41,634 items were added to the collection this year
Corporate information
WORKFORCE DIVERSITY

The main workforce diversity outcomes this year are:

• updating the 2013–2017 EEO Management Plan to enhance our Indigenous Employment strategy
• an increase in the representation of Indigenous staff in the Library’s workforce from 2.4% at 30 June 2013 to 2.9% at 30 June 2014
• establishing the Indigenous Services branch within the Mitchell Librarian’s division
• submitting an application for funding under the Elsa Dixon Aboriginal Employment Program and establishing a new position of Library Technician Grade 1 for the Indigenous Services branch
• exceeding public sector targets for the representation in our workforce of women, people whose first language is not English and people with a disability requiring work-related adjustment
• defining the level of cultural competency needed in the Library’s core programs and service areas and undertaking cultural competence skill gap analysis within program and service areas
• reviewing the Community Language Allowance Scheme to ensure that staff language capabilities match client needs
• achieving all diversity-related training course targets including:
  - training new people leaders on Bullying and Harassment Prevention and Management
  - providing new staff members with training in the Library’s Code of Conduct and on harassment and bullying prevention strategies
  - conducting two Disability Awareness sessions for non-client facing staff to enhance understanding of the issues facing staff in our workforce who have a disability
• developing a strategy to raise awareness of harassment and bullying in the workplace and appointing and training Harassment and Bullying Prevention Contact Officers to encourage reporting of instances of harassment and bullying so that they can be dealt with appropriately.

The main workforce diversity strategies planned for 2014–2015 include:

• recruiting to the position of Library Technician Grade 1, Indigenous Services branch
• launching the role of Harassment and Bullying Prevention Contact Officers across the Library
• reviewing the current training offer in cultural awareness/competence to assess whether the current program meets the defined level of cultural competency needed
• analysing the results of the annual staff survey and, where appropriate, developing responses to issues raised.

TRENDS IN THE REPRESENTATION OF EEO GROUPS

<table>
<thead>
<tr>
<th>EEO GROUP</th>
<th>% OF TOTAL STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benchmark or Target</td>
</tr>
<tr>
<td>Women</td>
<td>60%</td>
</tr>
<tr>
<td>Aboriginal people or Torres Strait Islanders</td>
<td>2.6%</td>
</tr>
<tr>
<td>People whose first language was not English</td>
<td>19%</td>
</tr>
<tr>
<td>People with a disability</td>
<td>n/a</td>
</tr>
<tr>
<td>People with a disability requiring work-related adjustment</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

TRENDS IN THE DISTRIBUTION OF EEO GROUPS

<table>
<thead>
<tr>
<th>EEO GROUP</th>
<th>% OF TOTAL STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benchmark or Target</td>
</tr>
<tr>
<td>Women</td>
<td>100</td>
</tr>
<tr>
<td>Aboriginal people or Torres Strait Islanders</td>
<td>100</td>
</tr>
<tr>
<td>People whose first language was not English</td>
<td>100</td>
</tr>
<tr>
<td>People with a disability</td>
<td>100</td>
</tr>
<tr>
<td>People with a disability requiring work-related adjustment</td>
<td>100</td>
</tr>
</tbody>
</table>

Notes:
1. Staff numbers are as at 30 June 2014 and exclude casual staff.
2. 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.
3. N/A indicates that percentage employment levels are reported but a benchmark level has not been set.
4. The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.
STAFF
With effect from 24 February 2014, staff working at the State Library became employees of the Library Council of NSW Staff Agency providing personnel services to the State Library. The State Library remains within the Department of Trade & Investment, Regional Infrastructure and Services cluster. The table below provides the number of employees, by occupational classification, who have provided services to the State Library during 2013–14, with comparison to each of the previous three years.


<table>
<thead>
<tr>
<th>OCCUPATION</th>
<th>Average Annual FTE 2011</th>
<th>Average Annual FTE 2012</th>
<th>Average Annual FTE 2013</th>
<th>Average Annual FTE 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers</td>
<td>21.19</td>
<td>17.83</td>
<td>16.9</td>
<td>16.53</td>
</tr>
<tr>
<td>Professionals</td>
<td>149.79</td>
<td>159.14</td>
<td>153.72</td>
<td>140.70</td>
</tr>
<tr>
<td>Technicians and Trades Workers</td>
<td>87.83</td>
<td>85.35</td>
<td>77.29</td>
<td>62.42</td>
</tr>
<tr>
<td>Community and Personal Service Workers</td>
<td>21.65</td>
<td>20.73</td>
<td>18.59</td>
<td>11.03</td>
</tr>
<tr>
<td>Clerical and Administrative Workers</td>
<td>87.48</td>
<td>89.63</td>
<td>91.2</td>
<td>82.00</td>
</tr>
<tr>
<td>Sales Workers</td>
<td>1.29</td>
<td>2.53</td>
<td>2.85</td>
<td>3.38</td>
</tr>
<tr>
<td>Machinery Operators and Drivers</td>
<td>1.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.00</td>
</tr>
<tr>
<td>Labourers</td>
<td>370.23</td>
<td>376.21</td>
<td>360.55</td>
<td>316.06</td>
</tr>
</tbody>
</table>

Notes:
1. Average Annual FTE shows data averaged over the reporting year
2. Data based on ANZSCO classification scheme.

REMUNERATION
All employees providing these services received a 2.27% increase in salaries, wages and allowances with effect from the first full pay period in July 2013. SES officers received a 2.5% increase in their remuneration package with effect from 1 October 2013, subject to the achievement of the officer’s performance goals detailed in their previous performance agreement; successful contribution to the achievement of NSW 2021 targets and the State Library’s corporate objectives; and meeting State Library financial and efficiency targets, including contributing to sector reforms to realise savings.

The percentage of total employee-related expenditure relating to SES officers in 2013–14 was 5.89%. The number of SES officers is provided in the table below.

NUMBER OF SENIOR EXECUTIVES AS AT 30 JUNE 2014

<table>
<thead>
<tr>
<th>Band</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band 4 (Secretary)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Band 3 (Deputy Secretary)</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Band 2 (Executive Director)</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Band 1 (Director)</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Totals</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Band</th>
<th>Average remuneration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range $</td>
<td>2014</td>
</tr>
<tr>
<td>Band 4 (Secretary)</td>
<td>422,501 - 488,100</td>
</tr>
<tr>
<td>Band 3 (Deputy Secretary)</td>
<td>299,751 - 422,500</td>
</tr>
<tr>
<td>Band 2 (Executive Director)</td>
<td>238,301 - 299,750</td>
</tr>
<tr>
<td>Band 1 (Director)</td>
<td>167,100 - 238,300</td>
</tr>
</tbody>
</table>
STAFF RECOGNITION PROGRAM

The State Library Staff Recognition Program was established in 2009. The program celebrates workplace achievement by encouraging staff to acknowledge their colleagues whose actions or accomplishments enrich the State Library environment. Staff participate by nominating individuals or teams for recognition and by voting for the People’s Choice Awards at the end of the year.

DIRECTORS’ AWARDS

In 2013, the Library Executive introduced Directors’ Awards, with nominations from divisional directors to recognise workplace achievement.

Twelve individual staff and two teams were nominated by staff. Seven staff and one team were nominated for the Directors’ Awards. In January 2014, the State Librarian presented five People’s Choice Awards to Library staff members, and several Directors’ Awards.

ORGANISATIONAL REVIEW PROGRAM

We continued the orderly restructure and realignment of our activities and branches across the Library to realise the balance of the required savings targets, maximise the efficiency and effectiveness of operations across the organisation, capitalise on investments in technology, and position the Library to tackle future needs and challenges.

Through a structured review framework, we completed 22 of 23 identified review projects. Of the 22 completed review projects, eight have been fully implemented and 14 are substantially progressed. Reviews completed for the Library’s Security, Mail Room and Concierge functions, Access & Information branch, Legal Information Access Centre (LIAC), and the Collection Management function resulted in 50 staff members (47.8 FTE) exiting the Library in the period December 2013 to June 2014.

INDUSTRIAL RELATIONS

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

- the Organisational Review of Functions and branches
- implementing Change Management Plans
- the Enterprise Resource Planning Project to consolidate finance, procurement, human resources and payroll systems
- implementing the new NSW Trade & Investment flexible working hours agreement
- new rosters for the restructured security service
- SAP timekeeping functionality
- Government Sector Employment Act and Regulation
- completing the eRecords Project
- salary savings targets
- facilities and accommodation changes
- procedures for work being undertaken by building maintenance contractors
- part-day leave absences
- Public Sector People Matter Survey 2014
- accidents and incidents at the Library
- job evaluations and position gradings.

ENTERPRISE RESOURCE PLANNING PROJECT

We completed the transition to a new enterprise resource planning (ERP) management system, SAP/ByDesign. In collaboration with and led by our Cluster Principal Department, NSW Trade & Investment, the SAP ERP solution went live in October 2013 and is now the backbone of our finance and HR operations. The SAP ERP was funded by NSW Trade & Investment as part of a departmental-wide project to transition all agencies onto a single ERP platform to more effectively manage its business. An internal post-implementation audit on the new system undertaken in June 2014 revealed that the transition had been completed with no high risk-rated findings identified and recommendations for improvement made in relation to two moderate risk-rated and three low risk-rated findings.
WORK HEALTH AND SAFETY

During the year, a range of preventative actions and programs were implemented to support the Library’s Work Health and Safety (WHS) management system with the aim of reducing incidents and achieving the early identification of potential injury/illness including the following:

- progressing the implementation of action items arising from the WHS readiness audit conducted by our internal auditors, Deloitte
- completing risk assessments, developing and implementing new safe working procedures and reviewing existing procedures to reflect legislative requirements and best work practice
- auditing and re-stocking first aid kits across the Library
- inducting all new staff with comprehensive information on WHS responsibilities, safety and emergency procedures.

HAZARDS

Steps were taken to rectify hazards logged in hazard registers and 92% of corrective actions were taken on identified hazards and incidents within the agreed timeframes. Further, 100% of all accidents and incidents were reviewed during the year and, where required, corrective actions were investigated and implemented.

We implemented our workplace inspection program across all designated areas of the site and undertook regular workers compensation claims reviews with our insurer to track progress with claims and to initiate necessary actions to support the early return of injured staff to pre-injury duties. We also carried out workplace assessments for staff with compensable and non-work related injury and illness.

STAFF WELLBEING

A range of actions and programs were implemented to support our Staff Wellbeing Committee’s role in maintaining a workplace environment where the health and wellbeing of staff is highly valued and employees are encouraged to adopt healthy living practices.

This included continuing support for staff yoga classes on a user-pays basis; providing an influenza vaccination program for staff; supporting the Staff Choir; and continuing our Employee Assistance Program for staff and immediate family members to obtain free access to counselling. The Library also provided a wide range of WHS operational advice in the form of policies, guidelines and hazard alerts.

The Work Health & Safety Committee met every six weeks to review and address health and safety issues. The committee reviewed and provided input into the development of policies and safe working procedures. Twenty-two workplace inspections were undertaken by the committee throughout the year to ensure that designated areas across the Library are inspected on a regular basis.

ACCIDENTS AND INCIDENTS

There were 41 accidents/incidents reported in 2013–14 compared with 58 in 2012–13. Where appropriate, corrective action and preventative measures were implemented to address identified underlying causes.

<table>
<thead>
<tr>
<th>TOTAL NUMBER OF ACCIDENTS/INCIDENTS REPORTED EACH YEAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of accidents/incidents reported</td>
</tr>
</tbody>
</table>

INJURY MANAGEMENT

The Human Resources team works closely with managers and supervisors to implement early treatment, ergonomic modifications and rehabilitation management of staff for both workers compensation and non-work related injuries and illness.

Effective management of staff with a work-related injury or illness is strongly promoted to achieve the best possible outcome for staff and to minimise the impact on the Library’s workers compensation premium. In 2013–14, five workers compensation claims were lodged with the Library’s insurer. Two of the claims resulted in lost time with liability subsequently declined for one of these claims. There were no claims 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.
The effectiveness of the Library’s approach to managing injury and illness is reflected in the number of open claims and the significant decrease in the average cost per claim in 2013–14.

### NUMBER OF CLAIMS

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total number of claims</strong></td>
<td>11</td>
<td>26</td>
<td>21</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td><strong>Open claims at year end 2013–14</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

In 2013–14, 16 cases of non-work related injury/illness were managed in the workplace with the assistance of a rehabilitation provider engaged to undertake workplace assessments and provide advice and support in managing the staff member’s health and wellbeing. As a preventative measure, an occupational therapist was engaged to undertake ergonomic assessments following the set-up of a new work area and the relocation of staff from the Mitchell to the Macquarie building.

### AVERAGE COST PER CLAIM

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Average cost per claim</strong></td>
<td>$5261</td>
<td>$4821</td>
<td>$5578</td>
<td>$13,970</td>
<td>$1602</td>
</tr>
</tbody>
</table>

Notes:
1. Average cost of claims for 2009–10, 2010–11, 2011–12 and 2012–13 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.

### PROHIBITION AND IMPROVEMENT NOTICES

No prohibition or improvement notices were issued under the WHS Act or its Regulation during the year.
MAJOR WORKS
During 2013–14, the Library completed a number of projects which will ensure the ongoing safety of staff and visitors, the protection of the collection and the functionality of the site including the following:

- the north-eastern facade stonework remediation works included replacing dilapidated stone blocks, cleaning lead capping, jointing and minor repairs
- installing new architectural steel signage, designed inhouse, to the Macquarie Street and Shakespeare Place precincts
- installing LED facade lighting to the Mitchell building
- replacing obsolete pneumatic components with electro-mechanic items; this system controls the Library’s airconditioning system and when fully commissioned energy savings of around 20% are anticipated
- replacing the fire detection and emergency intercommunication systems to reduce the time in detecting and responding to a fire emergency.

The Library submitted an Annual Fire Safety Statement (AFSS) to the City of Sydney Council in February 2014, certifying that all essential services are properly maintained, tested and fully functional.

SECURITY
A major upgrade to the CCTV system was completed in August 2013, increasing video storage and converting access control card readers to proximity readers. The upgrade contract includes comprehensive maintenance and servicing of equipment for three years.

In December 2013, the outsourcing of part of the Library’s security function commenced, providing cost efficiencies and flexibility.

MAINTENANCE
New Electrical Services (July 2013), Mechanical Services (August 2013) and Elevator Maintenance (January 2014) contracts commenced. All contracts, which were procured by public tender, have resulted in cost savings and service improvements. A tender for Cleaning Services was advertised in May 2014.

HERITAGE
The Library understands its responsibility to care for and maintain its heritage assets to the highest standard possible, and is using the strategies set out in its Heritage Asset Management Strategy (2013) to guide all maintenance and conservation work.

SUMMARY OF PROJECTS COMPLETED

<table>
<thead>
<tr>
<th>PROJECTS</th>
<th>PROTECT PEOPLE</th>
<th>PROTECT COLLECTION</th>
<th>ENVIRONMENT / HERITAGE</th>
<th>IMPROVE FUNCTIONALITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioning Control System Upgrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stoneworks, Eastern Facade</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 2 Macquarie Workspace Refurbishment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Detection and Emergency Intercommunication System Upgrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution Board Replacement</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>External Building Signage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mitchell Building LED Facade Lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Lift 8 Refurbishment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic Hot Water Upgrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stair Pressurisation Upgrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LED Lighting for Fire Stair and Service Corridors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FACILITIES FOR STAFF AND CLIENTS
The Library provides a safe environment for its staff and clients. The fire services and emergency systems are routinely maintained, tested and certified. Annual Essential Services Statements are provided to the City of Sydney Council to confirm the operation of these essential services.

A full building inspection is undertaken periodically by a qualified assessor to identify Building Code of Australia non-compliances and safety risks, and the identified issues are rectified.

ACCESSIBILITY
The Library is committed to ensuring its buildings, collections and services are accessible to all.

In 2013 the annual client survey was updated to gather more information on the use of the Library by clients with a disability and 4% of survey respondents reported experiencing accessibility issues when visiting the Library, either in person or online. Findings suggested opportunities for improvement in the following areas:

- more onsite accessible parking
- improved access with ramps, especially for the Mitchell building
- additional handrails
- clearer signage.

Steps the Library took to enhance its accessibility include the following:

- installing 746 fluorescent fittings in fire stairs and service corridors with LED fittings
- replacing 200 fluorescent office lights (troffers) with LED units
- retro-fitting the Mitchell vestibule with LED lighting
- installing LED lighting to illuminate the Mitchell building facade
- commencing the building control system upgrades
- submetering of the electrical switchboards.

The full impact of the above works should ensure further energy reductions in 2014–15.

ENERGY AND SUSTAINABILITY
Electricity consumption has increased by 1% from the previous year, despite the energy efficiency measures detailed below. Increased consumption is attributable to:

- weather variations that impact the heating and cooling load
- adding the new computer communications facility
- extending the operation of onsite digitisation activities.

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity (green power)</td>
<td>10,716</td>
<td>10,792</td>
<td>1%</td>
<td>$612,982</td>
<td>10,758</td>
<td>$654,798</td>
<td>7%</td>
<td>2,649</td>
<td>2,668</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Electricity (black coal)</td>
<td>684</td>
<td>689</td>
<td>1%</td>
<td>$39,126</td>
<td>39,126</td>
<td>$41,796</td>
<td>7%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>E-10</td>
<td>0</td>
<td>1</td>
<td>-29%</td>
<td>$830</td>
<td>830</td>
<td>$515</td>
<td>-38%</td>
<td>1</td>
<td>1</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>11,421</td>
<td>11,496</td>
<td>1%</td>
<td>$652,938</td>
<td>652,938</td>
<td>$697,109</td>
<td>7%</td>
<td>2,650</td>
<td>2,669</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

1. Scope 1 & 2 emissions
2. Costs include GST
3. Data source, Energy Australia, Shell Fleet

Six per cent of the Library’s electricity is Greenpower, which has zero carbon emissions.

Energy efficiency works undertaken in 2013–14 include:

- installing 746 fluorescent fittings in fire stairs and service corridors with LED fittings
- replacing 200 fluorescent office lights (troffers) with LED units
- retro-fitting the Mitchell vestibule with LED lighting
- installing LED lighting to illuminate the Mitchell building facade
- commencing the building control system upgrades
- submetering of the electrical switchboards.

The full impact of the above works should ensure further energy reductions in 2014–15.

The replacement of the building control system to be commissioned in early 2014–15 will provide significant energy reductions. Combined with further planned lighting upgrade works, it is anticipated that electricity consumption will be reduced by over 10% compared to 2013–14.
WHS AND RISK
In January 2014, an assessor provided a building compliance report which identified non-compliances and Work Health and Safety risks. These risks were addressed on a priority basis and the majority have been rectified.

INSURANCES
The Library’s insurance activities are conducted through the NSW Treasury Managed Fund. Annual insurance costs rose in 2013–14. Premiums were $0.902 million, compared to $0.859 million in 2012–13 and $0.662 million in 2011–12.

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 independent Chair and Members appointed by the Library Council of NSW
• formalised periodic Library-wide 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 with an Internal Audit manual
• formalised evaluation of the performance of the Audit and Risk Committee and its members
• a comprehensive suite of risk management policies and procedures.

The NSW Audit Office conducts an annual external audit of our financial performance as well as periodic 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.

Performance and compliance audits were carried out by Deloitte Touche Tohmatsu (Deloitte) on a variety of business processes and systems during the year. The objective of the audits was to evaluate the design and effectiveness of internal controls and make recommendations for improvement. A business risk assessment prepared by Deloitte in 2013 forms the basis of the Library’s approach to managing risk exposures.

The following audits occurred as part of the 2013–14 Internal Audit Plan for the Library:
• System Replacement Project Planning
• Revenue
• Business Continuity Management
• SAP Post Implementation.

Assessments conducted this year did not materially impact on our risk exposure. Recommendations made by Deloitte form part of the Library’s ongoing risk management activities and are monitored for implementation on a regular basis and reported to the Library’s Audit and Risk Committee. The committee assists the Library to fulfil its responsibilities in relation to financial reporting, risk management, compliance and the audit function.

BUSINESS CONTINUITY MANAGEMENT
The Library has implemented a comprehensive Library-wide Business Continuity Management (BCM) plan which forms part of the overall Risk Management and Governance Framework. By adopting BCM best practices, the Library is committed to ensure that business critical functions and services are not compromised by a major disruptive event. The key priorities of the BCM Plan are:

• Safety and Welfare of People
• Preservation of Collections
• Continuity of Services
• Reputation and Compliance.

The BCM plan, including checklists and flowcharts, is hosted externally and is accessible to managers via their mobile devices, thus improving the Library’s ability to communicate and manage potential disruptions. Training and simulation exercises were also conducted for key staff and managers.
Information Security is important to all entities of the State Library of New South Wales including the Library Council of New South Wales (parent entity), the State Library of New South Wales Foundation (controlled entity) and the Library Council of New South Wales Staff Agency (controlled entity) and a risk-based approach is taken with regards to the implementation of security control. Due to the diverse environments within the State Library, there are both areas demonstrating consistent practice and areas where a forward work program is maturing the ISMS. A forward program of work is ensuring a consistent approach to information security is applied across the State Library.

I, Alex Byrne, am of the opinion that the State Library had a partially-compliant Information Security Management System in place during the financial year being reported on consistent with the Core Requirements set out in the Digital Information Security Policy for the NSW Public Sector.

I, Alex Byrne, am of the opinion that the security controls in place are adequate to mitigate significant risks to the digital information and digital information systems of the State Library. Information Security reviews performed during the year assessed current compliance as significant and identified several areas requiring improvement. Plans to address these areas, including the transition to an information classification and labelling scheme, are in development. The work to address these specific areas is expected to be completed by June 2015.

I, Alex Byrne, am of the opinion that the risk profile in accordance with the Digital Information Security Policy for the NSW Public Sector, does not warrant certified compliance with AS/NZS ISO/IEC 27001 Information Security – Security Techniques – Information security management systems – Requirements.

Dr Alex Byrne
NSW State Librarian & Chief Executive and
Secretary to the Library Council of New South Wales
Internal Audit & Risk Management Statement for the 2013–14 Financial Year for the Library Council of NSW

The Library Council of New South Wales is of the opinion that the internal audit and risk management processes in operation are, excluding the exceptions described below, compliant with the core requirements set out in Treasury Counsel NSW TC 2006/26 Internal Audit & Risk Management Policy.

The internal audit and risk management processes for the Library Council of NSW depart from the following core requirements set out in Treasury Counsel NSW TC 2006/26 and that in the circumstances giving rise to those departures have been determined by the Portfolio Minister and that the Library Council of NSW has implemented the following escape clauses and alternative measures that achieve a level of assurance equivalent to the requirements.

- Core Requirement 3 of "PPS 05 regarding the Prequalification Scheme, Audit and Risk Committee, Independent Chairs and Members"
  - An Audit and Risk Committee has been established with independent Chair and Members appointed by the Library Council of New South Wales.
  - The Chair of the Committee is a member of the Prequalification Scheme, Audit and Risk Committee.
  - The Chair and Members are independent.
  - None of the Committee members have a conflict of interest, namely they are not employed by the NSW Public Service.
  - The Library Council of NSW is satisfied that the members collectively possess the skills and knowledge to effectively carry out the functions of the Committee.

These processes, including the escape clauses and alternative measures implemented, provide a level of assurance that enables the senior management of the Library Council of NSW to understand, manage and satisfy its legal responsibilities.

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 Counsel NSW TC 2006/26. The Chair and Members of the Audit and Risk committee are:

- Independent Chair - Brian Watters (Term: 24 February 2014 – 24 February 2018)
- Independent Member - Susan Doyle (Term: 24 February 2014 – 24 February 2017)
- Independent Member - Ron Thomas (Term: 1 January 2014 – 31 December 2014)

The Library Council of New South Wales declares that its Internal Audit and Risk Management Statement is made on behalf of the State Library of New South Wales (a statutory entity), the State Library of New South Wales Foundation (a controlled entity) and the Library Council of New South Wales Staff Agency (a related entity), which continued to constitute the Library Council of New South Wales.

As required by the policy the Library Council of New South Wales has submitted an Adoption Statement attesting compliance with exceptions to the policy to the Treasurer on behalf of the Treasurer.

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

[Signature]
Ron Thomas
President, Library Council of New South Wales
Date: 17/8/2014
SELECTED PUBLICATIONS

REPORTS
Library Council of NSW Annual Report 2012–13
State Library of NSW Foundation
  Annual Report 2012–13
LIAC Annual Report 2012–2013
Drug info @ your Library Annual Report 2012–2013
RFID Acquisitions Business Case Report
A World Leading Library 2013

EXHIBITION RELATED BOOKS
Natural Curiosity: Unseen Art of the First Fleet,
  by curator Louise Anemaat

GALLERY GUIDES
Artist Colony: Drawing Sydney's Nature

HOT TOPICS: LEGAL ISSUES
IN Plain LANGUAGE
Published by the Legal Information Access Centre
$22 an issue, $82.50 annual subscription
Hot Topics 85: Human Rights
Hot Topics 86: First Australians
Hot Topics 87: Domestic Violence

Complimentary copies were provided to legal agencies,
including NSW community legal centres, Legal Aid,
Courts and the Aboriginal Legal Service. Two free
copies were also provided to all NSW public libraries.

RESEARCH GUIDES
See website for a complete list.

MAGAZINES AND NEWSLETTERS
SL magazine (four issues)
Public Library News (three issues)
Volunteers' Voices (one issue)

GOVERNMENT INFORMATION
(PUBLIC ACCESS)
Annual reporting requirements under section 125 of
the Government Information (Public Access) Act 2009
(GIPA Act).

As a NSW government agency, the State Library is
required to comply with the GIPA Act. The Library is
committed to openness and transparency in carrying
out its functions, providing a significant amount of
information about our operations, services, functions,
activities and policies to the community through
our website.

REVIEW OF PROACTIVE RELEASE PROGRAM
Under section 7(1) of the GIPA Act, the State Library
is authorised to proactively release any government
information that it holds, so long as there is no
overriding public interest against disclosure.

As part of our proactive release program, we review
our information as it is produced and make it available
online where appropriate and as soon as practicable.
During the reporting period, a range of administrative
procedures, program and project information was
released proactively online in addition to information
already available on our website.

NUMBER OF ACCESS APPLICATIONS RECEIVED
The Library received two formal access applications
during 2013–14. One application for an internal review,
received in the previous reporting period, was decided
during this reporting period.

NUMBER OF REFUSED ACCESS APPLICATIONS FOR
SCHEDULE 1 INFORMATION
We did not refuse any applications for the disclosure of
information referred to in Schedule 1 (information for
which there is a conclusive presumption of overriding
public interest against disclosure).
### STATISTICAL INFORMATION

The following statistical tables are provided in accordance with Schedule 2 of the Government Information (Public Access) Regulation 2009 issued under the GIPA Act.

#### TABLE A: NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME*

<table>
<thead>
<tr>
<th>Access granted in full</th>
<th>Access granted in part</th>
<th>Access refused in full</th>
<th>Information not held</th>
<th>Information already available</th>
<th>Refuse to deal with application</th>
<th>Refuse to confirm/deny whether information is held</th>
<th>Application withdrawn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Members of Parliament</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Private sector business</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Not for profit organisations or community groups</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Members of the public (application by legal representative)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Members of the public (other)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

#### TABLE B: NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME

<table>
<thead>
<tr>
<th>Access granted in full</th>
<th>Access granted in part</th>
<th>Access refused in full</th>
<th>Information not held</th>
<th>Information already available</th>
<th>Refuse to deal with application</th>
<th>Refuse to confirm/deny whether information is held</th>
<th>Application withdrawn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal information applications*</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Access applications (other than personal information applications)</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Access applications that are partly personal information applications and partly other</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

#### TABLE C: INVALID APPLICATIONS

<table>
<thead>
<tr>
<th>Reason for invalidity</th>
<th>Number of applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application does not comply with formal requirements (section 41 of the Act)</td>
<td>0</td>
</tr>
<tr>
<td>Application is for excluded information of the agency (section 43 of the Act)</td>
<td>0</td>
</tr>
<tr>
<td>Application contravenes restraint order (section 110 of the Act)</td>
<td>0</td>
</tr>
<tr>
<td>Total number of invalid applications received</td>
<td>0</td>
</tr>
<tr>
<td>Invalid applications that subsequently became valid applications</td>
<td>0</td>
</tr>
</tbody>
</table>

#### TABLE D: CONCLUSIVE PRESUMPTION OF OVERRIDING PUBLIC INTEREST AGAINST DISCLOSURE: MATTERS LISTED IN SCHEDULE 1 OF THE ACT

<table>
<thead>
<tr>
<th>Conclusive presumption of overriding public interest against disclosure</th>
<th>Number of times consideration used*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overriding secrecy laws</td>
<td>0</td>
</tr>
<tr>
<td>Cabinet information</td>
<td>1</td>
</tr>
<tr>
<td>Executive Council information</td>
<td>0</td>
</tr>
<tr>
<td>Contempt</td>
<td>1</td>
</tr>
<tr>
<td>Legal professional privilege</td>
<td>0</td>
</tr>
<tr>
<td>Excluded information</td>
<td>0</td>
</tr>
<tr>
<td>Documents affecting law enforcement and public safety</td>
<td>0</td>
</tr>
<tr>
<td>Transport safety</td>
<td>0</td>
</tr>
<tr>
<td>Adoption</td>
<td>0</td>
</tr>
<tr>
<td>Care and protection of children</td>
<td>0</td>
</tr>
<tr>
<td>Ministerial code of conduct</td>
<td>0</td>
</tr>
<tr>
<td>Aboriginal and environmental heritage</td>
<td>0</td>
</tr>
</tbody>
</table>

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.
TABLE E: OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE: MATTERS LISTED IN TABLE TO SECTION 14 OF THE ACT

<table>
<thead>
<tr>
<th>Consideration</th>
<th>Number of occasions when application not successful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible and effective government</td>
<td>0</td>
</tr>
<tr>
<td>Law enforcement and security</td>
<td>0</td>
</tr>
<tr>
<td>Individual rights, judicial processes and natural justice</td>
<td>1</td>
</tr>
<tr>
<td>Business interests of agencies and other persons</td>
<td>0</td>
</tr>
<tr>
<td>Environment, culture, economy and general matters</td>
<td>0</td>
</tr>
<tr>
<td>Secrecy provisions</td>
<td>0</td>
</tr>
<tr>
<td>Exempt documents under Interstate Freedom of Information legislation</td>
<td>0</td>
</tr>
</tbody>
</table>

TABLE F: TIMELINESS

<table>
<thead>
<tr>
<th>Timeframe Description</th>
<th>Number of applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decided within the statutory timeframe (20 days plus any extensions)</td>
<td>1</td>
</tr>
<tr>
<td>Decided after 35 days (by agreement with applicant)</td>
<td>0</td>
</tr>
<tr>
<td>Not decided within time (deemed refusal)</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
</tr>
</tbody>
</table>

TABLE G: NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT (BY TYPE OF REVIEW AND OUTCOME)

<table>
<thead>
<tr>
<th>Review Type</th>
<th>Decision varied</th>
<th>Decision upheld</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal review</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Review by Information Commissioner*</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Internal review following recommendation under section 93 of Act</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Review by ADT</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

TABLE H: APPLICATIONS FOR REVIEW UNDER PART 5 OF THE ACT (BY TYPE OF APPLICANT)

<table>
<thead>
<tr>
<th>Type of Applicant</th>
<th>Number of applications for review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications by access applicants</td>
<td>0</td>
</tr>
<tr>
<td>Applications by persons to whom information the subject of access application relates (see section 54 of the Act)</td>
<td>1</td>
</tr>
</tbody>
</table>

WHERE TO FIND MORE INFORMATION

Information on the various means of accessing Library corporate information under the GIPA Act can be found at <www.sl.nsw.gov.au/about/rti/index.html>.

Informal requests, formal applications or questions on the operation of the GIPA Act at the Library are to be directed to:

Right to Information Officer
State Library of New South Wales
Macquarie Street
Sydney NSW 2000
Telephone: (02) 9273 1796 or (02) 9273 1433
Fax: (02) 9273 1255
Email: rti.library@sl.nsw.gov.au

Please note that a valid access application cannot be made for information that is contained in a record that forms part of the State Library’s collections, as defined in Schedule 4 (Clause 13) of the GIPA Act.
PRIVACY MANAGEMENT PLAN

The State Library is required to report on compliance with the requirements of the Privacy and Personal Information Protection Act 1998 (PPIP Act), and to provide statistical details of any internal review conducted under Part 5 of the PPIP Act.

The Library supports the objectives of the privacy laws and is committed to the ongoing protection of personal information through our normal protocols, privacy management program, compliance strategies, policies and procedures.

The Library’s Privacy Management Plan outlines how the Library complies with the PPIP Act and the Health Records and Information Privacy Act 2002 (HRIP Act).

Mechanisms are in place to make staff aware of their privacy obligations under the PPIP Act and the HRIP Act. As part of the Library’s ongoing actions, new staff and contractors are briefed when joining the Library on the Privacy Management Plan and their obligations in complying with the privacy principles. This year, in addition to our ongoing awareness program, we conducted privacy awareness sessions for all staff.

In addition, timely advice was provided to staff on privacy matters affecting staff and clients; privacy notices added to various forms; and a number of new or revised Library policies were reviewed to incorporate privacy, recordkeeping and right to information legislative requirements.

The Privacy Management Plan and related privacy information, web privacy statement and forms are available on the Library’s website at <www.sl.nsw.gov.au/about/privacy/index.html>. Requests for access to personal information held by the State Library may be made by contacting:

Privacy Contact Officer
State Library of NSW
Macquarie Street
Sydney NSW 2000
Tel: (02) 9273 1796
Fax: (02) 9273 1255
Email: privacy.library@sl.nsw.gov.au

STATISTICAL DETAILS ON ANY REVIEW CONDUCTED UNDER PART 5 OF THE PPIP ACT

A person aggrieved by the conduct of the Library is entitled to seek an ‘internal review’ if they believe the Library has breached its privacy obligations.

No internal reviews were conducted under Part 5 of the PPIP Act by or on behalf of the Library during the reporting period.
PUBLIC INTEREST DISCLOSURES

The State Library is required to prepare an annual report on obligations under the Public Interest Disclosures Act 1994 (PID Act).

The Library has a strong commitment to ethical conduct as a core value together with integrity, honesty, fairness and impartiality in all operational activities and is committed to protecting public officials who make disclosures about wrongdoing in the public sector.

On the 24 February 2014 the Government Sector Employment Act 2013 (GSE Act) commenced. Under Schedule 1 of the GSE Act, the Library is now classified as an executive agency related to a department. As a result of this change, Library staff have been transferred from the Department of Trade & Investment to our own executive agency — the Library Council of NSW Staff Agency, with the State Librarian & Chief Executive as the head of the agency. The Library is related to the Department of Trade and Investment for the purposes of the GSE Act.

Where previously the State Library applied the Department of Trade & Investment’s Internal Reporting — Public Interest Disclosure Policy and Procedures, with the State Librarian & Chief Executive listed as a PID Receiver, we now require our own policy and procedures. Development of the Library’s internal PID policy and procedures including roles and responsibilities is in process.

Additionally, the Library’s public interest disclosures and reporting obligations to the NSW Ombudsman, previously coordinated by the Department, will from now onwards be reported by the Library.

The following action has been taken to ensure that staff are aware of the policy and protections available:
- copies of the Fraud and Corruption Prevention Policy and Whistleblower Protection Procedures are now provided to new staff as part of the induction program
- there are links on the staff Intranet to the Whistleblower Protection Procedures and updated Fraud and Corruption Prevention Policy
- the State Librarian & Chief Executive, who is responsible for administering the PID Act, attended management training conducted by the NSW Ombudsman.

STATISTICAL INFORMATION ON PIDS

No public interest disclosures (PIDs) by public officials were made directly to the State Library’s PID receiver, no PIDs were received and no PIDs were finalised by the Library in the reporting period.
Multicultural service delivery

Library Council approved the Cultural Diversity Strategy 2012–15. Annual action plans have been developed to implement the strategy and meet reporting requirements.

Our priority areas are:
• Organisational Capacity Building
• Culturally Responsive Services
• Communication
• Partnerships

Each of the Library’s Cultural Diversity Strategy priority areas outlines objectives, strategies, performance indicators and responsibility. The priority areas also align with the NSW Community Relations Commission Multicultural Policies and Services Plan (MPSP) seven broad outcomes.

ACHIEVEMENTS AGAINST KEY PERFORMANCE INDICATORS & THE RESULTS OF EVALUATIONS

ORGANISATIONAL CAPACITY BUILDING
Highlights in the Organisational Capacity Building area include a method for defining the level of cultural competence needed in core programs and service areas of the Library, which has been developed in consultation with relevant branch managers.

CULTURALLY RESPONSIVE SERVICES
Achievements against key performance indicators in the Culturally Responsive Services area take in:
• oral history interviews with participants including asylum seekers, refugees, immigrants, advocates, teachers and community workers from Kenya, Kiribati, Democratic Republic of Congo, Somalia, the Sudan, Rwanda, Iraq, India and Pakistan
• 589 titles were added to the Mitchell Library in languages other than English
• 54 live NSW newspaper titles in languages other than English
• 100,211 items loaned (steady with previous year’s figure of 100,576) — the most popular languages are French, Spanish, Italian, German, Japanese, Russian, Chinese, Greek, Korean, Tamil

• to assist speakers of languages other than English to navigate the Australian legal system, 665 resources in 51 community languages are on Find Legal Answers website with direct access plus the option of a combined subject/language search
• to assist speakers of languages other than English to find information about drugs, 156 resources in 35 community languages are on the Drug Info website
• 1348 CALD brochures promoting Drug Info and Find Legal Answers services in public libraries and online distributed to 37 community organisations on request
• access and discovery supported through multilingual glossary update to include Nepali; distribution of 12 banners for community awareness of State Library of NSW services to CALD and collections; distribution of 20,000 bookmarks to improve community awareness of collections; use of Twitter and Pinterest to promote collection items and access to translated resources
• Multicultural March/Harmony Day events developed and delivered
• Home: Photographs of Ethnic Communities by Louise Whelan on display 18 March –17 August
• the education marketing strategy targets schools in western and south western Sydney including promotion of enabling bus subsidy, which has attracted 12 schools and 682 students
• the Library hosted the final of the ‘Stand Tall, Speak Out’ youth poetry slam competition, co-funded by The LMA (Lebanese Muslim Association), BCC (Bankstown City Council) and BYDS (Bankstown Youth Development Service); five schools took part in the program.
• 16 ESL group tours conducted and information sessions with 241 attendees
• promotional strategy for multilingual health information is ongoing.
COMMUNICATION

In the Communication Strategic Priority Area, CALD communications have been incorporated into existing media strategies and activities so that all State Library media releases were also sent to ethnic media, in addition to implementing targeted campaigns to CALD communities, e.g. promoting specific LIAC initiatives in the ethnic media, an achievement against key performance indicators.

In addition, promotional tools have been developed. These include:
- welcome signage in 50 community languages, developed for use by State Library and public libraries
- electronic signage display of languages for loans for the use of public libraries
- Pinterest boards in community languages were developed to promote LOTE collection.

A pilot CALD volunteers–community communications project has been devised and CALD volunteers covering 14 nationalities and 18 languages have been recruited and received induction training.

PARTNERSHIPS

In the fourth Strategic Priority Area of Partnerships, which seeks to improve the cultural responsiveness of the State Library and its programs through partnerships and collaboration with CALD communities, a collaboration between the State Library and Istituto Italiano di Cultura to mount an exhibition has been a highlight, as has a partnership with Amnesty International to mount the ‘Write for Rights Debate’, celebrating Human Rights Day.

PLAN FOR 2014–15

Our forward plan for 2014–15 has been established. Strategies include:
- develop new or review existing guidelines to assist staff when presenting exhibitions, information or lending services or collections and public spaces to encourage access by different CALD communities
- translate key community information based on data about high-need communities and make these accessible to communities, in line with principles of Language Services Policy
- enhance established, and build new, partnerships with CALD community organisations and individuals to further build and encourage access to SLNSW heritage collections.

The State Library publishes guidelines and standards on many aspects of library service provision including multicultural services, to support benchmarking and evaluation.

The Library regularly analyses and evaluates the performance of its multicultural collections in order to assist with planning, purchasing and promotional strategies. There are however no specific formal evaluations in the multicultural area to report on this year.

PATHWAYS BETWEEN GOVERNMENT AGENCIES

A consultation framework is in place for responding to CALD need in NSW local (public) libraries as part of ongoing cooperation between the State Library and public libraries to build responsive services.

The State Library offers three key services to NSW public libraries to support service delivery to multicultural communities across NSW.

The Multicultural Collection is available for public libraries to lend on to their clients. The collection has over 65,000 items in 44 languages. Over 100,000 loans were made to NSW public libraries in 2013–14 from this collection. The Multicultural Purchasing Cooperative provides an efficient and effective way for public libraries to purchase materials in languages other than English. The Library also provides specialist advice and leadership for public libraries in developing their multicultural collections and services.
SERVICES FOR HUMANITARIAN ENTRANTS

The State Library lends books in languages other than English to public libraries for lending on to local communities. Languages we lend that support refugee communities: include Arabic, Bengali, Burmese, French (African communities), Gujarati, Hebrew, Hindi, Indonesian, Nepalese, Persian, Punjabi, Sinhalese, Tagalog, Tamil and Urdu.

The State Library distributes material in languages other than English to support local communities health and legal information needs as available.

Examples include:

• *Health Check: Health information for recently arrived African communities in Australia* (Kinda, Kurundi, Swahili, Krio, Juba Arabic and Liberian) 2014
• *Renting a Home: A guide to tenant’s rights and responsibilities* (Arabic, Assyrian, Burmese, Cantonese, Dari, Dinka, Farsi, Hazaragi, Indonesian, Kirundi, Korean, Mandarin, Nepalese, Swahili, Tamil and Vietnamese) 2013
• Tax information in various languages from the ATO 2013
• *Having a Baby in Australia* (Burmese, Hindi, Juba Arabic, Korean, Persian, Urdu, Vietnamese) 2011
• *My Consumer Rights: Your rights and responsibilities when buying goods and services* (Arabic, Dinka, Farsi/Persian, Karen, Nepalese, Tamil) 2013.

Online translated resources are regularly shared via Twitter and Pinterest from government departments and NGOs for example from NSW Fair Trading, Legal Aid, Multicultural Health Communication Service, Money Smart from ASIC and Transplant Australia.