | |
| The Holtermann photographic collection http://blog.sl.nsw.gov.au/holtermann/ Live September 2011 | Graham & Charlene Bradley Foundation The Mordant Family Mr Geoffrey & Mrs Rachel O'Conor Morning Star Gold NL St Barbara Limited (plus over 60 individual benefactors) |
| Sir William Dixson map collection http://blog.sl.nsw.gov.au/dixsonmaps/ Live August 2011 | Mr Geoffrey & Mrs Rachel O'Conor Graham & Charlene Bradley Foundation Rob Thomas (plus over 30 individual benefactors) |
| New and online Allen family photographic albums | Various |
| New Surveyor General Sir Thomas Mitchell Maps – selected collection Live August 2011 | The Seniors Group of the Institution of Surveyors NSW |

PROJECTS COMPLETED

The Foundation is delighted to announce the completion of three significant digitisation projects in the last year: the Holtermann photographic collection, the Sir William Dixson map collection and the Arthur Allen photographic archive.

HOLTERMANN PHOTOGRAPHIC COLLECTION

The digitisation is now complete of this wonderful collection, which provides a snapshot in time of Sydney and Melbourne and the goldfield towns of NSW and Victoria in the 1870s. A selection of images will be showcased online from September 2011.

Many of our supporters will remember the remarkable story of the discovery, in 1951, of a collection of 3500 wet-plate glass negatives stacked neatly in boxes in a shed in Chatswood. Forgotten for decades, this collection eventually found a loving home at the State Library of NSW.

From 1872 to 1875, Bernard Otto Holtermann, a successful goldminer and merchant, commissioned Beaufoy Merlin and Charles Bayliss of the American & Australasian Photographic Company to document towns in NSW and Victoria to promote the colonies abroad and encourage immigration.

The result is an invaluable documentary record of those who sought their fortunes in the gold rush towns in NSW and Victoria during the 1870s gold rushes. There are images of business people, miners, commercial enterprises, mines and scenes of the developing social life. The streets and buildings in Sydney and Melbourne between 1871 and 1876 are also featured. Selected large format prints from the negatives were exhibited at the Philadelphia International Exhibition of 1876.

After a very successful fundraising initiative to digitise this internationally significant photographic collection, an online blog was introduced to chart the ongoing progress of the project. The blog's popularity grew as it unveiled insights into the collection and the preservation techniques being adopted. See the blog at: <<http://blog.sl.nsw.gov.au/holtermann/>>.

The Foundation is grateful for the generosity and foresight of the benefactors, sponsors and supporters of this project.



SURVEYOR GENERAL SIR THOMAS MITCHELL MAPS

With the generous support of the Seniors Group of the Institution of Surveyors NSW, the Foundation has been able to digitise a select number of maps by the Surveyor General Sir Thomas Mitchell and make them available online. The work has been completed with the aid of the high-resolution Hasselblad camera, which delivers increased accuracy and capability in the digitisation area.

BASIN OF THE NEPEAN, 1855, SIR THOMAS MITCHELL,
Z/M2 811.1/1855/1

SIR WILLIAM DIXSON MAP COLLECTION

The preservation and digitisation of over 1000 maps from the Sir William Dixson map collection is now complete, and a select group of these superb maps is available online. State-of-the-art photographic equipment was used to produce the high-resolution images, necessary to capture the detail and complexity of the maps.

Among the treasures in the collection are fine hand-coloured Dutch maps from the sixteenth and seventeenth centuries by Blaeu, Ortelius, Mercator, de Wit, Hondius and Jansson. Other significant maps document the exploration and settlement of Australia including the achievements of Hamilton Hume, Sir Thomas Mitchell, Ludwig Leichhardt and Charles Sturt.

After his death in 1952, Sir William Dixson's extensive collection of books, manuscripts, pictures, coins, stamps and curios became part of the then

01/02
PORTRAIT OF
MRS O'CONNELL
FROM HOLTERMANN
COLLECTION
SHOWING HER FACE
BEFORE (ABOVE)
AND AFTER (BELOW)
PRESERVATION

Public Library of NSW collection. Like David Scott Mitchell, Dixson was interested in collecting material about Australia and the south-west Pacific. He also had a special interest in early navigation, geography and the European exploration of the Pacific.

The Foundation is grateful to the numerous supporters whose generosity ensured the success of this project.

ALLEN FAMILY PHOTOGRAPHIC ARCHIVE

A fabulous collection of photographs, dating between 1890 and 1934, of the Allen family of legal circles has been digitised and is now available online.

Most of the photos were taken by Arthur Wigram Allen (1862–1941), who was the son of Sir George Wigram Allen of Toxteth Park (now St Scholastica's College), Glebe. Wigram Allen was a lawyer, a politician, a businessman and a strict Methodist. He helped establish Sydney Grammar School and Newington College.

By comparison, Arthur was a free spirit who left the running of the family firm (Allen, Allen & Hemsley), to Alfred Hemsley. Instead, he focused on colliery interests around Bulli, property speculation, and the theatrical entrepreneur JC Williamson and Co. Arthur enjoyed being at the centre of Sydney business and society, and used his several residences to lavishly entertain important guests, including the Prince of Wales.

Among his myriad possessions – which included fine cars and boats – were his cameras, which he used to record scenes, places, excursions, lady friends and children, as well as photographs of men at work, his staff and helpers. The collection, which fills 51 albums, is a remarkable set of cameos of Sydney and its society. The Foundation is once again grateful to the supporters of this project.



/01



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Expand philanthropic reach

The State Library of New South Wales Foundation (the Foundation) helps the Library develop the collection and make it accessible to clients. It raises funds for acquiring, digitising and preserving collection material which is of historic, educational and social interest.

The Foundation is a controlled entity of the Library Council of NSW (the Library). The Foundation, established on 26 June 1989, is a not-for-profit organisation and has no cash-generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The Foundation's Trust Deed provides for monetary support to develop the Australian cultural heritage collections of the Library. The Foundation holds authority to fundraise under the provisions of the *Charitable Fundraising Act, 1991*.

In 2010–11 the Foundation provided \$3,092,000 in contributions to the Library for conservation, acquisitions, fellowships and digitisation projects including Discover Collections, compared with \$650,000 in 2009–10. The reason for this increase has been major corporate support for the TAL Dai-ichi Life collection, and increased private support in relation to exhibitions and fellowships.

Funding secured to realise vision

TAL & DAI-ICHI LIFE COLLECTION

The most significant acquisition of early colonial material since the 1930s was achieved this year with the aid of an extraordinary donation by TAL (formerly Tower Australia) and its parent company Dai-ichi Life of Japan.

The Derby collection of 741 exquisite drawings and watercolours — depicting Australian plants, birds, fish and flowers — was created during the earliest years of British settlement and conveys the genuine wonder and pleasure with which Europeans viewed Australian natural history.

Henceforth to be known as the TAL & Dai-ichi Life collection, it represents one of only two surviving, comprehensive natural history collections of such

substance from this period. The other major collection resides in London's Natural History Museum.

Elaborately bound in six albums, the artworks were compiled by the leading naturalist and botanist Aylmer Bourke Lambert in the 1790s. Lambert, a wealthy gentleman collector and botanist, compiled the collection from Surgeon General John White's specimens and drawings brought from Sydney to London in 1795.

In 1842, the collection was purchased by the 13th Earl of Derby, a legendary natural history collector. The albums are in excellent condition, having remained in the Derby library ever since.

The Foundation is delighted that this joint venture with TAL and the NSW State Government has enhanced the strong cultural link between Australia and Japan.

The State Library of NSW Foundation has committed \$1,000,000 over 2010–11 and 2011–12 to support the acquisition of this magnificent collection. A special appeal has been launched to secure funds towards this goal.

RARE DUTCH MAP

This year Custodian donations from the Foundation have contributed to a significant new map purchase — a rare 1677 navigation chart of the Indian Ocean.

Joan Blaeu II produced the chart on vellum for the Dutch East India Company (VOC). Blaeu was the official cartographer for the VOC from 1673 to 1705, a position also held by his father and grandfather, Willem Jansz Blaeu.

Found in 2003 in an attic, the chart was being used to wrap a number of prints. As one of the few surviving VOC charts from the seventeenth century it is internationally significant, and is one of the only known charts of the Indian Ocean made available from a private collection.

It provides tangible evidence of the challenges of navigating across the Indian Ocean — challenges which lead to the discovery of the western coast of Australia.

The chart covers the Indian Ocean with the coasts of East Africa, the Arabian Peninsula, Persian Gulf, India and South-East Asia up to the western part of Java. The majority of locations on the chart are in Portuguese with a number of Dutch names along the west coast of Sumatra.

- 01 NIEUWE WERELT
KAERT, OR, ORBIS
TERRARUM NOVA
ET ACCURATISSIMA
TABULA, PIETER GOOS,
AMSTERDAM, 1666,
FROM THE
SIR WILLIAM DIXSON
MAP COLLECTION,
Z/ CB 67/2
- 02 'WOROSE', MT. ERNEST
ISLAND, TORRES
STRAITS, C. 1849,
WATERCOLOUR,
UNSIGNED, FROM
ALBUM OF OWEN
STANLEY, VOYAGE OF
HMS RATTLESNAKE
1846-1849,
VOL. 1 PXC 281 F.
- 03 CROQUET
TOURNAMENT AT
YARALLA, 14 AUGUST
1904, PHOTO BY
ARTHUR WIGRAM
ALLEN



/01



/02



/03

While the Library holds one of the most important collections of seventeenth century Dutch cartography in Australia, a number of rare vellum charts from this period, as well as numerous printed maps and atlases, the majority of these charts are lavishly decorated. They are intended as luxury items on the map market, to decorate the walls of wealthy merchants and shipowners or as an official record of exploration, such as the Library's Tasman Map.

This manuscript chart was not intended for decoration or official record but for use during a voyage. The pencil markings on it show evidence of this use. The captains and navigators of the VOC ships crossing the Indian Ocean to Batavia used hand-drawn charts such as this on board.

Until the acquisition of this map, there were no examples in the Library's collection of the working maps used for shipboard navigation and there are no other working charts from this period held in Australia.

MITCHELL LIBRARY CENTENARY APPEAL 2010: PRESERVING OUR FUTURE

The Foundation is progressing well with this fundraising campaign, which supports the preservation of key items from the Mitchell Library's nationally significant collection. By 30 June, the Foundation had raised \$300,000 for this appeal, making it possible to complete conservation work on the following items.

FOSTER GLASS PLATE PHOTOGRAPHY COLLECTION

Arthur Foster was a commercial photographer located in Gladesville between 1916 and 1947. In 1957 Ampol Petroleum donated his extensive collection of glass plate negatives, mainly of Sydney and surrounding areas, to the Library. The glass plate negatives were cleaned and preserved.

SKETCHBOOKS BY TOM ROBERTS

Artist Tom Roberts (1856–1931) was one of the founders of the Heidelberg School of art that dominated Australian painting during the late 1800s. Throughout his life he recorded his travel sketches, compositional ideas, head and figure studies and doodles in sketchbooks which always accompanied him.

Fifteen pocket-sized sketchbooks, held in the Mitchell Library collection, were in a very fragile condition. Work was done to repair damaged paper, re-sew spines and repair the corners of the sketchbook covers.

THE NEW GREAT SHINING TORCH OF THE SEA ATLAS

This rare Dutch atlas was published in six parts between 1714 and 1753. In original cream vellum with gilt tooling, this magnificent example of Dutch cartography represents a high point in the production of sea charts by the Van Keulen family. The endpapers were removed, repaired and/or replaced, and damaged or creased papers were repaired and flattened.

ALBUM OF SKETCHES FROM THE VOYAGE OF THE HMS RATTLESNAKE

Owen Stanley (1811–1850) was a naval officer and keen amateur artist who compiled this album of beautiful sketches while he was captain of the surveying ship HMS *Rattlesnake*. As these sketches were drawn over 160 years ago, the bound volumes needed considerable work to consolidate damage from wear and tear. Repairs were made to the cover, spine and sections of the album; dust and dirt were cleaned from the pages; and unattached drawings were reattached.

MACARTHUR FAMILY PAPERS 1789–1930

The Macarthur family papers comprise one of the most priceless collections of working papers, family and personal journals, diaries, notebooks and correspondence held by the Mitchell Library. They feature the papers of Elizabeth and John Macarthur — key colonial figures in the establishment of the Australian wool industry — and their sons, James and William, who were landowners, pastoralists and parliamentarians.

The Library acquired this extensive collection of 296 volumes and 30 boxes as two collections in 1940 and 1957. It is one of the most requested manuscript collections.

While the papers have been catalogued and some volumes microfilmed, the original manuscripts need to be removed from acidic volumes, repaired and placed into acid-free storage. The centenary appeal has funded the first part of the preservation of the initial sectioned items from this collection.

01 CHART OF THE INDIAN OCEAN (DETAIL), JOAN BLAEU II, 1677, MANUSCRIPT ON VELLUM, SAFE/M3 990/1677/1

02 A VIEW OF LORD HOWE ISLAND DISCOVERED IN HIS MAJ'S BRIGG SUPPLY ON THE 17TH FEBY 1788, LIEUT HENRY LIDGBIRD BALL, COMMANDER. LATITUDE 31.36 SOUTH, LONGITUDE 159.04 EAST OF GREENWICH, Z/CB 78/6



/01



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Achievements summary: Sustainability

Reduce environmental impact

WASTE RECYCLING AND PURCHASING PLAN

USING RECYCLED MATERIAL

Results in this area are affected by purchases of copying stationery and consumables and by the Library's contractual agreement with Fuji Xerox to provide copying services. Over the 12-month period, all toner cartridges were returned for recycling and re-use by the supplier.

The Library has increased its purchasing of recycled stationery goods as a result of staff education.

RESOURCE RECOVERY

A total of 75% of the Library's waste in 2010-11 was diverted from landfill and recycled.

GOVERNMENT SUSTAINABILITY POLICY

The Greening the Library staff group has promoted sustainable behaviours to staff and encouraged reductions in paper and energy consumption over the past year. The group aims to make staff more aware of their environmental impact while they are at work.

All of the printers in staff areas now have duplex (double-sided) printing as their default. Tips aimed at saving paper when printing have been communicated to staff. Staff have also been encouraged to consider using data projectors at meetings in preference to printing papers for attendees. The Library continues to monitor publication print runs to limit wastage and to print with environmentally sustainable paper and inks.

Staff are encouraged to shut down computers and switch off monitors when they are not in use. Sensors are installed in many Library areas to reduce electricity usage on lighting. The Exhibitions team continue to recycle a considerable percentage of exhibition components.

Events with a sustainability focus are promoted so staff can participate as appropriate. A series of 'green tips' has been published on the intranet on topics ranging from celebrating Christmas 'greenly' to encouraging participation in Walk to Work day, to promoting the use of KeepCup reusable beverage containers. An intranet presence has been developed to

enable ongoing communication with staff and provide access to previously published reference material.

GEMP REPORT

The NSW Government Energy Management Policy (GEMP) was developed in response to the National Greenhouse Strategy to reduce greenhouse gas emissions in government operations. Improving the energy efficiency of buildings is an important National Greenhouse Strategy measure.

We are committed to achieving savings in energy usage and sustainable energy management principles. The building purchases electricity on the contestable electricity market via State Contracts Control Board Electricity Contract 777 with 6% of their electricity usage from renewable sources.

The commissioning of the new Mitchell Library environmental control systems has allowed for the staged removal of numerous inefficient temporary airconditioning units throughout the Library.

PERFORMANCE

The overall heating, ventilation and airconditioning (HVAC) load in kWh is purchased from Parliament House in the form of hot and cold water that is pumped to air handling units throughout the Library.

The new Plant Room 2 airconditioning system was partly commissioned in March 2010 with final commissioning occurring in August 2010. This plant room supplies environmental control to approximately 30% of the Mitchell Library.

While the upgrade was taking place, some critical areas of the Mitchell Library were served via independent temporary airconditioning units while other less critical areas did not receive any air treatment. Removing the inefficient temporary units was done as Plant Room 2 came online and this has allowed better quality and more efficient air control into those areas. However, the air control now taking place to all areas in the Mitchell Library has obviously increased the power usage. This has resulted in a significant increase in energy use to power the entire system but the new Plant Room 2 equipment is far more efficient than the equipment replaced. Decommissioning the temporary airconditioning units has also improved the overall efficiency of the system.

With the full commissioning of Plant Room 2, it was possible to instigate a study into the management and delivery of hot and cold water from Parliament House to the Library, to look for any potential improvements in the process. This investigation is still continuing and it is hoped that the findings will inform improvement works that will be completed within 2011–12. These improvements are expected to provide further system efficiencies.

ENERGY PURCHASE FROM PARLIAMENT HOUSE

| Fuel | Total energy consumed (kWh) | | Total energy consumed (GJ) | |
|--|-----------------------------|------------------|----------------------------|---------------|
| | 2009–10 | 2010–11 | 2009–10 | 2010–11 |
| Electricity (black coal) and natural gas | 5'319'426 | 6'545'392 | 19'150 | 23'563 |
| Electricity (green power) | 339'538 | 417'791 | 1'222 | 1'504 |
| TOTAL | 5'658'964 | 6'963'183 | 20'372 | 25'067 |

Develop efficient and effective processes

A range of improvements made to the efficiency and effectiveness of Human Resources processes undertaken during the year included:

- obtaining accreditation for use of the CED job evaluation methodology
- implementing the public sector eRecruitment system
- reviewing the portfolio of HR policy and procedures and migrating content to the new intranet platform
- automating the processing of fortnightly overtime and penalty payments
- reviewing FACS and sick leave policies and implementing the new Paid Parental Leave provisions.

TOTAL ASSET MANAGEMENT (TAM PLAN)

The State Library was allocated \$17.1 million in total capital allocations as indicated in Budget Paper 4 Infrastructure Statement 2010–11. During the year an additional allocation of \$0.5 million was received from Communities NSW for the eRecords project. \$6.6 million was available for ongoing collection development, \$5.6 million for the eRecords project

and \$5.4 million was available in capital allocations for building upgrades and minor works (total \$17.6 million).

The Library has an overarching Asset Strategy and works strategically through its principal department and NSW Treasury to obtain sufficient funding to maintain and improve its assets. Capital maintenance and enhancement of effort bids are developed and submitted each year as appropriate.

During the 2010–11 financial year the following building and maintenance projects were carried out.

BUILDING SERVICES: MAINTENANCE AND CAPITAL PROJECTS

The following Total Asset Management (TAM) funded building and maintenance projects were carried out in 2010–11.

- Building and amenity upgrades:
 - implementing the fire suppression system project in the upper and lower reading room stacks
 - supporting eRecords project workstation accommodation
 - the Macquarie building level 1 external staff breakout area
 - project management support to install the Glasshouse Learning Space
 - replacing the Mitchell basement meal room with a more appropriately sized room
 - refurbishing the Security staff meal room
 - repairing the Preservation laboratory floor and sink
 - relocating and improving Venue Hire function rooms
 - refurbishing the level 1 and level 3 staff toilets in the Macquarie building
 - reorganising the Foundation area layout
 - installing the Plant Room 2 louvre structure
 - removing stack shelving to install a more effective compactus storage system
 - installing Lift 6 & 7 floor indicator lights and the fire service key switch
 - installing Braille buttons in lift 2
 - refurbishing the digitisation studio
 - completing the Macquarie building meal room upgrades and joinery installation.

Security-related projects included installing:

- new security systems and refinements to existing processes as per the recommendations from the Deloitte security audit, including new security fencing in the Mitchell Reading Room stack area
- anti-tamper housing around existing security cameras
- an electronic contractor login system to record contractor and visitor access
- a new loading dock security control point to improve security access through the rear entrance
- a security access control system for the new Glasshouse Learning Space
- a new access control system in lifts 9 and 10 to prevent unauthorised access to staff areas in the Macquarie building.

OCCUPATIONAL HEALTH AND SAFETY IMPROVEMENTS

The following works were completed to ensure the health and safety of Library staff and visitors:

- installing covers on sprinkler heads in areas with low ceiling height in the Mitchell basement level
- upgrading and installing new emergency and evacuation lighting
- refurbishing the carpenter's workshop to remove hazardous working conditions
- replacing badly worn carpet in Macquarie building staff areas on Levels 1, 2 and 3.

HERITAGE REPORT

The Mitchell Library, at 1 Shakespeare Place Sydney, was listed as a place of state significance on the State Heritage Register on 10 April 2002 (Inventory Number 5,045,212). This listing recognises that the Mitchell Library is important to the whole of NSW and has been identified as a significant place that enriches the community's understanding of the State's history. It also requires us to comply with Section 170A (4) of the *NSW Heritage Act 1977*.

In April 2007 the NSW Heritage Office approved the Library's Heritage Asset Management Strategy for the Mitchell Library. The Government Architect's Office reviewed this management plan and the guiding principles were found to be consistent with current management plans. However, it is recommended that the Heritage Asset Management Strategy is formally

reviewed and an updated report submitted within the next 12 months.

The Mitchell Library, which celebrated its centenary in March 2010, is still in reasonable condition for a building of this age. Routine and minor building maintenance and alterations are carried out on a priority basis, although maintenance funding has been limited.

A major works program was completed in 2010–11 to install new parquet flooring in the Mitchell Galleries to match the flooring in the adjacent Dixon Galleries.

FINANCIAL OVERVIEW 2010-11

The Library Council of NSW incorporates the State Library of NSW and the State Library of NSW Foundation (the Library).

The Library continues to maintain financial soundness through stewardship of assets, rigorous budgetary and expenditure control, prudent cash flow management and enhancement of revenue. The financial and management accounting systems facilitate the production of relevant and timely reports at appropriate cost centre and business activity levels. This enables the Executive, Library Council and the NSW Government to effectively and efficiently manage Library resources.

The surplus for the year was \$4.665m compared with the budget for the same period of \$2.087m and last year's surplus of \$1.522m. The following table compares the 2010–11 actual result with the 2010–11 budget and the 2011–12 budget. Budget figures are as published in the NSW State Budget Papers.

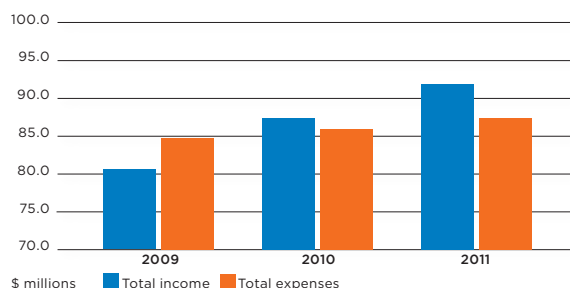
| | Budget 2011 \$'000 | Actual 2011 \$'000 | Budget 2012 \$'000 |
|---------------------------------------|-----------------------|-----------------------|-----------------------|
| Income | | | |
| Sale of goods & services | 1,735 | 1,961 | 1,682 |
| Investment income | 2,390 | 2,595 | 2,680 |
| Grants & contributions | 84,201 | 87,193 | 87,143 |
| Other income | 15 | 242 | 1 |
| Total | 88,341 | 91,991 | 91,506 |
| Less: | | | |
| Expenses | | | |
| Other expenses | 44,416 | 44,932 | 43,355 |
| Depreciation & amortisation | 16,300 | 16,990 | 16,300 |
| Grants & subsidies | 25,538 | 25,404 | 26,549 |
| Total | 86,254 | 87,326 | 88,204 |
| Surplus/(deficit) for the year | 2,087 | 4,665 | 3,302 |

The favourable variance of budget and actual 2010–11 is represented mainly by a corporate donation received by the State Library Foundation towards a major acquisition.

The following table and graph provides a three-year analysis of actual results for the Library.

| | Actual 2009 \$'000 | Actual 2010 \$'000 | Actual 2011 \$'000 |
|---------------------------------------|-----------------------|-----------------------|-----------------------|
| Income | | | |
| Sale of goods & services | 1,811 | 1,644 | 1,961 |
| Investment income | 2,401 | 2,671 | 2,595 |
| Grants & contributions | 76,187 | 82,929 | 87,193 |
| Other income | 137 | 183 | 242 |
| Total | 80,536 | 87,427 | 91,991 |
| Less: | | | |
| Expenses | | | |
| Other expenses | 44,631 | 44,753 | 44,932 |
| Depreciation & amortisation | 15,487 | 15,504 | 16,990 |
| Grants & subsidies | 24,598 | 25,648 | 25,404 |
| Total | 84,716 | 85,905 | 87,326 |
| Surplus/(deficit) for the year | (4,180) | 1,522 | 4,665 |

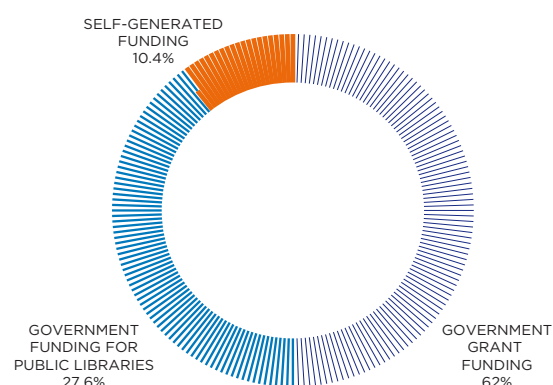
TOTAL INCOME AND TOTAL EXPENSES



Total revenue has increased 14% over the past three years while expenses have increased by only 3% (mostly due to increased depreciation charges).

REVENUE SOURCES 2010-11

The Library has a number of sources of revenue which are categorised into government grant funding and self-generated. Just over 10% of revenue is self-generated by the Library.



Government grants comprise grants and subsidies paid by the Library to public libraries throughout NSW; and recurrent, capital, employment-related and other grants to operate the Library. Over the past three years the Library received the following government grants.

GOVERNMENT GRANT FUNDING

| | Actual 2009 \$'000 | Actual 2010 \$'000 | Actual 2011 \$'000 |
|---|-----------------------|-----------------------|-----------------------|
| Recurrent funding | 33,044 | 32,485 | 34,521 |
| Public libraries grants and subsidies funding | 24,598 | 25,648 | 25,404 |
| Capital funding | 10,446 | 16,438 | 17,607 |
| Employment grants (Crown) | 2,799 | 3,307 | 2,596 |
| Other government grants | 1,259 | 2,200 | 2,307 |
| Total | 72,146 | 80,078 | 82,435 |

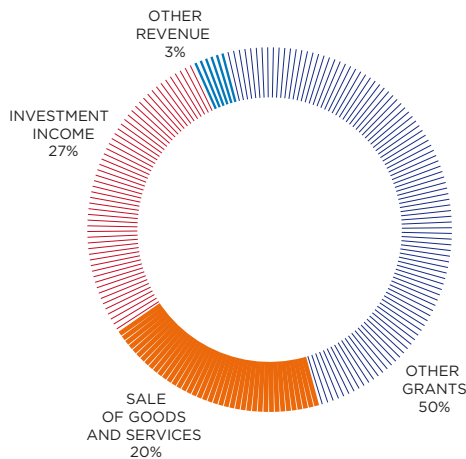
Self-generated revenue includes donations, corporate sponsorships, bequests, sales of goods and services, investment income and other miscellaneous revenue. It also includes services received free of charge related to the Department of Commerce restoring the heritage listed Mitchell Library stonework.

SELF-GENERATED REVENUE

| | Actual 2009 \$'000 | Actual 2010 \$'000 | Actual 2011 \$'000 |
|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Sale of goods & services | 1,811 | 1,644 | 1,961 |
| Investment income | 2,401 | 2,671 | 2,595 |
| Other grants | 2,887 | 2,144 | 4,758 |
| Other revenue | 137 | 183 | 242 |
| Services received free of charge | 1,154 | 707 | - |
| Total | 8,390 | 7,349 | 9,556 |

The following chart depicts the different sources of self-generated revenue for the financial year ended 30 June 2011.

% SELF-GENERATED REVENUE SOURCE 2010-11



EXPENSES

Total expenses increased by \$1.421m in 2010-11. The major increase was in depreciation of \$1.486m reflecting the collection revaluation in June 2010. The increase in personnel services expense reflects award salary increases and other expenses fell slightly.

EXPENSES

| | Actual 2009 \$'000 | Actual 2010 \$'000 | Actual 2011 \$'000 |
|--|--------------------------|--------------------------|--------------------------|
| Personnel services expense | 28,401 | 28,804 | 29,628 |
| Other expenses | 16,230 | 15,949 | 15,304 |
| Depreciation & amortisation expense | 15,487 | 15,504 | 16,990 |
| Grants & subsidies | 24,598 | 25,648 | 25,404 |
| Total | 84,716 | 85,905 | 87,326 |

FINANCIAL MANAGEMENT

In 2010-11 a structural realignment of the Operations division resulted in more focused control of the financial management branch. Risk management was elevated with many achievements to cement an increased risk management culture throughout the organisation. Internal Audit and Audit and Risk Committee charters were both finalised and endorsed by Library Council.

The organisation's strategic internal audit plan 2010-13 was adopted and a tight internal audit plan was delivered including a review of procurement and financial management practices.

Unmodified audit reports were achieved for both the State Library Foundation and Library Council's annual financial statements for 2010-11. The Library operated within its net cost of services financial limits.

USE OF CONSULTANTS

The Library did not use consultants during the reporting period.

CREDIT CARD CERTIFICATION

The Library had two credit cards issued during the year, one to the State Librarian and Chief Executive and the other to the Director, Public Library and Community Learning Services.

No irregularities were recorded during the year in the use of corporate credit cards and the Library complied with the Premier's Memoranda and the Treasurer's Directions.

INVESTMENT PERFORMANCE

The Library's investments are managed by the NSW Treasury Corporation (T-Corp) in accordance with NSW Treasury requirements under the *Public Authorities (Financial Arrangements) Act 1987*. The products utilised by the Library include the Hour Glass Medium-Term Growth Facility and short-term cash investments.

The value of financial assets within T-Corp's Hour Glass Medium-Term Growth Facility is \$18.779m as at 30 June 2011, compared with \$18.382m at the end of the previous year. The Library achieved a very satisfactory investment return of 7.1% in its medium-term growth facility in 2010-11. Given the performance of the global markets, this was an excellent performance by our fund managers.

Short-term cash-related investments achieved a slightly higher rate of return in 2010–11 of 5.0% compared to 4.1% in 2009–10, reflecting a general rise in interest rates. The following table shows returns achieved by facility type over the past three years.

FACILITY

| | 2008-09 % | 2009-10 % | 2010-11 % |
|---|--------------|--------------|--------------|
| Treasury Corporation Medium-term growth facility | 0.7% | 8.7% | 7.1% |
| Treasury Corporation Short-term cash investments | 4.7% | 4.1% | 5.0% |

PAYMENT OF ACCOUNTS

The Library’s accounts payable performance in 2010–2011 was similar to the previous year. The nature of payment arrangements and the conclusion to contractual obligations by vendors/suppliers to the Library inevitably result in delays on some payments. The target for accounts being paid on time and the Library’s performance will be reviewed during 2011–12.

ACCOUNTS PAID ON TIME WITHIN EACH QUARTER

| Quarter | Actual number % | Target number % | Total paid \$'000 | Total paid on time \$'000 |
|----------------|-----------------------|-----------------------|----------------------|---------------------------------|
| September 2010 | 82% | 100% | 10,828 | 7,400 |
| December 2010 | 77% | 100% | 23,524 | 21,729 |
| March 2011 | 82% | 100% | 12,020 | 10,640 |
| June 2011 | 85% | 100% | 17,631 | 15,288 |

**ACCOUNTS PAYABLE PERFORMANCE –
AGED ANALYSIS AT END OF EACH QUARTER**

| Quarter | Current up to 30 days \$'000 | 30 days overdue \$'000 | 60 days overdue \$'000 | More than 60 days overdue \$'000 |
|----------------|------------------------------------|------------------------------|------------------------------|---|
| September 2010 | 646 | - | 148 | - |
| December 2010 | 1,712 | 37 | - | 9 |
| March 2011 | 3,317 | 17 | 6 | 4 |
| June 2011 | 1,667 | 36 | 1 | 1 |

INSURANCE

The Library’s insurance activities are conducted through the NSW Treasury Managed Fund. Annual insurance costs reduced again in 2010–2011. Premiums were \$0.853m, compared with \$0.872m in 2009–10 and \$1.206m in 2008–09 and \$1.804m in 2007–08. The savings were achieved within the property cover, where the premium decrease is mainly due to a decrease in incurred claims since 2006–07.

RISK MANAGEMENT

The Library operates in a mature risk management environment where risks are assessed and managed as part of the core business. Complying with the Internal Audit and Risk Management Policy for the NSW Public Sector TPP-09-05, the Library’s Risk Management Framework comprises:

- an Audit and Risk Committee with an independent chair and members
- formalised periodic organisational risk assessments and project risk management
- an outsourced internal audit function which ensures the currency of a Strategic Internal Audit Plan and regular internal audits
- overarching charters for the Audit and Risk Committee and the outsourced internal audit function
- related risk management policies and procedures.

The NSW Audit Office conducts an annual external audit of our financial performance as well as compliance audits. The Library also complies with statutory reviews and audits conducted by NSW Treasury each year, including the *Public Authorities (Financial Arrangements) Act 1987*. This ensures that the internal controls are robust and that the Library complies with relevant Acts and Treasurer’s directions.

Deloitte Touche Tohmatsu (Deloitte) currently delivers ongoing internal audit services for the Library and assists in reviewing a wide variety of risk management issues. This work complies with the Australian/New Zealand Standard AS/NZS ISO 31000:2009 Risk Management. A Business Risk Assessment prepared by Deloitte in 2011 forms the basis of the Library’s approach to managing risk exposures.

During 2010–11, internal audits specifically examined the following areas:

- IT Security
- Property Maintenance and Management
- Financial Management
- Physical Security
- Business Continuity Plan – Gap Analysis.

Assessments conducted this year did not materially impact on our risk exposure. Recommendations made by Deloitte form part of the Library’s ongoing activities and are monitored on a regular basis. In addition, the Library carried out the following activities:

- Developed and implemented a Fraud Control Policy and Management Plan.
- Completed a pilot study into the use of the Millennium Circulation module to track the movement of rare books. Following the successful pilot, the new workflow was fully implemented for rare books and the extension of the workflow to other parts of the Library's collection is being investigated in 2011–12.
- Implemented new access controls to reduce unauthorised access to the stacks.
- Completed the second year of the five-year cyclical stocktaking schedule introduced in 2009–10, with another stocktake of the individually valued items in the Library's collection expanded to include high-value items identified in the 2010 collection valuation.
- Additional stocktakes completed included the Penguin books collection and the Model School Library, with significant progress made on stocktakes of the map collection M1/ZM1 and the Mitchell framed pictures sequence.
- The OH&S Management Plan was endorsed by Executive in November 2010 and published on the intranet. The plan communicates the Library's commitment to, and strategy for, developing an effective OH&S management system.
- An internal review was undertaken of the Library's Hazardous Substances Register across all Library work areas. Following this review, the NSW Business Chamber was engaged to undertake a comprehensive assessment of hazardous substances used in the Library to identify gaps in their handling and storage, provide current Material Safety Data Sheets (MSDS) and advise on steps required to maintain an accurate and current register. The NSW Chamber's interim report findings were received in June 2011 and Library management is addressing recommended actions.
- Project level risk assessments were conducted for major events held at Library venues and as part of the planning for substantial projects, including the State Reference Library refurbishment project.

OVERSEAS TRAVEL BY STAFF

| Name | Destination | Period of travel | Purpose | Cost, including to the State Library (excl. GST) |
|--|------------------|------------------|--|--|
| Regina Sutton, State Librarian & Chief Executive | Europe | July–August 2010 | To attend the IFLA World Library and Information Conference in Gothenburg. | Total cost of travel was \$19,914. Cost to the Library was \$8,585. |
| Agata Rostek-Robak | Switzerland | February 2011 | To carry out courier duties for 11 moveable cultural items from Bernisches Historisches Museum, Berne, to Zurich and airfreight to State Library Sydney. | Total cost of travel was \$18,554. Cost to the Library was nil. All travel and accommodation costs were met by the borrower. |
| Melissa Jackson | Karasjok, Norway | April 2011 | Attend Seventh International Indigenous Librarians' Forum 2011. | Total cost of travel was \$4,306. Cost to the Library was \$100. |
| Richard Neville | London, England | May 2011 | Visit Christies (London) to examine a collection of 1790s natural history drawings on offer to the Library. | Total cost of travel was \$11,000. Cost to the Library was nil. |

Internal audit and risk management statement

Internal Audit and Risk Management Statement for the 2010-2011 Financial Year for the Library Council of New South Wales

The Library Council of New South Wales is of the opinion that it has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 *Internal Audit and Risk Management Policy*.

The Library Council of New South Wales is of the opinion that the Audit and Risk Committee is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08 in its own right and in conjunction with its Principal Departments (Communities NSW to April 2011 and Department of Trade Investment Infrastructure and Services from April 2011 to June 2011) Audit and Risk Committee framework. The Chair and Members of the Library Council of NSW Audit and Risk Committee are:

- Richard Fisher – Independent Member (Term: 1 Jan 2010 – 31 Dec 2013)
- Rob Thomas – non-independent Member (Term: 1 Jan 2009 – 31 Dec 2011)
- Susan Doyle – Independent Chairperson (Term: 11 Aug 2010 – 10 Aug 2013)

The Library Council of New South Wales declares that this Internal Audit and Risk Management Statement is made on behalf of the State Library of NSW (parent entity) and the State Library of New South Wales Foundation (controlled entity) which combined constitute the Library Council of New South Wales.

These processes provide a level of assurance that enables senior management of the Library Council of New South Wales to understand, manage and satisfactorily control risk exposures.

In accordance with a resolution of the Library Council of New South Wales



Rob Thomas
President Library Council of New South Wales
Date: 13 October 2011

Strengthen capability of our people

In 2010–11 the Library ensured staff had the skills and knowledge to provide high-quality service and programs, and continued to build a vibrant, collaborative, engaged and respectful team culture through the following:

- upgrading technical skills and knowledge with a focus on managing historical documents, using Historical Land Titles database, Library of Congress Subject Headings and Oxford Online resources
- enhancing capability to communicate with stakeholders, including our clients, through courses in Networking and Relationship skills, Exercising Influence, Media Interviews, Social Media Marketing, Writing for the Web and Writing Procedures
- improving staff knowledge of Code of Conduct, privacy and records management policies, and mandatory reporting and counter disaster procedures.
- The inaugural Staff lecture series was conducted with around 200 staff attending four lectures by in-house experts with the aim of this series to broaden foundation knowledge about unpublished collections
- 11 staff from eRecords, Original Materials and Collection Services successfully completed the 10-day Managing Historical Documents course delivered by Dr Peter Orlovich, in association with University of NSW
- 77 staff attended LibraryThing training. LibraryThing is a social cataloging web application for storing and sharing book catalogs and various types of book metadata used by individuals, authors, libraries and publishers.

In 2010–11 a program began to expand digitisation skills and knowledge to other Library branches. It aims to broaden the staff contribution to digitisation and better equip staff to understand concepts, skills and workflows associated with digital asset production.

Staff from Collection Services branch have worked closely with photographers in Imaging Services to digitise and make accessible specific items from the Library's printed material collections. The first project successfully completed was the digitisation of 1148 pages of Australian 19th century sheet music. Currently underway is the digitisation of retail and

mail order catalogues from iconic department stores. This project will also provide digital content for multimedia displays in the forthcoming *On Sale! Shops & Shopping* exhibition.

In May 2011 the Library launched a new staff intranet, InsideSL. The goal was to develop and install a user-focused intranet that would be a vital business tool for Library staff and enhance organisational productivity by providing a platform for integrated business tools and systems.

The intranet supports organisational change through communicating corporate information; and it supports the changing roles and responsibilities of staff by provided a centralised, consistent platform for online tools and information. This new tool is expected to streamline work processes by the use of work flows, document control and easy to access business tools, while encouraging staff contributions by providing collaborative tools and online spaces.

Maximise value of emerging technologies

Beginning in 2010, a new Digitisation Strategy commenced to scale up the volume of digitisation and make the Library's collections more accessible to the public. A review of the strategy commenced in January 2011 to enhance the capability of the Digital Library Services team to increase digitisation. The following activities were undertaken:

- refurbishing the Imaging Services labs has increased digitisation capacity by improving layout, adding extra workstations and copy stands, and providing better workflow efficiencies
- in June 2011, a range of high-resolution cameras, wide-format plan scanners and copy stands were acquired to better equip the branch to carry out the high-volume digitisation of large collections in the coming year.

In October 2010, the Library changed website analytics tools to use Google for website tracking and analysis. The results have been encouraging, with monthly website dashboard reports created for detailed analysis. The creation of dashboards helps inform the Executive and staff about web traffic and supports informed decision making about developing and directing the Library's online strategy.