91% client satisfaction in 2013-14
Achievements summary
Pre-eminent destination

A key aim of the State Library of NSW is to be a major attraction for Sydneysiders, NSW residents and tourists onsite and online. We measure our success through client satisfaction, visits to our reading rooms and exhibitions, and use of the Library’s website.

CLIENT FEEDBACK

In addition to ongoing evaluation of our services and programs, each year the Library carries out community awareness and client satisfaction surveys. As a result of these evaluations we can improve the client experience online and onsite. This year, clients are reporting a high level of engagement and their satisfaction has been maintained at 91%.

In addition, 284 clients provided written feedback about the Library’s facilities and services. Improvements were suggested by 46 clients, and another 88 expressed their appreciation for staff and services. The remaining 150 were complaints, many relating to proposed changes to the Mitchell Library Reading Room which have been addressed through revised plans.

SHOWCASING OUR COLLECTIONS

Original collections were on display at a number of events throughout the year. To celebrate the 450th anniversary of Shakespeare’s birth in April, the Library held a media event with the Bell Shakespeare Company and a public showing of Shakespeare’s First Folio, attended by 300. In May, 400 people attended the inaugural ‘Come and See the Real Thing’ event, which displayed recently acquired collection items.

Our series of ‘Out of the Vaults’ events offered up-close viewings of original material to small groups, with themes ranging from cricket to natural history, war diaries and Bibles.

ABC Classics released Mysteries of the Gregorian Chant by the Singers of St Laurence, directed by Neil McEwan. The album featured the world premiere recording of eight chants from the Library’s ‘Rimini Antiphonal’ manuscript of 1328. The release follows on from five concerts in the Mitchell Vestibule in 2008 and 2009.

EXHIBITIONS

A major exhibition this year was Artist Colony: Drawing Sydney’s Nature, held from 1 March to 11 May 2014. With the accompanying book, Natural Curiosity: Unseen Art of the First Fleet by curator Louise Anemaat, the exhibition showcased the Library’s natural history collections and included material from international collections.

Artist Colony featured the TAL & Dai-ichi Life Derby Collection, acquired from the 19th Earl of Derby in 2011. The exhibition was generously supported by the Belalberi Foundation and collection partners TAL & Dai-ichi Life and the NSW Government. It attracted over 30,000 visitors, and 9828 online visits. There were 12,000 gallery guides printed and distributed for the exhibition.

From the Victoria and Albert Museum, London, Selling Dreams: One Hundred Years of Fashion Photography revealed the evolution of international fashion photography. At the same time, Australian Glamour: Model, Photographer, Magazine drew on the Library’s collection to highlight Australia’s fascination with glamorous fashion pictures from 1900 to the present.


Born to Concrete: Visual Poetry from the Collections of Heide Museum of Modern Art and the University of Queensland revealed the emergence of concrete poetry in Australia from the mid-1960s onwards. The exhibition featured additional material from the Library’s collection of concrete poetry.

AMAZE: THE MICHAEL CROUCH GALLERY

Established in 2013, Amaze: The Michael Crouch Gallery continued to showcase a changing variety of iconic, beautiful and quirky items. Recent acquisitions featured in the gallery included the Helen Selle bequest of Australian art. Displays were created to mark significant anniversaries such as the bicentenary of Ludwig Leichhardt’s birth.
The gallery has also highlighted items in the Library’s collection relating to festivals such as Corroboree, the Sydney Gay and Lesbian Mardi Gras, and Art & About Sydney.

**DISPLAYS**

In locations around the Library, including the Macquarie Street foyer, 12 displays were presented over the year. Highlights included *Behind the Truth*, which questioned the objectivity of photographs; *Acknowledged: Sydney’s Homeless*, in partnership with Sydney Homeless Connect, supported by the State Library of NSW Foundation; *Into the Line of Fire*, featuring images by Fairfax photographers of the October 2013 Blue Mountains bushfires; and *Home: Photographs of Ethnic Communities* by Louise Whelan.

**CONSERVATION FOR EXHIBITIONS**

State Library conservators carried out conservation work on 1400 items in preparation for exhibitions at the Library.

The Garling Project enabled a conservator to carry out in-depth research and treatment of over 1000 watercolours of the TAL & Dai-ichi Life Derby Collection and associated items, many of which were displayed in the *Artist Colony* exhibition. Five of these First Fleet natural history watercolours were taken to the Australian Synchrotron in Melbourne where X-ray fluorescence scanning was used to examine metals and pigments. The scans showed a high quality of gold leaf, which indicated the watercolours were made in Australia using European materials. The information will assist in preserving the works, and understanding their provenance.

**WORLD WAR I CENTENARY COMMEMORATIVE PROGRAM**

The State Library holds over 1200 volumes of World War I diaries and letters, as well as maps, photographs, posters, newspapers and ephemera. They are some of the richest — but also the least known — records of Australian experiences of the Great War.

These collections date from late 1918 when the Library began acquiring descriptive material which expressed the personal feelings and observations of men and women at war.

In April 2014, the State Library of NSW and News Corp Australia announced a partnership that will see the two organisations work together to inspire a modern worldwide audience through access to the Library’s extraordinary collection of World War I diaries. The landmark three-year partnership will enable access to the Library’s collection through digital and print media, tours to regional NSW and curriculum-based learning resources.

News Corp Australia will work with the State Library to publish stories of Australian service men and women under the title, ‘100 Years of Untold Stories: ANZAC to Afghanistan’.

This year the Library acquired and catalogued 10 new collections of material related to WWI, as well as digitising and transcribing diaries. Extensive preparations were underway for exhibitions and events around our WWI collections planned for 2014–15.

The exhibition *Life Interrupted: Personal Diaries from World War I*, launching in July 2014, will feature diaries newspapers, photographs, artworks, maps and ephemera from the WWI collection.

**PUBLIC EVENTS**

The Library held 190 public events in 2013–14, with over 8000 attendees.

Gala events were held in September 2013 and May 2014 to announce the NSW Premier’s History Awards and Literary Awards. These awards celebrate and promote excellence in history and literature. They are presented by the NSW Government and managed by the Library in association with Arts NSW. The Premier’s History Awards had a total of $75,000 awarded in prize money. The Premier’s Literary Awards had total prize money, including sponsored awards, of $275,000.

In August, the inaugural Biography Week featured a public events program dedicated to promoting and celebrating biography, autobiography and memoir. Events included the announcement of the National Biography Award and the annual biography lecture.

A combined exhibition opening was held for *World Press Photo* and *Sydney Morning Herald Photos1440*, and a launch for *Artist Colony: Drawing Sydney’s Nature*. Audiences also enjoyed author, scholar and curator talks, free films and book launches throughout the year.
A range of public events were held at the Library as part of broader community festivals including Multicultural March, Vivid Sydney, Art & About, International Women’s Day, Corroboree Sydney, NAIDOC Week, Sydney Fashion Week, Sydney Gay & Lesbian Mardi Gras, NSW History Week, Sydney Writers’ Festival and Chinese New Year.

PRE-EMINENT ONLINE DESTINATION
The Library website continues to be an important point of contact for our clients with 5,131,805 visits, showing a rise of 20% since last year, confirming a significant increasing trend in online visitation.

Mobile visits to the site, from both phones and tablet devices, have also grown by 85%. But this growth is balanced by continued preference for desktop access required for deep research into the Library’s collections.

Curated collection content continues to be popular, with online research guides showing an 80% increase since last year. The Library’s research guides are valuable resources for users actively studying or researching across a range of subject areas.

MITCHELL LIBRARY READING ROOM
The State Library’s vision is to be recognised as a world leading library and centre of digital excellence, and to respond to the changing needs of its clients. We are achieving this through our strategic priorities, which include renewing the Library’s buildings to re-establish the Library as a major cultural destination for NSW residents as well as local and international tourists.

In December 2013, the State Library of NSW announced the its plans to renew the Mitchell Library building, including the refurbishment of the Mitchell Library Reading Room.

The Library will revitalise the Mitchell Library so that the heritage building and collections can be used and enjoyed for generations to come. This follows the successful NSW Government–funded State Reference Library (Macquarie St building) renewal, completed in 2012, and the opening of Amaze: The Michael Crouch Gallery in the Mitchell building in 2013.

The Library has carefully considered feedback from the community regarding access to collections and services in the Mitchell Library Reading Room. As a result, the Library has revised its plans to restore and refurbish the ground floor of the Mitchell Library building, including the Reading Room.

Like all great libraries, the State Library will continue to respond to the changing needs of its readers and visitors.

Learning and scholarship
One of the Library’s strategic goals is to be an innovator in learning and research in the education sector and in the community. We do this by offering fellowships for scholars and learning programs for all age groups.

FELLOWSHIPS
As part of its ongoing commitment to research, the Library administers a number of fellowships, which are principally focused on the use of its collections for historical research.

The David Scott Mitchell Fellowship and the Merewether Scholarship, each valued at $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 2013–14 Mitchell Fellow is Dr Gabriella Zabala for her project ‘Left, Radical and Unacknowledged: The Unpublished New Theatre plays of Jim Crawford’. The Merewether Scholarship encourages and supports the research and study of nineteenth century history in NSW using the collections of the Mitchell Library. The 2013–14 Merewether Scholar is Dr Nancy Cushing for her project ‘The Skeleton at the Feast: Australian Animals as Food and Non-food in the Colonial Period’.

The CH Currey Fellowship, valued at $20,000 per annum, is awarded for writing Australian history from original sources. It was established in 1974 under the terms of a bequest by well-known historian Dr Charles Herbert Currey. The 2013–14 Currey Fellow is Dr Christine Jennett for “Saving the Gurindji”: The Story of the Sydney-based Support Campaign for the Gurindji Peoples’ Struggle for Equal Pay and Land Rights between 1966 and 1975’.

The Nancy Keesing Fellowship, valued at $12,000 per annum, is awarded for research into any aspect of Australian life and culture using the resources of the
State Library. The fellowship was established in 1994 by Nancy Keesing’s husband, Dr Mark Hertzberg, a former president of the Library Council of NSW. The 2013–14 Keesing Fellow is Blake Singley for ‘Selling the Modern Housewife: Cookbooks, Gender and Consumption in Australia’.

The Australian Religious History Fellowship, valued at $20,000 per annum and supported by an anonymous benefactor, was launched in September 2010. This fellowship supports the research and study of any aspect of Australian religious history of any faith. The 2013–14 fellow is Dr Peggy James for ‘The Shaping and Communication of Australian Buddhist Thought: The Contribution of Marie Byles’.

The Library awarded two inaugural Sydney Grammar Fellowships this year, each valued at $5000. These are supported by Sydney Grammar School and are for the development of learning resources based on the collections of the Library which can be delivered to teachers in relevant, timely and curriculum-appropriate fashion. They were awarded to Maggie Anderson for ‘Discovering Classification with Joseph Banks’, and to Anthony Britten for ‘Digital Excellence Supporting Digital Text Creation: The Collection of the State Library of NSW and Subject English in the Context of the Australian Curriculum in NSW’.

**LEGAL AND DRUG INFORMATION FOR SCHOOLS**

The Legal Information Access Centre (LIAC) developed training videos *How Laws are Made: Parliament* and *How Law are Made: Courts* with a grant from the Law and Justice Foundation. The videos are aimed at non-lawyers including public librarians, teachers and legal assistance agencies. They are available on the State Library and Find Legal Answers websites and on YouTube.

In March 2014 LIAC presented information on its online legal resources for HSC Legal Studies to 230 teachers at the Legal Studies Association Conference in Parramatta. Thirty-two teacher librarians attended the combined LIAC and Drug Info presentation at a Teaching and Learning, Technology and Libraries 2014 event. Promotional material was distributed for HSC Legal Studies and Drug Info to 900 NSW high schools. The Drug Info service developed an interactive alcohol awareness session for Crossroads students, which was presented to 158 students at Epping Boys High in December 2013.

Research guides on the Library’s website for HSC Legal Studies and Personal Development, Health and Physical Education were accessed frequently, with 226,795 visits for the HSC Legal Studies guide. New research guides for students and teachers were added to the Drug Info website. The HSC Legal Studies News Watch Blog was the Library’s most popular blog with 43,710 visits.

**LIFELONG LEARNING**

During the year, 38 courses and workshops for lifelong learners attracted 369 participants. Courses ranged from ‘The Art of Searching Online’, ‘Reading Yesterday’s News’ and ‘Social Media for Beginners’, to ‘Reliving the 60s’. A new Lifelong Learning program was offered at the Library as part of NSW Seniors Week in March 2014: ‘Travel Through the Ages’. The ‘Where Do I Start?’ series was reviewed and updated into three new alternating sessions.

**KIDS @ THE LIBRARY**

In 2013–14 the popular Kids@the Library program was expanded to include ‘Concrete Poetry’ (in association with the *Born to Concrete* exhibition) and ‘Wearable Art’ workshops. A full-day workshop, ‘Art Making Marathon’, linked to the *Artist Colony* exhibition, included a sketching session in the Botanic Gardens.
Tours were expanded to include a wide range of ages while the ‘Up Late’ program focused on the Cook collection, with families creating their own HMS *Endeavour* to take home.

**INDIGENOUS LANGUAGES SYMPOSIUM**

The Library hosted the Hidden Gems symposium in August 2013, which explored the role of libraries and archives in revitalising Indigenous languages and culture. The symposium brought together a number of speakers who are passionate about language revitalisation, with over 100 researchers, librarians, archivists, linguists and museum professionals sharing their experiences in the field. The symposium achieved national and international media coverage.

**SCHOLARLY MUSINGS**

Scholarly Musings events provide an opportunity for researchers to exchange ideas and learn about other research projects being pursued at the Library. Researchers are invited to submit a proposal sharing their experiences and discoveries in using the Library collections.

This year, 11 events were held with 508 people attending. Feedback continues to be positive. Highlights of the program included a presentation by Dr Nicola Teffer, who looked at photographs of Gumbainggir people and European settlers within the context of the settlement and development of the Clarence River district; Dr Matthew Allen examined the role of Christian ethics in the development of a free and secular society in NSW, looking especially at the public writings of three Sydney newspaper editors; and Paul Iris, a history PhD candidate at the University of Sydney, looked at how records within the collections of the Mitchell Library can help paint a picture of life for Aboriginal people in the growing city of Sydney in the 19th century.

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**Great public library network**

The NSW public library network — which comprises 369 public libraries across NSW, with a further 34 satellite locations and 20 mobile libraries servicing small and isolated communities — provides library and information services to local communities across metropolitan and rural NSW.

**STRATEGY AND DEVELOPMENT**

The State Library ensures that public libraries remain strong and accessible through leadership and effective strategies.

The *Public Library Funding Strategy 2013–14*, prepared for the Public Libraries Consultative Committee (PLCC), was endorsed by the Library Council of NSW and received approval from the Minister for the Arts in 2013.

The NSW Office of Local Government was invited to nominate an inaugural representative for the PLCC. The NSW Public Library Learning and Development Framework was developed, based on a statewide audit of needs conducted in August. ‘Managing Digital Repositories’ training for NSW public library staff was developed with TAFE in June, and will be delivered in 2014–15.

**GRANTS**

In 2014–15, the NSW State government will provide a record $27.5m to public libraries, including year one of the new Public Library Infrastructure Fund, which will deliver an additional $15 million over four years. Councils will shortly be invited to apply for funds under this program to improve library buildings, spaces and technology.

This funding program builds on capital grants provided in recent years for public library capital development. Some notable examples from 2013–14 include $200,000 granted to Kyogle Council for a new mobile library; $200,000 to Shellharbour City Council to fit-out its planned new central library; $81,730 to assist Forbes Shire Council to refurbish its library; and $199,787 to Bega Valley Shire Council towards a new library at Tura.
PROGRAMS AND EVENTS

A number of programs for public library staff were offered at the State Library and at public libraries across NSW. Over 750 public library staff participated in seminars, training and workshops at the Library, including ‘Taking the Lead’, subject-based seminars and the ‘Making Connections’ program. The Library’s eLending Kit learning program was taken up by 37 libraries, with 158 staff participating.

Local media coverage was achieved for the pilots to extend access to the State Library’s e-resources (databases and ebooks) by public library card holders with Great Lakes and Randwick libraries. This initiative offers access to public library and State Library e-resources using a public library card.

Law Week events and displays were held in public libraries in May 2014, reaching over 3300 members of the community. The Drug Info service developed ‘Know Your Standards’ week, a targeted promotional activity for public libraries around alcohol awareness.

Combined legal information and drug info @ your library workshops were delivered to 165 public library staff in 11 locations, with 97% of the participants ranking the quality of the training as excellent or very good. The annual LIAC Forum in February was attended by 54 librarians from 41 libraries to discuss service issues and developments. Public librarians from 45 public libraries attended the annual Drug Info Forum, with 83% of participants rating the forum as excellent or very good.

The Drug Info service survey was sent to public library managers. Of 55 responses received, 61% were from regional locations and 39% from metropolitan libraries. The service was rated excellent or very good by 70% of respondents.

INFORMATION

Find Legal Answers Tool Kit book stickers, new bookmarks and magnets were distributed to public libraries. The stickers highlight the need to check the website for updates to books. During Law Week, 5520 bags of promotional material were distributed, and over 600 copies of Neighbours and the Law were sent to 26 libraries.

All public library services received two copies of Speaking for Myself: Planning for Later Life Decision-making, published by Legal Aid NSW and the Benevolent Society, to update their Find Legal Answers Tool Kit collections. Hot Topics 85: Human Rights, Hot Topics 86: First Australians and Hot Topics 87: Domestic Violence were distributed to 248 subscribing schools, public libraries, prisons, neighbourhood centres, Legal Aid offices and community legal centres.

The Library’s Drug Info service sent 16 ‘Know Your Standards’ display kits to Community Drug Action Teams across NSW for events. It also distributed 67 Drug Info kits and over 4000 promotional items to 39 libraries for Youth Week displays and other community events. Over 17,500 promotional items were distributed to 99 local government and health and support organisations for a range of outreach and community programs.

DIGITISING NSW NEWSPAPERS

The Library supported initiatives by public libraries and historical societies across the state to digitise NSW newspapers. Information sheets were prepared about digitisation for public libraries. As a result of Digital Excellence program funding and community support for the contributor model, 275 NSW newspapers are now accessible through the National Library’s Trove website and through links in the State Library’s catalogue. (See also Collections & access, Newspapers)

TOURING DISPLAYS AND COLLECTIONS

Three Library displays were on tour at public libraries. Beach, Bush and Battlers: Photographs by Jeff Carter visited six venues. The Flashback display, highlighting 160 years of fashion photos, and Lewin: Crossing the Blue Mountains were both displayed at 17 venues.

Library collection and preservation specialists visited Bathurst and Newcastle as part of Foxtel’s History Channel ‘Walks’ series with Tony Robinson. The Library shared expertise, library resources and original collection materials with a total of 1500 people at these locations.
Regional and community engagement

The State Library is committed to making its collections and services accessible to people in regional and remote areas, to culturally diverse communities and to people with a disability.

TECHNOLOGY SUPPORT

The Library’s technology support for the public library network ensured WiFi hotspots were installed in 16 public libraries through the Revitalising Regional Libraries program (see map opposite).

COMMUNITY SUPPORT

The Legal Information and Access Centre (LIAC) delivered legal information workshops to 53 staff from local courts, legal assistance and community agencies in Broken Hill, Armidale and Tamworth. The training was rated very good or excellent by 98% of participants.

Drug Info brochures for Culturally and Linguistically Diverse (CALD) communities were delivered to 37 organisations. The CALD links on the Drug Info website were reviewed, and Maltese and Sudanese languages were added. The Multilingual Health Database has been made available online in four languages.

New Indigenous pages were added to the Drug Info website to include information for young people, parents and carers, pregnant women, community and health workers, and researchers. There has been a substantial increase in page views of resources for Indigenous people. Information and promotional material was sent on request to key services including Mt Druitt Aboriginal Medical Service, Aboriginal Health, Bourke Street Health Service, and the Redfern Aboriginal Medical Service.

OPEN DATA

The Library has launched an open data resource on our website to provide the community with open access to our data and collections. The resource offers a selection of pre-collected datasets and tools to allow users to re-purpose collections in creative and innovative ways.

COLLECTION LOANS

This year the Library received 140 loan requests for collection material to be exhibited, and 56 items on long-term exhibition loan were renewed. Significant loans included three items to the Royal Academy of Arts, London, for the blockbuster exhibition Australia; four items to the National Library of Australia for Mapping Our World; 17 items displayed in the Art Gallery of Ballarat’s For Auld Lang Syne: Celebrating Scottish Australia; 17 items to Sydney Living Museums to support the exhibitions Eat Your History and Celestial City; and nine items to Carriageworks for Hereby Make Protest as part of NAIDOC Week.

INDIGENOUS EVENTS AND SERVICES

As part of Corroboree Sydney 2013 in November, the Library held a well-received ‘pop-up’ Corroboree Lounge where festival-goers could meet and discover local languages and family history links. The Library hosted a two-day training workshop for staff from the Dhiiyaan Centre in Moree, and hosted visitors from the Awabakal Traditional Owners Corporation and Groote Eylandt, Northern Territory. Indigenous history was included in the Far Out! Treasures to the Bush learning programs for schools in regional NSW.

VOLUNTEERING AT THE LIBRARY

The Library continues to benefit from the Volunteer program. Volunteers have provided 11,874 hours of assistance on a range of projects. A dedicated group has continued to transcribe World War I diaries; a number of volunteers have assisted with sorting and listing collection material such as architectural plans, photographic negatives of Max Dupain, and oral history recordings.

Our volunteers led exhibition and History & Heritage tours for 2172 Library visitors. They provided event and administration assistance, and acted as hosts in exhibitions, the Shakespeare Room and in helping the public access the Library’s Curio app.

This year a multicultural volunteers program was launched to share Library information with culturally and linguistically diverse communities.

GOING PLACES AUTHOR TOUR

The inaugural statewide program, Going Places: Authors on Tour, brought some of the best Australian writers to regional towns and cities. Tour locations included Murwillumbah, Lismore, Byron Bay, Coffs Harbour, Port Macquarie and Kiama. The program is supported by the Copyright Agency.
Revitalising regional libraries

See page 75 for more information.
Enthusiastic staff

It is a Library priority to encourage staff to be engaged, high performing and highly regarded.

ENGAGEMENT IN THE WORKPLACE

Staff shared their knowledge and expertise with colleagues at six staff lectures. Topics included ‘Reliving the 60s’, ‘Indigenous Knowledge: Global and Local Perspectives’ and ‘The Development of Public Libraries’. At another lecture, staff learned about the process of curating the Artist Colony exhibition.

The refurbishment of Level 2 of the Macquarie Street building was completed to provide a more efficient working environment for staff. Staff were relocated from the Mitchell building.

A staff event was held for Curator of Photographs Alan Davies, who retired from the Library in May 2014 after 25 years. Alan’s encyclopaedic knowledge of photography and storytelling ability helped bring the Library’s photographic collection to broad recognition. He has been awarded the honour of Emeritus Curator.

ENGAGING ONLINE

Staff at the Library created Wikipedia articles on people, events and collection strengths relating to NSW, including ‘Newspapers in New South Wales’, ‘List of non-English-language newspapers in New South Wales’, ‘1813 crossing of the Blue Mountains’, ‘Journals of the First Fleet’, ‘List of Australian diarists of World War I’ and individual entries for NSW newspapers digitised through the year. Staff also participated in a pilot project for the social media platform Tumblr.

HIGHLY REGARDED

The achievements of Library staff were recognised in the following areas:

• The Library’s Learning Services team achieved Endorsed Provider, Board of Studies Teaching Educational Standards (BOSTES) registered professional development accreditation at level of Proficient Teacher.
• A partnership was negotiated with Digital Humanities 2015, the first international digital humanities conference to be held in the Southern Hemisphere. This conference will introduce an international audience to the Library’s Digital Excellence program.
• The 5th edition of the key text Living Learning Libraries: Standards and Guidelines for NSW Public Libraries was published January 2014, with templates for use by public libraries published online in March.
• Amaze: The Michael Crouch Gallery was shortlisted for the Museums & Galleries National Awards.
• A new digitisation sub-category (G02) was created under the ICT Services Scheme. A Digitisation Services Agreement addresses collection care and copyright and will be used by the Library and other government departments and agencies.

Capability rich

It is a key focus of the Library to encourage staff to improve their capabilities through learning and recognition of achievement.

PROFESSIONAL DEVELOPMENT

The formal Annual Performance Development Review Program and mid-year assessments were completed for 87% and 97.2% of staff respectively. Under the Annual Training Plan, 99% of individual staff training needs were addressed and 98.5% of Library-wide courses were conducted.


CONFERENCES AND SEMINARS

Staff participated in a number of professional conferences and seminars including the Australian Institute of Aboriginal and Torres Strait Islander Studies National Indigenous Studies Conference, the Australian Society of Archivists National Conference, the Australian Committee on Cataloguing and the Libraries Australia Forum, the Digital Collecting Forum, the Performing Arts Heritage Network Annual Meeting, and the 8th Australian Institute for the Conservation of Cultural Material Book, Paper and Photographic Materials Symposium.
The Library aims to be highly collaborative, both internally and with other cultural institutions, National and State Libraries Australasia (NSLA) and with other partners.

COLLABORATING WITH LIBRARIES AND OTHER CULTURAL INSTITUTIONS

The Regional Library Models research project commenced in April with the University of Technology Centre for Local Government. The Statewide Early Literacy Framework for Public Libraries project commenced in June with the Macquarie University Institute of Early Childhood.

A learning partnership was developed with the Sydney Theatre Company and with the School Library Association of NSW.

The Legal Information Access Centre (LIAC) delivered two workshops to 26 LawAccess customer service officers, with 96% of the participants ranking the quality of the training as excellent or very good. LIAC is working with the NSW Department of Justice to build collaborative legal information networks between public libraries and local courts. An overview of the NSW Court Online registry was presented at Blacktown Public Library to local court staff and members of the community.

Through an international collaboration with Guldborgsund-bibliotekerne in Denmark and San Jose State University in the US, staff completed writing English language training materials for the 23 Mobile Things course. An online program in delivering library services via mobile devices, the course was adopted and remixed in Norway, Russia, USA, Germany, Philippines and Singapore, Minnesota, New York state, France and the new graduates cohorts of ALIA and New Professionals groups in Australia and New Zealand.

NATIONAL AND STATE LIBRARIES AUSTRALIASIA (NSLA)

Staff were involved in a number of NSLA collection management projects and provided input to the following:

- Digital Collecting Workforce Planning survey
- Australian Collaborative Collections Legal Deposit survey
- Australian Collaborative Collections Reference survey
- Grey Literature Collectors survey
- Forum for Valuers
- Large Pictures Collections report
- Map Collections project
- Reftracker Leverage project.

Key achievements of these collaborative projects included implementing common processes for handling client statistics and a position statement on Aboriginal and Torres Strait Islander library services and collections.

The NSLA Communications and Marketing Group, comprised of the Marketing, Public Programs and Communications Managers from the State and Territory libraries across Australia and New Zealand, continued to work on collaborative marketing initiatives across all libraries. In 2013–14 this included the WWI centenary commemoration project and social media performance benchmarking.

There was also participation in the NSLA Literacy and Learning project group and through the ‘critical friend’ process with Northern Territory Library.

EVENT PARTNERSHIPS

Events partnerships were initiated or maintained with the following organisations:

- a new memorandum of understanding with the Grattan Institute
- an ongoing partnership with the Walkley Foundation
- Sydney Writers’ Festival
- Art & About
- Vivid Sydney
- Amnesty International
- Silent Film Festival
- Antenna Film festival
- WordTravels
- History Council of NSW
- Macquarie University.
EXHIBITION AND MEDIA PARTNERSHIPS
The Library signed a three-year agreement with Canon for the ever-popular World Press Photo exhibition. Other exhibition partnerships were formed with London’s V&A Museum (for Selling Dreams), Sydney Homeless Connect, the Walkley Foundation and with Victoria’s Heide Museum of Art (for Born to Concrete).

In media partnerships, the Library partnered with Foxtel’s History Channel to develop four interstitials for the start of the World War I centenary commemoration. A new partnership — a books segment with the Mitchell Librarian — was established with ABC 702 radio’s ‘Mornings with Linda Mottram’.

PROJECT PARTNERSHIPS
The Library’s three-year World War I centenary commemoration partnership with News Corp Australia was launched on 15 April at an event with the Hon. Tim Fisher AC and News Corp executives (see also ‘Pre-eminent destination’).

A partnership with HarperCollins Publishers saw the publication of In Great Spirits, the edited diaries of WWI Australian soldier Archie Barwick. The Barwick diaries are part of the Library’s 1200-strong collection of WWI diaries and letters.

A collaboration with the Australian Theatre for Young People has produced a script related to the World War I diaries with an option to perform. This is part of a project to ensure that the Library’s WWI collections are accessible.

The Library also collaborated with Digital Design & Media Arts, University of Canberra; Department of Digital Humanities, University of Western Sydney; Australian Film, Television and Radio School; School of the Arts & the Media, University of NSW; and Open Data in Libraries, Archives & Museums. These collaborations lay a platform for building strong partnerships with tertiary sector and emerging communities such as the digital humanities sector.

Leadership and transparency
The Library has a focus on transparent accountability and effective leadership.

ORGANISATIONAL REVIEW PROGRAM
As part of the NSW Government’s commitment to responsible fiscal management, the Library commissioned an organisational assessment after a voluntary redundancy program in November 2012. Under the Library Review Program, 18 of 22 branch/functional reviews were completed. The remaining four reviews are in progress. Of the 18 completed reviews, approved structures have been implemented from eight reviews and implementation is well progressed from the remaining 10 reviews. A reduction in staff of 46.8 FTE has been achieved from the Review Program through targeted voluntary redundancies.
Dynamic collecting

The Library’s primary collecting priority is to create and preserve a collection that reflects the cultural heritage of NSW in both the Australian and international contexts. Our rich collections continue to grow, documenting history, culture and society in all its formats.

__COLLECTING TO DOCUMENT LIFE IN NSW__

The Library’s collection documents life as it is lived in NSW through additions of material each year. Publishers contribute through the Legal Deposit provisions of the NSW Copyright Act 1879 and, similarly, NSW Government publishers deposit as required by the Premier’s Memorandum 2000–15: Access to published information: laws, policy and guidelines. Significant pictorial, map and manuscript collections are acquired through donation, bequest and transfer.


Highlights in 2013–14:

• 972 books and 630 journal titles, including 30 new journal titles, were deposited by NSW Government agencies
• 192 new born-digital titles originating in NSW were archived in PANDORA, Australia’s online archive
• 4365 books and 5114 journal titles, including 228 new journal titles as well as posters, calendars and performance programs, were received from commercial and private NSW publishers through Legal Deposit
• published material, including 149 new journal titles and 2219 books, was accepted from donors
• donations of manuscripts and pictorial material were accepted under the auspices of the Federal Government’s Cultural Gifts Program including a portrait of Phillip Parker King and the records of the Sherman Gallery (1997–2007)
• the Library received 16 newspaper titles as part of the 2014 National Library of Australia Newspaper Repatriation Project.

Purchases are selected to meet the research and information needs of people throughout NSW, adding depth to the collections in the Mitchell and Dixson libraries; and strengthening the Library’s general reference collection with published and online resources.

The Library receives a capital allocation from the state government to acquire material for the collection, valued in 2010 at $2.142 billion. In 2013–14 the capital allocation was $6.535 million accompanied by a recurrent allocation of $1.025 million for online resources. In addition, the Library Foundation contributed funding enabling the purchase of *Commentarii in Somnium Scipionis* by Macrobius; Robin Dalton, further papers; the *Nonesuch Dickens* and the *Queen Mary Atlas*.

The first ‘whole of domain’ capture of websites ending in gov.nsw.au has been completed to document NSW Government information consistent with the NSW Premier’s Memorandum 2000–15.

__COLLECTING PRIORITIES__

The priority collecting areas for 2013–14 were Islam in NSW, emerging Sydney suburbs, the vaccination debate and coal seam gas mining. A wide range of material was acquired including books, journals, websites, photographs, digital publications, social media and oral histories.

__NSW IN THE FEDERAL ELECTION__

Websites and printed material were collected about candidates, parties and media coverage to document activities in NSW during the 2013 federal election campaign. Public libraries contributed to this collecting initiative by providing information from rural, regional and suburban areas across NSW.

__ORAL HISTORY__

As part of our contemporary collecting strategy the Library has commissioned two separate series of oral histories on migrant and refugee communities and the Islamic community in NSW. The series includes interviews with refugees and migrants from Kenya, Kiribati, the Democratic Republic of Congo, Somalia, the Sudan, Rwanda, Iraq, India and Pakistan.
**Digital Books**

Six NSW publishers have granted the Library permission to collect, archive and provide access to their publications as part of a pilot to collect NSW born-digital publications. Procedures are being developed to ingest the books into the Library’s digital access management system and make the books publicly available through the State Library catalogue.

**Rose de Freycinet**

A major acquisition, with the support of the State Library of NSW Foundation, was the written account of a female expeditioner, Rose de Freycinet, who is thought to have been the first woman to circumnavigate the globe in one voyage.

The acquisition of the Rose de Freycinet journal and letters, documenting her epic voyage around the world from 1817 to 1820, complements the rich Mitchell Library 19th century French collections. Although known to have existed since the 1920s, held in the Freycinet family archives, the original manuscripts had not been seen since the 1960s.

Aristocratic French naval officer Louis de Freycinet, bound for one of the 19th century’s most important Pacific expeditions, smuggled his young wife Rose aboard his ship *Uranie*. Thus it was that Rose de Freycinet — dressed as a man — embarked on an extraordinary and dangerous circumnavigation of the world.

Rose kept two records of the expedition. One was her journal, which she wrote for her friend Caroline, and the other was a series of letters written to her mother. The journal comprises three volumes and 40,000 words. The letter book is a folio of about 30,000 words in 15 letters.

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**Collection additions**

<table>
<thead>
<tr>
<th>Additions at a Glance 2013-14</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Items added this year (excluding manuscripts &amp; oral history)</td>
<td>41,634</td>
</tr>
<tr>
<td>Linear metres of manuscripts acquired this year</td>
<td>888</td>
</tr>
<tr>
<td>Web publications archived</td>
<td>192</td>
</tr>
<tr>
<td>Digital images created (inhouse)</td>
<td>124,189</td>
</tr>
<tr>
<td>Totals at a glance</td>
<td></td>
</tr>
<tr>
<td>Current serial titles (paper)</td>
<td>9,862</td>
</tr>
<tr>
<td>Full-text online serial titles</td>
<td>59,652</td>
</tr>
</tbody>
</table>

**State Reference Collection**

| Monograph volumes | 8,388 | 6,933 | 4,393 | 1,036,264 |
| Bound serials | 3,271 | 1,696 | 1,025 | 503,353 |
| Newspaper volumes | 1,234 | 1,176 | 1,154 | 62,545 |
| Microforms – reels & fiche | 3,789 | 3,899 | 3,339 | 1,089,063 |
| Computer files | 24 | 33 | 47 | 6,327 |
| Audiovisual material – tapes, discs, film, video | 98 | 112 | 146 | 36,142 |
| Vertical file material | 0 | 0 | 0 | 25,440 |

**Rare Books and Special Collections**

| Monograph volumes and bound serials | 10 | 35 | 7 | 25,231 |
| **Donald MacPherson Collection** |  |
| Monograph volumes and bound serials | 0 | 0 | 0 | 4,643 |
| **Shakespeare Tercentenary Library** |  |
| Monograph volumes and bound serials | 13 | 3 | 0 | 5,623 |
| **Multicultural Service** |  |
| Monograph volumes, talking books, kits | -6,045 | 943 | 5,571 | 68,208 |
| **Disability Access Service** |  |
| Large print, talking books | 1,258 | 1,355 | 781 | 21,988 |
Accessible content

The Library makes its collection available to use in new and engaging ways.

_EREcords_

The eRecords project was completed in March 2014. Commencing in 2008–09, the project created electronic catalogue records for the Library’s collections. At the time, records for the majority of the collection existed only in printed and handwritten cards housed in 34 paper-based catalogues and indexes. A total of 16 linear km of collection material was moved as part of this project, which created 1.25 million electronic records using both inhouse and outsourced record creation methods.

_EREsources_

The Library now owns or subscribes to 305 content rich datasets and makes more than 83% of these accessible to registered clients at their place of choice 24/7. Content includes current and retrospective full text material from more than 59,846 journals and over 472,000 online books, as well as a huge range of local and overseas newspapers. Among the additional online resources acquired this year was the 21st Century House of Commons Parliamentary Papers. The Library is now able to provide access to the House of Commons Parliamentary Papers from the 18th century through to the 21st.

_DAvid Scott Mitchell Books_

The Library completed a pilot digitisation project of early 19th century books from the iconic David Scott Mitchell collection. 1.3 million pages were generated from over 4000 books. This pilot was carried out onsite at the Library with the assistance of an external service provider contracted to digitise the books.

The next stage of the pilot is to ingest these books into the Library’s digital asset management system and make them available to the public via the Library’s catalogue. This will allow readers to access and search the digital versions of the books.
OPENING UP OUR COLLECTION
On 11 November 2013 the World War I centenary commemoration project was launched with a dedicated microsite for the Library’s WWI collection, including access to digitised and transcribed diaries. As part of the project, over 100,000 diary pages were digitised along with thousands of WWI pictures and ephemera.

A new search option on the Manuscripts, Oral History and Pictures catalogue went live in October, which made previously paper-only contents lists available, adding 200,000 records for online discovery.

Learning Services’ curriculum-linked website launched in March. The website contains learning activities developed around collection items covering the new NSW syllabus for the Australian Curriculum, K–10 History, English, Visual Arts, Music, Personal Development, Health and Physical Education and HSC subjects Society and Culture, History Extension 1, English Extension 2 and Aboriginal Studies. The site also contains research tools and integrated units of work. More learning activities will be added to the site.

MULTICULTURAL, LARGE PRINT AND TALKING BOOKS
The total bulk loans of multicultural, large print and talking books supplied to NSW public libraries from July 2013 to June 2014 totalled 117,079 items (an increase of 3966 on the previous year). The Multicultural Purchasing Cooperative purchased and catalogued 24,000 foreign language titles on behalf of NSW public libraries. An additional 3169 items were purchased for the State Library’s community language collection.

NEWSPAPERS
The number of NSW newspapers accessible through Trove, the National Library of Australia’s heritage newspapers website, was doubled. This made available an additional 2.3 million newspaper pages, including rural and regional titles with an emphasis on newspapers published during WWI.

The announcement of historical newspapers being digitised and made available online had record exposure on Facebook (4898 people reached) and was a Government Top Tweet.

EXCELLENT INFORMATION SERVICES
An object of the Library Council of NSW, as set out in the Library Act 1939, is to ‘promote, provide and maintain library services and information services for the people of NSW’. The Library’s onsite and online services are developed in response to the changing needs of clients and include information services in our reading rooms, the Ask a Librarian service, e-resources, the Legal Information Access Centre (LIAC) and drug info@your library.

A project officer was appointed in April to coordinate events to celebrate the 75th anniversary of the Library Act 1939.

INDIGENOUS COMMUNITIES
Indigenous languages project teams have provided their knowledge and expertise to the Rediscovering Indigenous Languages project in areas including cataloguing, digitisation and preservation work. The Indigenous Services branch meets regularly with Aboriginal community groups and consultations have included discussions with elders from communities in Wellington, Newcastle, Walgett and Moree, Wilcannia and Menindee.

LEGAL INFORMATION
The Legal Information Access Centre answered 6348 legal research inquiries from onsite and offsite clients. Client surveys indicated that:
• 92% rated the service received as excellent/very good
• 80% of inquiries were from people needing information about a legal issue
• 45% of these clients needed information for a court case or tribunal matter
• of these, 77% did not have legal representation
• 20% of inquiries were from students
• 94% of those surveyed rated the information as very useful/useful.

The use of the Find Legal Answers website increased by 65% on 2012–13 figures, with 533,615 visits for the year. The highest use area of the website is Legal Books Online which provides full text access to 16 plain language titles.
READING ROOMS
Through the Mitchell Renewal initiative, services were evaluated and revised leading to enhanced services for clients in both reading rooms. Clients can access printed material from both collections in either reading room according to their preference. Clients can retrieve more collection items concurrently and access them via new self-service shelves, which reduce delivery time. In another enhancement, new software allows clients to book study rooms in the State Reference Library.

RESEARCH GUIDES
Four new research guides were published:
• World War I and Australia
• Government publications: Federal
• Historical Statistics: 1788–1996
• Births Deaths and Marriages.

State-of-the-art discovery

DIGITAL EXCELLENCE
The Library’s 10-year Digital Excellence Program (DEP), now in its second year, has seen significant progress in both digitisation of our most important, at risk and highly valued collections and digital infrastructure projects.

The NSW Government will contribute $48.6 million over six years to help fast track the digitisation program and upgrade digital infrastructure. $38.4 million will fund a major digitisation program and $10.2 million will be spent on enhancing access to the Library’s collections and services.

Major milestones include doubling the pages of free and fully searchable NSW newspaper pages accessible through Trove, completing the David Scott Mitchell books mass digitisation pilot, and supporting the launch of the World War I commemorative projects with the digitisation of WWI diaries, pictorials, and related materials.

Regarding the digital infrastructure projects, many of the technology upgrades and renewals have been completed this year and the benefits realised. Projects are underway to deliver public and staff technology upgrades, deliver a new public web and online services platform, and a state-of-the-art collection management system.

To better engage our online community, and the digital humanities sector, the Library has supported the development of an open data resource where a selection of tools and datasets have been made available, including unmediated access to our original materials collections through a web Application Programming Interface (API) which makes it easy for developers to build new web services with our content.

Taking advantage of a newly created specialised sub-category for Digitisation Services within the ICT Services Scheme, the Library continues to work closely with the Office of Finance and Services to streamline the tender process and make it easier to engage and develop industry partners.

DEP’s progress over the last two years has significantly contributed to the Library’s capacity for collection digitisation, allowing for greater efficiency while providing new and engaging experiences when accessing our collections.

Highlights include:
• digitising 1.3 million pages of the Library’s David Scott Mitchell collection
• fast-tracking the large-scale digitisation of its extensive WWI collections, including ephemera (1687), posters (175), maps (64), pictorials (5110), music (246), books (1650), serials (364) and realia (172)
• digitising Max Dupain negatives (236) and Tribune negatives (121)
• focusing on the mass digitisation of analogue oral history tapes and reels
• as part of a larger project, digitising approximately 250 subdivision plans (for Alexandra and Balgowlah)
• digitising 2.5 million newspaper pages and making these accessible through Trove, bringing the total number of free and fully searchable NSW newspapers on Trove to 4.5 million.

INNOVATION PROJECT
The Innovation Project, established in 2011 to expand the Library’s social media services, concluded in April 2014 with work being transitioned to ‘business as usual’. Key achievements included:
• new official social media accounts piloted and established on Historypin, Pinterest, Instagram and Tumblr
• creating Wikipedia articles about newspapers in NSW, a list of non-English-language newspapers in NSW, the 1813 crossing of the Blue Mountains, and the journals of the First Fleet and individual entries for NSW newspapers digitised through the year
• creating in Wikipedia a consolidated list of Australian diarists of World War I in various collections
• piloting the digital collection of social media content as part of the documentary heritage of NSW.

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**NSW.NET**
The Library’s NSW.net service supports NSW local government, public libraries and their communities with faster, easier and more cost effective access to the digital world. This year 69 new and existing internet service upgrades were completed, and 55 network upgrade proposals were provided to councils and libraries.

NSW.net completed investigations into a videoconferencing solution for the State Library and public libraries. Blue Jeans subscription and end-point equipment were approved by Executive, and training was delivered to State Library–named host contacts. The Library will use this secure videoconferencing system to deliver training to regional libraries; for face to face reviews with councils; to deliver State Library presentations remotely; to conduct meetings with metropolitan and country public library staff; and to communicate with stakeholders.

In addition, NSW.net improved digital access for communities through:
• negotiations with PACNET to provide NBN services to public libraries were completed for 25M/5M fibre services (Dapto and Strathfield libraries installing subsidised services)
• WiFi (WMS) platform upgraded to cater for the increased demand of WiFi hotspot services
• negotiating and purchasing access to a suite of 10 databases for all public libraries; there were 18,845,616 full text downloads for 2013–14
• negotiating 140 consortia opt-in offers for purchase by NSW public libraries
• a statewide trial of World War I Trench Journals and Unit Magazines following a successful evaluation then their release as a new consortia opt-in offer to public libraries.

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**ACCESS TO EBOOKS**
The Library began to routinely order ebooks in preference to print for the State Reference Library collections. These may be ‘borrowed’ by registered Library clients. A scroll bar was placed on the Library’s website home page to alert clients to new titles.

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**RESOURCE DESCRIPTION ACCESS**
Following staff training, Resource Description Access, the new standard for cataloguing, has been incorporated into the Library’s procedures to improve client discovery of collections.
Renown
The Library uses key partnerships and relationships as well as traditional and social media to enhance its renown locally and internationally.

MEDIA HIGHLIGHTS
Media stories centred on new acquisitions and collection material featured in exhibitions such as Artist Colony. There were 920 media hits achieved across print, radio, online and TV this year, an almost 10% increase on 2012–13. This is the highest ever representation of the State Library in the media.

This number also included two front-page articles in the Sydney Morning Herald relating to an album of photographs by Max Dupain and Olive Cotton, which featured an original print of Dupain’s preferred ‘Sunbaker’ image.

International media exposure was generated for the following stories:
- the Max Dupain album acquisition featured in the UK Daily Mail
- collection item featured in the Irish Times
- Selling Dreams exhibition appeared in La Vie magazine, Taiwan
- hosted live Google Hangout with author Elizabeth Gilbert (Eat, Pray, Love) in London
- Samsung advertisement featuring the Mitchell Reading Room played in Korea and Japan.

SOCIAL MEDIA
The announcement of the Crown Studio Portraits campaign on Facebook, coinciding with coverage in the Daily Telegraph, received the highest ever response on social media for any post both in reach and engagement, with over 16,500 people reached and almost 600 shares, likes and comments.

Tweets from the Premier’s Literary Awards event and announcement of the winners resulted in:
- 436 Tweets over 302,358 impressions in the first 24 hours
- At 7:35 pm on 19 May 2014 #premierslitawards was trending in #Sydney trendsmap.com/au/Sydney
- By 10:05 pm on 19 May 2014 #premierslitawards was trending in #Melbourne http://trendsmap.com/au/Melbourne

Since its introduction in early 2014, Tumblr has become the third most effective social media channel directing traffic to the Library’s website. We are now collecting statistical data and analytics about Tumblr to establish a benchmark.

Financially sound
The Library ensures its financial viability through responsible use of resources and self-generated revenue such as philanthropy.

STATE LIBRARY FOUNDATION
The State Library of NSW Foundation is a controlled entity of the Library Council of NSW as a not-for-profit organisation with its accounts consolidated as part of the NSW Total State Sector Accounts. Its governance and financial affairs are conducted within the context of the NSW public sector in accordance with requirements of the Public Authorities (Financial Arrangements) Act 1987 and Regulation, the Public Finance and Audit Act 1983 and Regulation, Treasurers Circulars and Directions. It is covered for insurance through the NSW Treasury Managed Fund Scheme of self-insurance for government agencies.

The Constitution established the State Library of NSW Foundation as a Charitable Trust, which is held by the Trustees and has objects set out in clause 10:
(a) generally to assist the Library to gain, maintain, improve and develop its collection of literary and historical treasures, library artefacts and materials now held or hereafter to be held by the Library
(b) to attract and retain for the Library the continuing interest and financial support of the community at large
(c) to attract and encourage donations, gifts, bequests, endowments, trust and other forms of financial assistance to or for the benefit of the Library
(d) to raise finance for the acquisition and preservation of objects of historic educational and/or social interest, collections and artefacts, works of art of importance and which would be obtained and/or maintained by the Library within the terms of its charter

Sustainability
to do all such things as are incidental or conducive
to the attainment of the above objects or any
or them or to the preservation, development
and improvement of the Library’s collections
facilities and operations.

Total income for the period was $3,756,000 – exceeding forecast budget.

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**FOUNDATION HIGHLIGHTS**

**FAR OUT! TREASURES TO THE BUSH**

In 2014, the Vincent Fairfax Family Foundation joined the Caledonia Foundation in a philanthropic partnership to support *Far Out! Treasures to the Bush* for a further three years.

The educational outreach program is delivered to schools in rural and regional NSW by State Library educators, who are all trained teachers. Selected original materials from the Library’s vast collection are shared with students and teachers in remote areas.

This year, educators presented interactive workshops engaging students with the stories of Indigenous heritage and British colonisation, foundation topics of the new NSW syllabus.

Teachers also see experienced educators model how to teach history with artefacts, a component of the new syllabus.

The Foundation has provided $300,000 over three years to continue the *Far Out!* program. Transport subsidies, for teachers and students from Western and South Western Sydney schools, are supported by the Foundation and by the Library’s Workplace Giving Program.

**MITCHELL RENEWAL CAMPAIGN**

The Mitchell Renewal Campaign was launched during the year to celebrate the 25th Anniversary of the Foundation. Through the campaign, the Foundation will assist with refurbishment, delivering specialist galleries and innovative education spaces to interpret and share more of our world-class collections while meeting the educational needs of our scholars, visitors, Friends and volunteers. The renewal of the Mitchell building is the next phase in developing the State Library into a world leading library.

The Mitchell Library building plans were announced in December 2013. These plans were later revised to incorporate feedback from the community and address the needs of researchers and readers in the Mitchell Library Reading Room.

The first stage of the Mitchell Renewal Campaign has focused on support for the interior furnishings of the Mitchell Library Reading Room and the ground floor space. To date $900,000 has been raised in donations and pledges. The opportunity to sponsor a study table or chair in the reading room, with a named plaque in perpetuity, has proven to be very popular.

Other Foundation highlights included:

- completing the conservation of Jean Blaeu’s *Le Grand Atlas* (1667) with the last three volumes of the 12-volume set conserved
- acquiring a portable X-ray fluorescence spectrophotometer, to use for accurate, non-destructive, multi-elemental identification and analysis of inks and pigments
- conserving the Synnot Album, including repairing and resewing each section and rehousing it in a custom-made clamshell box
- completing a condition survey and treatment proposal for the George Morrison collection
- completing treatment on the Ludwig Leichhardt diaries, including reassembling the pages following their digitisation.

The first part of the Wentworth family papers project was completed with Volumes 1 and 2 of correspondence, ledgers and certificates removed from their acidic bindings, repaired and then hinged into custom-made, acid-free enclosures.

This year also marked the fifth year of Foundation support for the Macarthur family papers with the completion of Volumes 5 and 6, which included the conservation treatment of over 800 items and their rehousing into archival enclosures.
LIBRARY SHOP
The Library Shop is owned and operated by the Library Council of NSW. Its 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 collection. In 2013–14 the total shop revenue was $555,481 including fine art print sales of $34,000.

A REVISED SERVICE MODEL FOR LIAC
The Legal Information Access Centre received $26,000 from the Copyright Agency for the use of Hot Topics in schools. Additional revenue was received from Corrective Services NSW, and the Courts and Tribunals Service, Department of Justice, for services provided by LIAC. LIAC received $750,000 (ex GST) in grant funds from the Public Purpose Fund to fund the service in 2013–2014.

However, the State Library was advised by the Trustees, Public Purpose Fund, that funding of LIAC would cease from 30 June 2014. Since 2000 LIAC has been funded by the Public Purpose Fund in partnership with the State Library and local government. The State Library, committed to continuing this valuable service, developed a revised service model to ensure quality, plain English legal information is provided to the NSW community through partnerships with the public library network and legal agencies, with a focus on support for the economically and socially disadvantaged across NSW.

Due to changes in the LIAC service model, the State Library specialist LIAC service for onsite and offsite clients closed on 27 June 2014 after 24 years. The LIAC Advisory Board met in September and February. The revised LIAC service model was endorsed at an extraordinary meeting of the Advisory Board in May.

FINANCIAL MANAGEMENT
Four internal audits were completed in the year:
• System Replacement Project Planning
• Revenue
• Business Continuity Management
• SAP Post Implementation.

Some of the security and mailroom functions were outsourced to achieve cost efficiencies and the tendering of the cleaning services contract was undertaken.

A Parameter & Technical Adjustment was approved in April 2014 as a result of implementing Digital Excellence Program projects earlier, fulfilling multi-year contract commitments initiated, and reducing annual budget variance. This increased 2013–14 allocation by $1.8 million, with an equivalent reduction of funding applied over the next four years of the program.

Robust systems
The Library ensures its systems are robust by implementing effective policies and processes, and timely updating of infrastructure.

Achievements in this area include replacing 467 staff desktop PCs and laptops across the Library, along with deploying new software (such as Microsoft Office 2013) built around the Windows 7 operating system. The Library’s email system was migrated from the Novell GroupWise system to Google Apps for Business, which includes Google Mail and Calendar.

This year saw the installation of a new Voice Over IP (VOIP) telephony system to replace the problematic 10-year-old system, for approximately 500 phone extensions and fax numbers. The Library achieved reductions in ongoing telephony costs of up to 50% after implementing the VOIP-based system.

Thirty-eight multifunction devices and 42 desk printers were replaced in staff areas and public reading rooms.

Completing these projects delivered a range of benefits for Library staff and clients, ensuring the Library provides an up-to-date technology environment. There is also greater flexibility and mobility for staff through increased use of laptop computers and the convenience of the web-based email system.
COMMITTEES
The Collection Management Group was established to lead strategic planning and implementation around all aspects of collection management. The Library Services division completed a review of all committees to improve organisational effectiveness, achieve transparent decision making, and to increase the breadth of staff involved in decision making. Terms of reference have been agreed for all new committees.

STORAGE
A number of large relocations of collections were completed:
• 14.5 linear km of collections in the Macquarie wing were compacted or consolidated
• another 1.5 linear km of collections were relocated to the offsite store to make space available for collections and activities currently stored or carried out in the Mitchell wing.

DIGITAL INFRASTRUCTURE RENEWAL
Achievements this year include:
• completing the Desktop Refresh, MFD upgrade, Google Apps Email migration, VOIP, ISILON Storage and Active Directory upgrade projects
• implementing major infrastructure improvements including dual connectivity, redundancy and better performance, network switches, routers and fibre links being upgraded to 10Gbit/s (providing 10 times faster connectivity to the network)
• completing OnSite Communications and Access Room (OSCAR) construction and migrating the old computer room equipment to OSCAR.

ACCIDENTS AND INCIDENTS
This year 92% of corrective actions were taken on identified hazards and incidents within the agreed timeframes.

CORPORATE INFORMATION
All requests for access to corporate information were managed within legislated access provisions in the Government Information (Public Access) Act and the State Records Act.

Green library
Reduced environmental impact was achieved through improvements to facilities and processes.
Energy saving initiatives included:
• Upgrading the Mitchell building vestibule lighting to LED
• Upgrading the Macquarie building domestic hot water system to an energy efficient heat-pump system
• Installing 200 dimmable LED office light fittings as part of the Macquarie Level 2 refurbishment
• Installing approximately 750 motion-sensing LED fittings in the fire stairs and service corridor areas.
Requests for permission to use images from the Library’s collections in publications, documentaries and online presentations were transferred to an online form in 2013. In 2013–14, the permissions service processed 1180 requests.
Exhibitions used recycled materials for signage and built structures. Library publications continue to be printed on paper which is carbon neutral and 100% recycled from post-consumer waste. Print runs are monitored on an ongoing basis to avoid waste. The Library is increasingly using e-invitations for events, which cuts down on printing, envelope and mailing costs.
A new Government Telecommunication Agreement (GTA) was signed with Optus, saving 50% on communication charges.