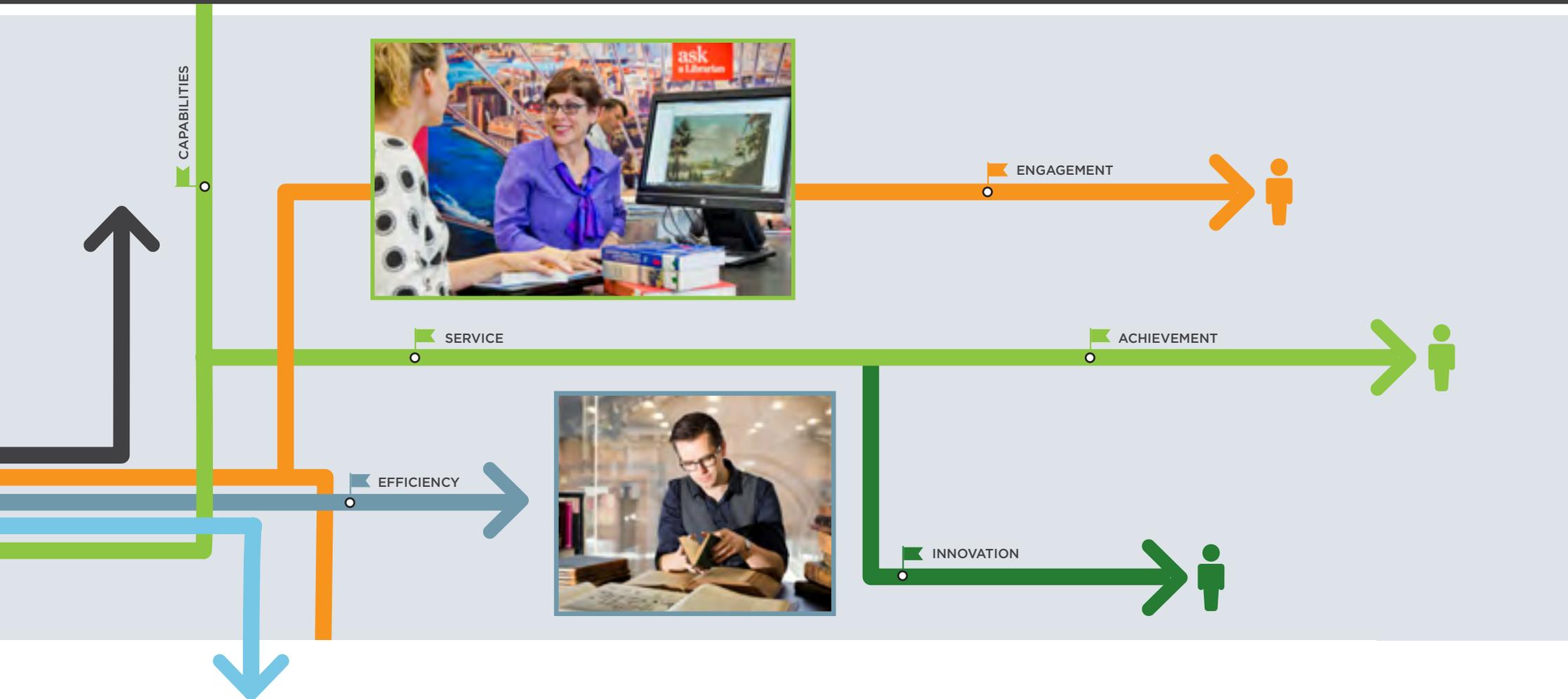




Starting your journey

AT THE STATE LIBRARY OF NSW



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Staff induction guide V2, September 2017
Managed by State Library of NSW, Human Resources

P&D 5023-09-2017

Note: Hyperlinks in this document are underlined in [blue](#).
Hyperlinks marked with an asterisk are only available
when you are working onsite.



Welcome to our team!

It's a great time to be working at the State Library of New South Wales.

Ongoing innovations and achievements continue to confirm our position as a world leading library. From the Mitchell renewal to the continued growth of the Digital Excellence Program we are always working to extend our connection with the community onsite, online and on tour. Our people are key to these successes and continue to deliver services such as exhibitions, educational visits, collection loans and information services, as well as engaging with Indigenous communities across the city and regional NSW.

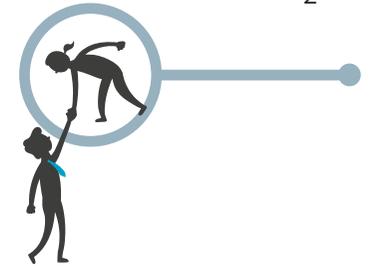
While the Library's collection is noted as being worth \$3.15 billion, the financial valuation pales in comparison to its extensive cultural value. Without the ongoing efforts of our passionate, dedicated staff in developing, maintaining and exhibiting this amazing collection, it would not be what it is today. By joining the Library you are becoming part of a group entrusted with the care of this extraordinary cultural resource.

As a world leading library we can't begin to satisfy the needs of our clients without the integrity and expertise of our staff, their service focus and our strong partnerships. We are fortunate to have a diverse range of specialist staff, professional librarians and strong relationships with other cultural institutions that work together to deliver outstanding services, and access to our collection, to all those who seek it.

With a new Strategic Plan to take us from 2015 through to 2019, we can look forward with confidence to a future in which we continue to successfully engage with other cultural institutions, business, education, professional bodies, public libraries and state and local governments to benefit the people of NSW and Australia.

I hope you find your induction journey to be valuable and interesting, and I am delighted that you have chosen to join the State Library of NSW team.

NSW State Librarian & Chief Executive



Induction: A tailored journey for you

Your induction is a great opportunity to set yourself up for future success at the State Library. As every role is different, we encourage you to seek out what is most relevant to you and to shape your unique induction journey. Our aim is to ensure you get off on the right foot and have all the support you need.

This New Starter Induction Guide will support you during your induction and is filled with useful resources for your first six months.

Induction activities are mostly managed by your People Leader and involve both interactive and self-driven aspects, such as:

- tours of the local work environment and branches
- staff and stakeholder meetings
- training for relevant systems and processes
- provision of technology and access
- tools and resources to find information specific to your needs
- the Capability and Performance Development (CPD) program and online tool.

In collaboration with your People Leader you will create objectives and a personalised, capability based development plan which form the basis for regular performance conversations throughout your career.

You'll also receive invitations to additional activities from other branches such as HR, Security, Finance and Digital Experience Division (DXD). While these branches will coordinate all relevant activities with you, please contact the branch if unforeseen circumstances result in a need to reschedule.

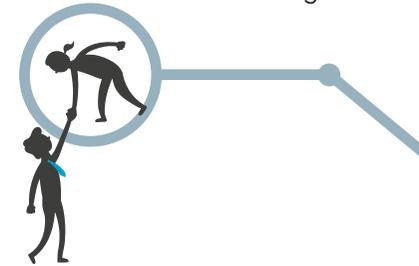
A typical induction activity timeline is displayed below and more detail is provided on the following page.

Your induction process starts when you are sent your offer of employment and, depending on your employment arrangement, concludes when you complete your first three to six months with us.

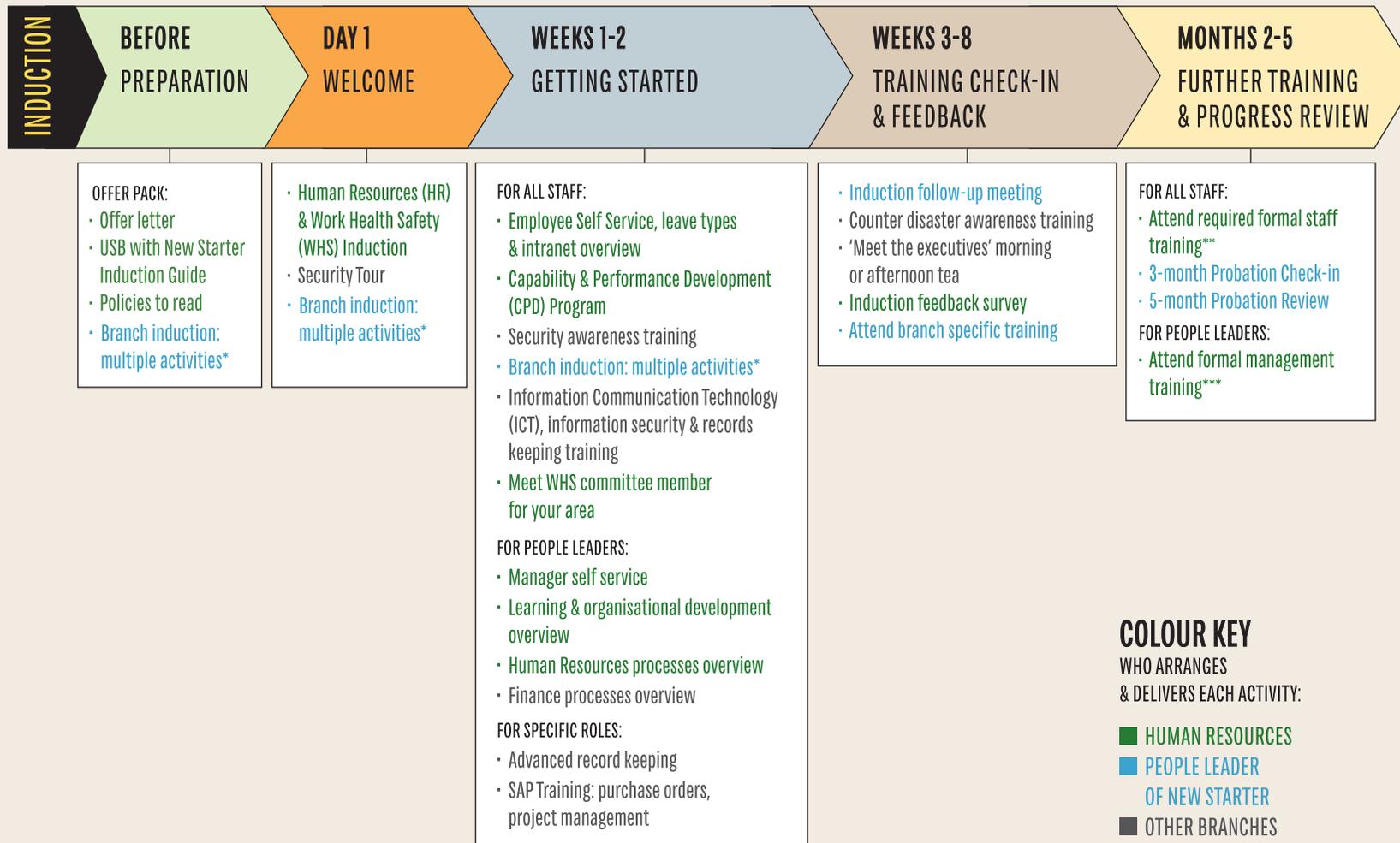
Remember, we want you to succeed, so if at any time during your induction you would like support please let your People Leader, HR or colleagues know and we'll be happy to assist.

Your journey at the Library has just begun!





Induction timeline



*** BRANCH INDUCTION**

- Pre-commencement setup
- Local area tour
- Back-of-house tour
- Meet team & branch management
- Meet key stakeholders / contacts
- Overview of branch, strategy & your role
- Create CPD plan (objectives & development)
- Role specific training: systems, processes etc.

**** FORMAL STAFF TRAINING**

- Code of Ethics & Conduct
- WHS awareness
- Disability awareness

And for specific roles:

- Cultural diversity
- Supporting clients with drug, alcohol or mental illness issues
- First aid
- Emergency warden
- Mandatory reporter
- Intranet administrator training

***** FORMAL PEOPLE LEADER TRAINING**

- Management skills
- Merit assessment
- Capability & Performance Development for People Leaders
- Preventing & managing bullying & harassment
- WHS & risk management
- Facilitation skills

COLOUR KEY

WHO ARRANGES & DELIVERS EACH ACTIVITY:

- HUMAN RESOURCES
- PEOPLE LEADER OF NEW STARTER
- OTHER BRANCHES

Vision, mission and values

The Library's vision, mission and values guide our day-to-day processes and behaviours and are reflected in all our decisions and activities. Our strategic priorities are the way we'll achieve our vision.



VISION

A world leading library, the State Library of NSW informs, educates, inspires and surprises online, onsite and on tour.

For the community, we aspire to be a Library that is:

- a pre-eminent and welcoming cultural destination
- acknowledged for excellent client service and staff expertise
- an innovative gateway to information and cultural enrichment
- recognised for a unique and accessible collection
- an active advocate for the NSW public library network
- a proactive partner in knowledge creation.



MISSION

To strengthen the community by being the trusted provider of quality information services by:

- providing equitable access to contemporary and historical knowledge
- collecting and preserving Australia's heritage
- promoting our role as a cultural destination
- collaborating with the NSW public library network.



VALUES

Our core values and beliefs are:

- Integrity
- Trust
- Service
- Accountability
- Equity of access
- Innovation and engagement.



Strategic priorities



The chart on the following page identifies the three core priorities: **collect**, **connect** and **community**. Each is expressed through three strategic directions, together reflecting the State Library's role and priorities.

ENABLERS

Our strategic directions are underpinned by four key enabling capabilities:

- Organisational Effectiveness
- Our People and Culture
- Digital Excellence
- A Voice For Libraries.

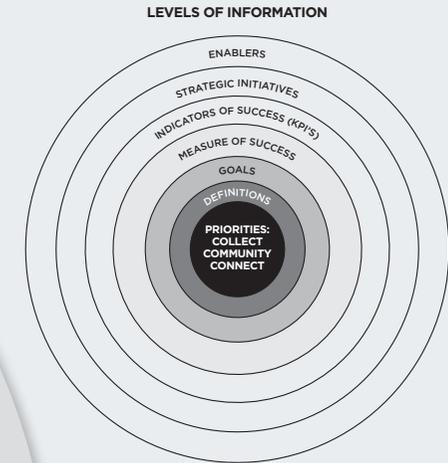
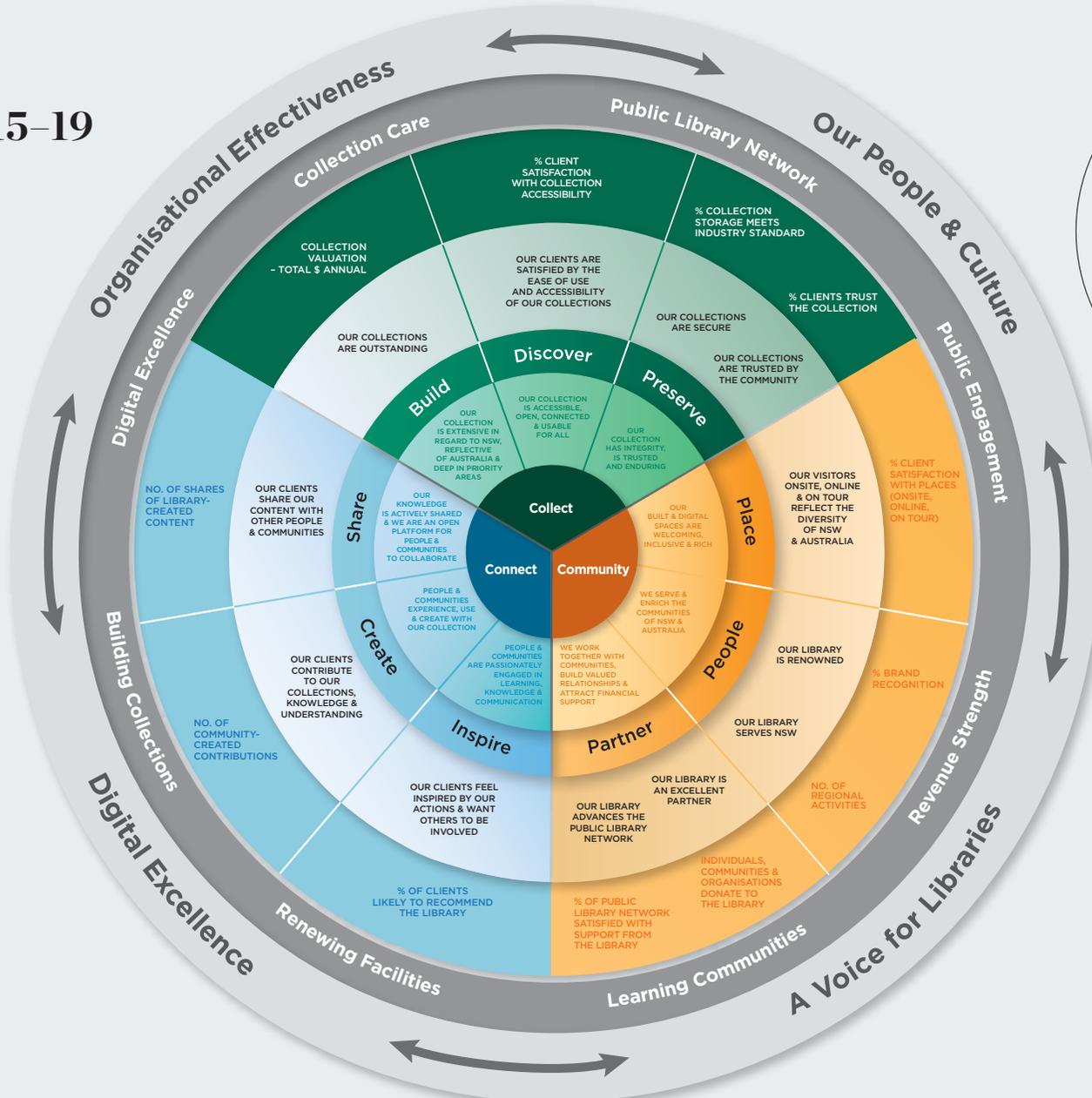
STRATEGIC INITIATIVES

These goals are being supported by eight critical focal areas:

- Public Library Network
- Public Engagement
- Building Collections
- Collection Care
- Learning Communities
- Digital Excellence
- Renewing Facilities
- Revenue Strength.

SPEAK TO YOUR PEOPLE LEADER TO FIND OUT HOW THESE STRATEGIC PRIORITIES RELATE TO YOUR ROLE AT THE LIBRARY.

Strategic Plan 2015–19





State Library of NSW brand



BRANDING

The State Library of NSW brand is more than a logo. It is the platform for how we communicate and the foundation of our relationships with our clients and partners. It also embodies the vision for the culture, establishing a solid professional foundation to which we can aspire.

At the centre of the brand is our essence – the single thought that captures what the State Library of NSW is all about.

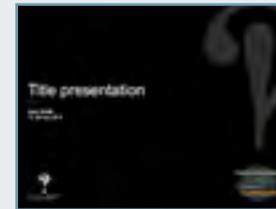
Our brand essence is ‘surprising’:
‘I was amazed and excited by what I found.’
Our brand essence is supported by our other brand attributes: friendly, modern, wise and engaging.



STATE LIBRARY®
NEW SOUTH WALES

THE INTERROBANG LOGO

The Library’s logo is a very important asset. It visually represents our brand essence of ‘surprising’, utilising the interrobang device which represents a simultaneous question and answer. At the heart of our brand strategy is the experience of making delightful and informative discoveries amongst the Library’s treasures. It positions the Library as an exciting and modern cultural destination, much more than a functional archive of information.



TEMPLATES & GUIDES

Logos & templates can be found on the R drive/TEMPLATES.

There are also brand guidelines to follow, a corporate writing style guide (for print and web) and a web image style guide as well. Please take some time to look at these documents.



A brief history of the Library



The State Library of NSW – one of the oldest libraries in Australia, with a history tracing back to 1826 – from 1869 became the first truly public library for the people of NSW. The Mitchell Library opened in 1910 and houses Australia’s greatest documentary record of cultural heritage. It also holds the world’s most significant collections of Australian and Pacific material, including the original journals of Abel Tasman, James Cook and Matthew Flinders.

The State Library offers much more than a traditional library. It is a world leading reference library with renowned historical and contemporary collections, comprising more than six million items including books, manuscripts, maps, photographs, paintings, architectural plans and mirrored online content.

A wide variety of public events from movies and talks to workshops and presentations is offered as well as free entry to our exhibition galleries, including the Amaze gallery. This gallery showcases little-seen items from the Library’s collections and the hidden stories behind them. The displays change regularly, so there’s always something new and exciting to discover.

The curiosities of our amazing collection and historic Mitchell building can be accessed via the Curio mobile app or on the Curio website. Curio brings to life the stories and history of these precious collection items.

Some interesting items in the Library’s collection are:

- a copy of the Magna Carta statute
- Schindler’s List
- Macquarie Collector’s Chest – one of the Library’s rarest and most beautiful pieces of early 19th century Australiana – can be seen in the ‘A Night at the Mitchell’ video
- the first book printed in Australia – *NSW General Standing Orders 1802*
- the first Australian newspaper printed – *Sydney Gazette and New South Wales Advertiser*, 1803
- Jørn Utzon’s personal papers for the Sydney Opera House
- Earth Platinum World Atlas – the world’s largest atlas – measuring a mammoth 1.8 m x 2.7 (opened) and weighing 150 kg. We hold Australia’s only copy which is sometimes put on display in the Mitchell Library Reading Room.

Surprising items in our collection include a lump of soil removed from the Sydney Cricket Ground pitch during the bodyline series (1932–1933); a death mask of Henry Lawson, as well as his hat, pipe and pen; and one of the country’s largest collections of hair: from Mary Shelley, to Matthew Flinders, through to Lachlan Macquarie.

A brief history of the Library continued ...



EXPLORING THE LIBRARY ONLINE

The Library's website and Vimeo channel are filled with content that gives an interesting overview of where we've come from, who we are and where we are going. To whet your appetite, here are some links we think you'll enjoy.

[About our collections website](#)

The collection is large, diverse and surprising! Learn about the distinct collections that we nurture for current and future generations.

[Restoring the Mitchell](#) video, 3.5 minutes

Restoring the Mitchell Library – plan for the ground floor of the Mitchell building including the Mitchell Library Reading Room.

[A Night at the Mitchell](#) video, 3 minutes

A Night at the Mitchell features Richard Neville, Mitchell Librarian and Director, Education and Scholarship, talking about the mystical side to the Mitchell.

[A Passion For Collecting](#) video, 20 minutes

A Passion for Collecting tells the inspiring story of the great collections and collectors at the State Library of NSW. It looks into how and why individuals and institutions collect.

[Lost and Found: Australia's hidden treasures](#) video, 54 minutes

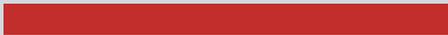
Cartoonist and media personality Warren Brown delves into the nooks and crannies of our history to unearth extraordinary stories that lead back to the State Library of NSW.

[Ifould: The European War Collecting Project](#) video, 2 minutes

Former NSW State Librarian and Chief Executive Alex Byrne and Mitchell Librarian and Director, Education and Scholarship Richard Neville share the fascinating story of William Ifould, who spearheaded an extraordinary collecting drive at the Library from 1918 for soldiers' First World War diaries.

LIBRARY VISITS 2012–15:

ONSITE:  2,228,807

ONLINE:  9,937,747



Library structure

There are over twenty different branches across the six divisions that make up the State Library. You now have the unique opportunity to draw on the collected knowledge of a diverse range of highly specialised functions. They represent a deep expertise in their relevant area and are operated by passionate, dedicated staff. Your People Leader will explain the division and branch structure and functions during your induction.

The location of our divisions and branches can be found in the map of the Library on page 17. There is a lot to get familiar with but it will all soon fall into place for you! Try introducing yourself to staff in any of the branches and they will happily show you around, give you information and are bound to share a few interesting stories.

EXECUTIVE TEAM

The State Library of NSW Executive team is responsible for managing the Library, its collections, services and programs. The Executive is made up of the State Librarian & Chief Executive, Deputy Chief Executive and five Directors/Executive Directors.

Divisions

OFFICE OF THE STATE LIBRARIAN

The Office of the State Librarian coordinates the efficient and effective management of the State Library of New South Wales, and supports the provision of leadership in library and information management and policy advice to government on library and related issues.

LIBRARY AND INFORMATION SERVICES (LIS)

Responsible for all aspects of development, management, preservation, storage and digitisation of the collections, as well as client service delivery and access to the collections.

DIGITAL EXPERIENCE DIVISION (DXD)

Responsible for the provision, management and governance of digital and information technologies, for both Library and business clients.

MITCHELL LIBRARIAN AND EDUCATION & SCHOLARSHIP (MLES)

Responsible for a wide range of collection-based activities and outreach including Indigenous and learning services, as well as managing the Library's fellowship program.

OPERATIONS & INFRASTRUCTURE (OID)

Responsible for leading the provision of business support services, to ensure the effective management of the Library's resources and assets and support the delivery of library services, onsite and across the state.

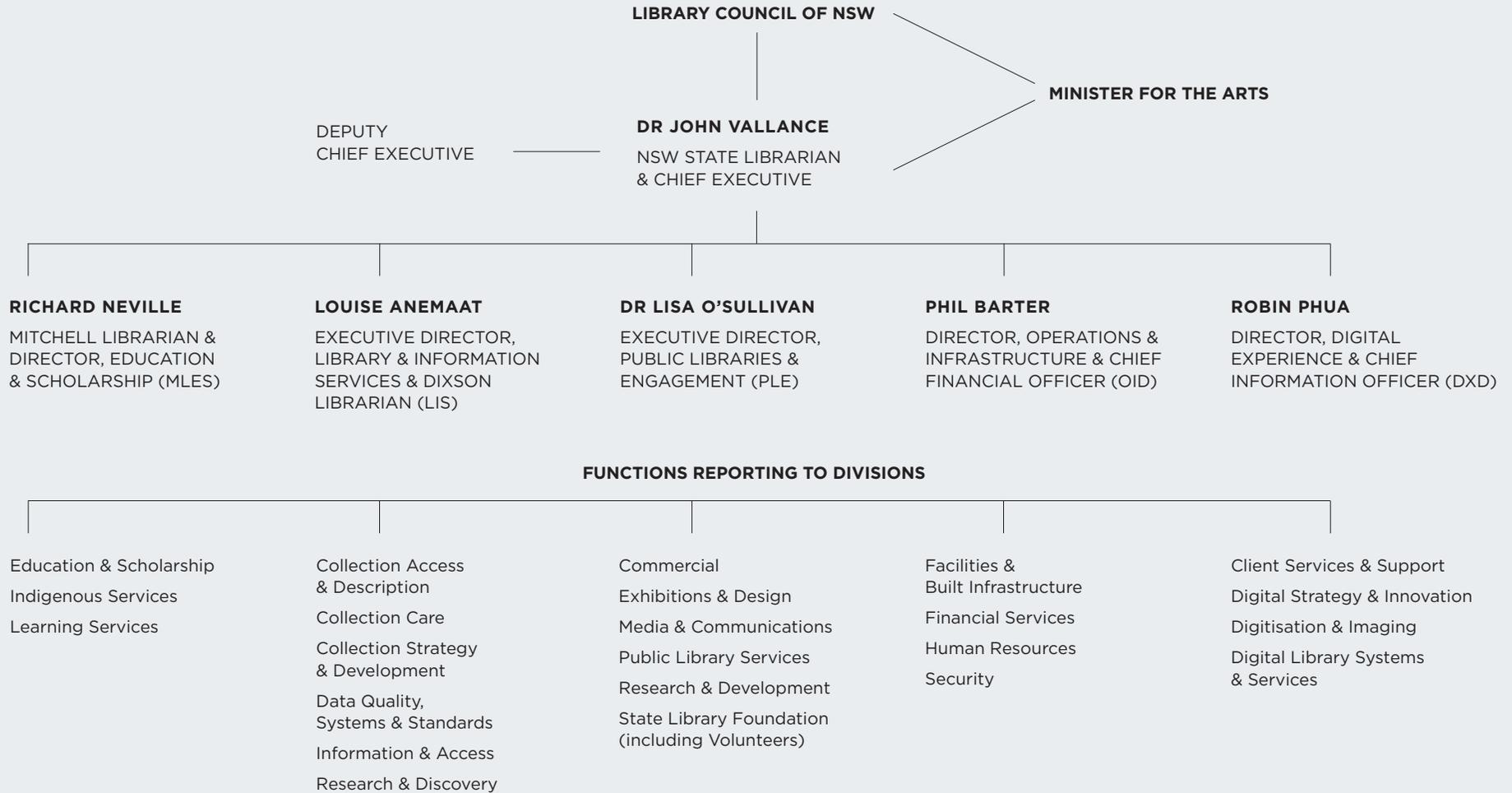
PUBLIC LIBRARIES AND ENGAGEMENT (PLE)

Responsible for positioning the Library strategically in the market as a leading provider of innovative, leading edge, and relevant information for the community. The division achieves this through delivery of exhibitions, providing support and funding to the NSW public library network and working with donors to further grow and support the Library and its collection.



Organisational structure

as at March 2018





BRANCH SPOTLIGHT

Digital Strategy & Innovation



People in the Digital Strategy and Innovation Branch have ridden a wave of excitement since they came together in February 2015. Called DS&I by those in the know, the branch has three teams – Strategy & Planning, Business Engagement and the DX Lab. The branch is responsible for strategic planning and compliance in the digital space as well as client satisfaction and support for Library systems.

The [DX Lab](#) is the first software innovation lab within an Australian cultural institution, something the DS&I manager Kate Curr and her team is very proud of:

In the DX Lab, we're exploring and highlighting the business case for digital as a core component of how the Library operates and shares its collection. We're rapidly prototyping and sharing our knowledge through our blog, events and our web page.

The team welcomes ideas and feedback from peers on ways to use digital platforms to enable meaningful collaboration with collection content. In their first year, DS&I ran five workshops and three testing sessions with groups within the Library.

At the heart of their open and collaborative culture is a set of cultural and design principles inspired by established software innovation labs in New York and the United Kingdom. Kate says this shapes the way the team works and yet they retain their unique identity.

We get to push boundaries, explore the collections and work with so many groups within and outside the Library. The inspiration you get from working with so many passionate people on exciting projects is definitely one of the advantages of working in this branch.

Moving forward, DS&I will collaborate with the University of Technology Sydney (UTS) and Google on a project that will analyse images to recognise objects such as streets, words and buildings. This has the potential to revolutionise the process of describing images and in turn, improve the way images are catalogued and their discoverability. At this stage our biggest hurdle is we don't know what we don't know. Finding out is the fun part of experimenting!

‘WE'RE RAPIDLY PROTOTYPING AND SHARING OUR KNOWLEDGE THROUGH OUR BLOG, EVENTS AND OUR WEB PAGE.’

Kate Curr



BRANCH SPOTLIGHT

Collection Care

Caring by profession, caring by nature describes the team in Collection Care.

They ensure the Library's extensive collection is available to all and preserve it for use and discovery by current and future generations. This dedication extends to a genuine interest in and care of each and every collection item.

The Manager of Collection Care says the team takes great satisfaction in its work and is proud of the difference it makes to the Library. The branch regularly acknowledges the personal and professional achievements of staff and has some excellent cooks who provide celebratory cakes for these occasions! A team member recently won a place in a very competitive, prestigious conservation training course in the UK, and another received a Churchill Fellowship to continue her conservation research in London. The team also celebrated the completion of the Framed Collection relocation in 2015 which was a major achievement.



This project started in 2014 and involved advising on the construction and commissioning of a new storage facility for the Library's Framed Collection. Appropriate environmental conditions and expansion space were recommended and monitored, to enable the collection to continue to grow. Months were spent identifying where everything was located, what was safe to move, and what would need extra packing or conservation work to prepare it to be relocated. Once the new storage area was ready late in 2015, they moved the entire collection of approximately 1800 paintings and 350 frames without any personal injury or loss or damage to the collection.

All branches and teams in the Library are clients of Collection Care. Advice is given on all aspects of physical control of the collection so it is available for individual research, exhibitions, loans and public events. The branch's digitisation team also treats, stabilises or repairs items ready for scanning. Collection Care also offers advice to the general public. They conduct talks and presentations about caring for personal collections and also respond to general enquiries.

Collection Care is assured of a busy future, with many lifetimes of conservation, preservation and storage work in the Library's growing collections.

ADVICE IS GIVEN ON ALL ASPECTS OF PHYSICAL CONTROL OF THE COLLECTION SO IT IS AVAILABLE FOR INDIVIDUAL RESEARCH, EXHIBITIONS, LOANS AND PUBLIC EVENTS.

STAFF PROFILES

Sixty seconds with ...

**GOLDA MITCHELL**

**Editorial and Communications Officer
Media & Communications (PLE Division)**

How would you describe your role to a 10-year-old?
I help make sure all different kinds of people know what we do and why our collections are so amazing.

Why did you join the State Library? As the daughter of a librarian the State Library has always been a very special place and so important to our community and our history.

What year did you start? 2013.

What's your favourite memory of working here so far? It was great to see the Library packed full of staff, volunteers and their families on Family Fun Day in 2014.

What do you enjoy most about working here?
The people! Our staff and clients love the State Library and you can feel a real sense of pride and respect for what we do.

What were you most surprised to find out about the Library when you started? The fossil in the marble in the Mitchell Library near the Dixson Room is my favourite fun fact about the Library. Also the glass stack is a great hidden gem.

What advice would you give to someone just starting out here? Come to Level 1 of the Macquarie building if you want cake. There's always some going round!

ALISON WISHART

**Senior Curator
Research & Discovery (LIS Division)**

How would you describe your role to a 10-year-old?
I work with other people to put together fun and interesting exhibitions which are about the history of New South Wales and its people.

Why did you join the State Library? I love public libraries and was keen to move to Sydney to be closer to my family and the beach!

What year did you start? 2015.

What's your favourite memory of working here so far? Finding unexpected gems in the stacks.

What do you enjoy most about working here?
I enjoy the friendly and dedicated staff, learning about our wonderful collection and being close to both the Botanic Gardens and the CBD.

What were you most surprised to find out about the Library when you started? Discovering there are five floors of storage below the Macquarie wing's public areas and an underground connection to the Mitchell Library.

What advice would you give to someone just starting out here? Learn all you can from your colleagues and the collection.

**SARAJ MUGHAL**

**Manager
Client Services & Support (DXD Division)**

How would you describe your role to a 10-year-old?
I manage all our PCs, iPads, laptops, printing devices, applications, phone extensions, mobile phones, website, and the data centre that stores our digital collection.

Why did you join the State Library? Initially I was looking for work and then I was inspired by the Library's vast collection, building, location and history.

What year did you start? 1994.

What's your favourite memory of working here so far? My favourite memory is getting project approval to digitise our collection so clients can access it online from anywhere, anytime.

What do you enjoy most about working here?
Our helpful staff, family-friendly environment with flexible hours and the great diversity of work. Also, having access to our large and varied collection.

What were you most surprised to find out about the Library when you started? I was surprised by all the different collection items related to NSW and Australian heritage, culture and history.

What advice would you give to someone just starting out here? You've made the right decision to join the Library. Enjoy serving such a prestigious and iconic institute and the career development and learning opportunities.

Map of the Library

BRANCHES / MEETING ROOMS / KEY AMENITIES

You'll be taken on local area and back-of-house tours to visit all divisions and branches as part of your induction. The Library Site map is also printable, so you might like to keep a copy handy during your first weeks.

- A** - 7.30 am entry point via cafe
- B** - 9 am entry point
- C** - After hours entry/exit point via Security (Lower Ground)

MACQUARIE ST BUILDING

Lower Ground

- Facilities & Built Infrastructure (FBI)
- Information & Access (LIS) (on LG1 & LG2)

Ground

- Cafe Trim
- Library Shop
- Meeting Rooms*
- Metcalfe Auditorium
- Macquarie Room

Level 1

- State Librarian
- Public Libraries & Engagement Division (PLE)**
- Public Library Services
- Media and Communications
- Commercial
- Research and Development
- Publications & Design
- Exhibitions
- Foundation
- Meeting Rooms*
- Garling
- Kaaroo
- Pemulwuy
- Mander Jones
- Leeson
- Meeting Room 4
- Meeting Room 5



- | | |
|---|-----------------------|
| Baby change facilities | Lifts |
| Cafe Trim | Stairs down / up |
| Information point | Toilets |
| Library Shop | Wheelchair accessible |
| Exhibition / Display areas on Levels 1 and Lower Ground 1 | Stacks (underground) |

Level 2

Library & Information Services

Division (LIS)

- Collection Access & Description
- Data Quality, Systems & Standards
- Research & Discovery
- Collection Strategy & Development

Meeting Rooms

- Moowattin

Level 3

Operations & Infrastructure Division (OID)

- Financial Services
- Human Resources

Digital Experience Division (DXD)

- Client Services & Support
- Digital Strategy & Innovation

Meeting Rooms

- Matora
- Gambanyi
- Patyegarang
- Staff kitchen/amenities

MITCHELL LIBRARY BUILDING

Ground

Mitchell Librarian, Education & Scholarship Division (MLES)

- Education & Scholarship
- Indigenous Services
- Learning Services

Meeting Rooms

- Dixon Room
- Ginibi

Lower Ground

- Collection Care (LIS)
- Digitisation & Imaging (DXD)
- Security (OID)
- First aid room
- Mailroom



Library outreach

The Library's outreach programs are delivered onsite, online and on tour across NSW. They give communities in rural and remote areas of the State access to a wide range of specialist information and collections.

Seeing original material from our collections is a life-changing experience for many people as they interact with the objects and events of Australia's history. We also deliver free research skills programs as well as responsive learning programs and resources for students of all ages, their teachers and library professionals. 'Ask a Librarian' is a free information request service which can be accessed by telephone, onsite and online.

In addition, the Library's ongoing exhibitions program is also shown on tour to public institutions throughout NSW. Public events include talks on literary, historical and contemporary issues, movies, workshops and courses as well as presentations about, and showings of, the Library's rich collections.

Valuable access to information and resources is available to people researching family and local history. Indigenous Services provides assistance to find information and collections relating to Aboriginal and Torres Strait Islander ancestry, culture and history. Multicultural



Services provides online resources, books and newspapers in community languages through the public library network to multicultural communities.

The Legal Information Access Centre (LIAC) provides access to quality legal information through the public library network, the 'Find Legal Answers' website and by working collaboratively with agencies.

The Library provides support, advice, research and professional development to the public libraries of New South Wales, including onsite consultations and service reviews. We also administer the annual public library grants and subsidies program. Prestigious and competitive fellowships are offered to support the research, writing and teaching of Australian history and culture.

Our venues are always in demand for seminars and conferences, corporate and government events, product and book launches, photo shoots and wedding receptions.

The Library also manages specialist information services across the NSW public library network. The Legal Information Access Centre (LIAC) provides plain English legal information. Drug info @ your library provides information about alcohol and other drugs. NSW.net supports NSW local government and public libraries with internet services and eContent.



Our commitment to diversity



As a pre-eminent and welcoming cultural destination, the Library values diversity. It means we have a better understanding of and engagement with our clients, our staff, and the communities we serve.

CULTURAL DIVERSITY

NSW is one of the most culturally diverse states in Australia. The people of NSW speak over 200 languages, and more than a quarter of the state's population was born overseas. The Library documents life in NSW and aspires to build a collection that reflects the State's diverse people and cultures: from the colonial First Fleet, to Chinese immigration in the gold rush days through to the mass migrations of the 20th and 21st centuries. It also supports the network of public libraries in NSW, reaching communities across the state through 367 local libraries.

Our Cultural Diversity Strategy outlines objectives, strategies, performance indicators and responsibility for each of these priority areas:

- organisational capacity building
- culturally responsive services
- communication
- partnerships.

Our Cultural Diversity Working Group members consult with stakeholders to identify issues, seek advice and contribute ways to embed multicultural services into the activities of the Library.

Through our Indigenous Services team we work with Indigenous communities across NSW concerning the preservation and management of Indigenous documentary heritage resources. They have developed strategies, protocols and statements of best practice for engaging with Aboriginal and Torres Strait Islander people and collections.

DISABILITY INCLUSION

The Disability Inclusion Action Plan contributes to the Library's objective to facilitate and enable full and active participation and access to collections, services and public spaces by people and staff with disability. The plan includes actions to gather input from the community on Library policies and practice, and promote the Library as a place that welcomes the entire community.

Our commitment to diversity continued ...

WORKFORCE

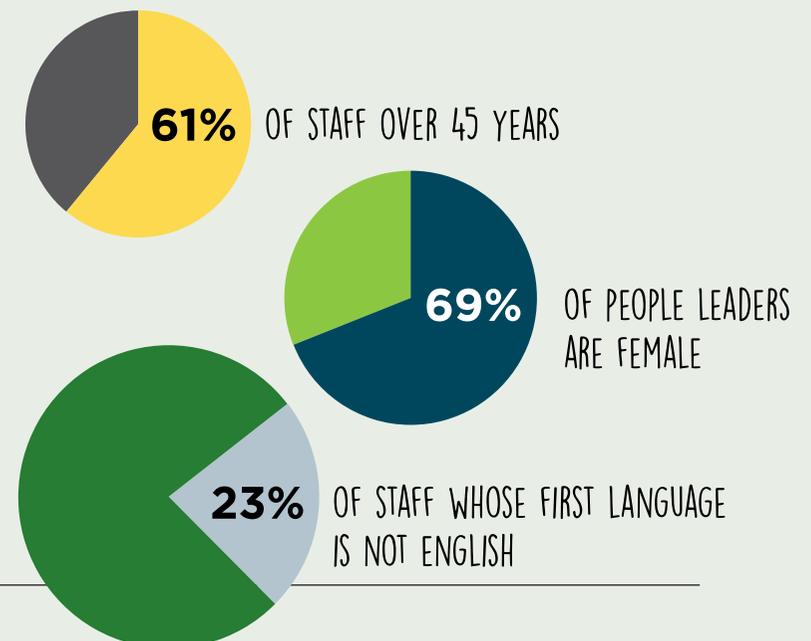
A diverse workforce which is free of discrimination and reflective of the NSW community is more innovative and productive, and better able to deliver high-quality services.

In the NSW government sector, workforce diversity encompasses initiatives to:

- build positive workplaces and provide support for all employees
- strengthen workforce planning capability to integrate workforce diversity strategies
- build a workforce which reflects the diversity of the wider community
- achieve the Government's broader social responsibility objectives.

The Library values our people and the diversity of our workforce. We have increased the representation of Indigenous staff in the Library from 2.4% to 2.9% in 2014–15 and have established an Indigenous Services Branch in the Mitchell Librarian's Division. We have exceeded the public sector targets for representation of women in our workforce and we have 23.4% of people whose first language is not English.

To support these initiatives we provide a range of diversity related training programs for all staff which you will have access to as part of your induction.





Capability development for staff



The Library values ongoing development of our staff and sees continued learning and capability development opportunities as a way to support staff to reach their career aspirations, enhance our culture and achieve our strategic goals.

The Library's Capability and Performance Development (CPD) Program focuses on the ongoing development of all staff members through continuous conversations between staff and their people leaders.

Our CPD program provides all levels of staff with the support needed to achieve their career and development goals and incorporates the NSW Public Sector Capability Framework.

In the annual and mid-year meetings, as well as ongoing conversations, each staff member will:

- have clear objectives to understand what is expected
- receive fair and frequent feedback about their performance and behaviours
- receive regular coaching to help develop new capabilities and new ways of working
- be recognised for a job well done.

All new starters will have a CPD Plan created in their first two weeks incorporating up to six objectives and a capability based development plan.

The most effective growth and development strategies allow staff to learn and develop a new skill or behaviour by applying and practising it in real-life workplace situations. At the Library professional development should be a 70:20:10 blend – 70% on-the-job experience, tasks and problem solving; 20% peer-based learning or examples; and 10% formal courses supported by reading and listening.

Further information and resources relating to CPD can be found on our [CPD intranet page*](#).

Additional information about staff development opportunities and attendance at external training and conferences can be found on the intranet at [Learning and Performance*](#).

* these links are only available onsite





Code of Ethics & Conduct

At the Library, we value the quality of our services to the community and our high professional standards of behaviour.

As the performance, culture and reputation of the Library depend heavily on the conduct of each one of us, our [Code of Ethics and Conduct*](#) (the Code) applies equally to everyone in the Library.

The Code has been designed as a principles-based approach and is underpinned by the Library's six values: Integrity, Trust, Service, Accountability, Equity of access, and Innovation and Engagement.

It guides the expected behaviours and working relationships with colleagues, clients, stakeholders and the government of the day, including:

- the general principles for working at the Library
- how to act ethically, make ethically-informed decisions and behave in accordance with the Library values
- specific responsibilities in maintaining an ethical workplace
- what happens if the Code is breached.

Training is provided as part of your induction to ensure you understand your responsibilities under the Code.

Please refer to the State Library Code of Ethics and Conduct supplied with your letter of offer. Other conduct related information is available on the ['Conduct and EEO' intranet page*](#).

* these links are only available onsite

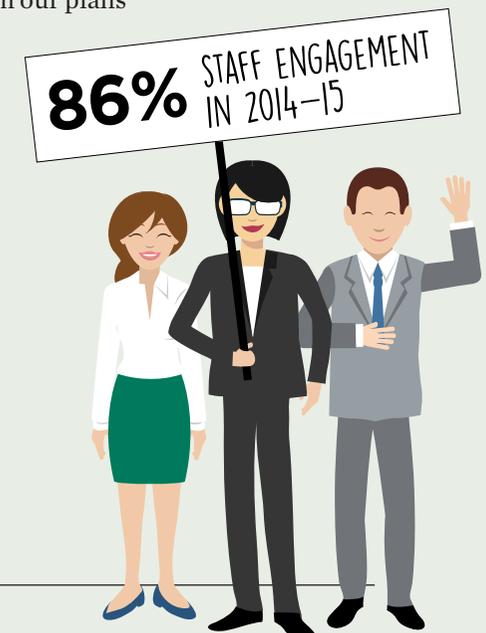
Communication

Two-way communication fosters a healthy and productive culture at the Library.

Regular staff forums are hosted by the State Librarian and Chief Executive with presentations from the various divisions within the Library.

News items, including the staff forum presentation slides, can be viewed and are regularly added to the intranet home page. We also use email when important information needs to reach you.

Annual staff and client engagement surveys are a great opportunity for you to provide constructive feedback to the Executive Team. The results inform our plans to maintain and continually develop our positive work environment and culture.





Staff recognition

Our staff are passionate, dedicated and committed to our vision to be a world leading library.

Established in 2015, the Library's Staff Recognition Program recognises and celebrates our people's achievements and allows them to acknowledge the actions and accomplishments of their colleagues.

The awards are linked to the Library values and include six categories:

- Integrity – strong work ethic and goes the extra mile
- Trust – quiet achiever, trustworthy and responsive, consistently delivers quality outputs
- Service – acknowledges open collaboration and knowledge sharing
- Accountability – takes ownership and leadership in their role
- Equity of access – team players with a client focus internally and externally
- Innovation and engagement – creative ideas, best practice and innovation resulting in ways to do things better.

Category winners are announced and prizes are awarded by the State Librarian and Chief Executive at the end of year staff forum.





Your wellbeing

Focusing on your wellbeing promotes positive emotions, increases motivation and enhances your overall job satisfaction. Our wellbeing activities are an opportunity to enjoy the company of colleagues, try something new and give you a boost of energy and inspiration in your day.

YOGA

Prevention and care is by far the best medicine. Yoga, which literally means 'union', is an ancient system of mind-body healing combining active meditation (deep breathing) and exercise to tone and strengthen the entire body.

WHEN: Lunchtime or after work sessions.

CONTACT: Caroline Bamback, ext 1441

* these links are only available onsite

CHOIR

The Library supports our more melodic staff to sing their cares away each week. Everyone is welcome to visit a rehearsal and join the choir.

WHEN: Wednesday lunchtime rehearsals

CONTACT: Rosemarie Olk, ext 1739

SOCIAL CLUB

Meet other Library staff on a regular basis in the Staff Amenities area of Level 3 Macquarie building. Usually on a Friday and includes opportunities to enjoy some great food and conversation.

WHEN: watch the intranet for event details

BOOK GROUP

Enjoy casual discussions about books and reading in the Staff Amenities area.

WHEN: Last Thursday of the month

CONTACT: Cathy Hammer, ext 1645, ask to be included on the emailing list



SPORTING ACTIVITIES & FACILITIES

Join a range of lunchtime activities, including a Library netball team and jogging or walking in the Domain and Botanical Gardens.

The Library has shower facilities and for those who live within riding distance, a bicycle storage area. Your people leader can show you where these are located.

WHEN: Lunchtimes

CONTACT: Abby Dawson, ext 1541 (netball)
Human Resources (other informal activities)

EMPLOYEE ASSISTANCE PROGRAM

The State Library provides all staff and their immediate family members with access to a free Employee Assistance Program (EAP). Our EAP provides confidential counselling and wellbeing support. More information about the EAP program can be found on the intranet at [Wellbeing at the Library*](#).

FLU VACCINATION

The Library offers free onsite Workplace Flu Vaccinations around April each year.



Local amenities

AT THE LIBRARY

The **Library Shop**, located on the ground floor of the Macquarie Street building, specialises in Australian books and prints, as well as stocking merchandise relating to the different exhibitions currently on display. Staff discounts are available.

Cafe TRIM is named after the ship's cat that accompanied Matthew Flinders on his voyage to circumnavigate and map Australia in 1801. Located next to the Library Shop, it offers discounts on food and drinks to staff with a Library ID card. It is open from 7.30 am to 5 pm Monday to Friday and 10.30 am to 4.30 pm on weekends.

Multiple staff areas are available in the Macquarie Street building:

- Level 3: large kitchen and dining area, plus outdoor balcony
- Level 2: kitchen with seating, plus open air seating area
- Level 1: kitchen and under-cover balcony with seating.

Free Wi-Fi is available in all public areas of the Library.

GENERAL

- An [IGA Supermarket](#) is located under the MLC Centre, a five minute walk via Macquarie Street and Martin Place.
- A post office is located in Parliament House next door to the Library. Sydney GPO Post Office (George Street) is also available within a 10 minute walk, via Martin Place.
- Macquarie Street Medical Centre is conveniently located across the road on level 1 of Macquarie Chambers. Various medical specialists are also available in the immediate area.

FITNESS

- The Domain and Hyde Park are less than a five minute walk away. Both are great places to have lunch, exercise or unwind.
- Walking towards Mrs Macquarie's Chair from the Domain you will find the [Andrew \(Boy\) Charlton Pool](#), an open air, waterfront pool with views of the harbour.
- Adjacent to St Mary's Cathedral Square, on the corner of College and William Streets, is the [Cook and Phillip Park](#) aquatic and



fitness centre providing swimming, fitness and recreational facilities. A number of other gyms are also available in the surrounding area.

MEALS

- Cafe Trim (as described above)
- Eggshell Cafe is at 187 Macquarie Street, right across from the Library. Open Monday to Friday 7 am to 4 pm.
- A large food court on level 1 of [Chifley Tower](#) (Hunter Street) is a minute's walk away.
- A food court is also located under the MLC Centre at Martin Place.



Flexible work

The Library values a healthy work–life balance and has ways to support our staff with their individual circumstances.

Flexibility in working hours and leave arrangements can suit your personal circumstances, including leave for school holidays, purchased leave and access to flex days.

For further information please discuss with your People Leader and the Human Resources Team.

Events at the Library

There is an ever changing selection of engaging events and activities at the Library. As a staff member, you'll often be the first to know about and have access to them. Be sure to take advantage of these opportunities to immerse yourself in our new acquisitions and existing collections.

SPECIAL STAFF TOURS OF NEW EXHIBITIONS

Curators of new exhibitions usually provide a walk through with commentary for interested staff. Some examples include:

- *Freedom Ride '65* – takes a fresh look at this pivotal moment in Australian history through the lens of *Tribune* photographer Noel Hazzard
- *Inspiration by Design* – a touring exhibition from the Victoria and Albert Museum, London
- *Australian Inspiration* – our local response, drawing on the Library's rich collections.

STAFF LECTURES

Colleagues often present lectures on their area of expertise or share information and their learning experiences with others through lunchtime talks. These are publicised on the intranet.



Your safety and security

SECURITY

Security Officers are employed in the Library to protect staff, clients and our valuable collection. They act as a first point of call in any Library emergency including first aid treatment. Call them internally on extension 1600 or in an emergency 1222.

On your first day, you will be introduced to a security staff member who will give you a tour of the important security points of the Library, including the security control room, after-hours entry and exit points, and the first aid room.

You will need to know where the security room is because this is the sign-in and entry point for any visitors who require a security pass. Brief period visitors who do not require a security pass, such as those attending a meeting, can sign in at the Information Desk, Macquarie Street building foyer, ground floor.

EMERGENCY PROCEDURES

This is a link to our [Emergency Evacuation Procedures*](#), available on the Library intranet. You will be given further information on emergency evacuation during the induction on your first day.

* these links are only available onsite

WORKPLACE SURVEILLANCE

Included on the USB flash drive supplied to you is a copy of the Library's Security Systems Surveillance Policy. There are a number of security cameras located throughout the Library for your protection as well as for our clients and the collection. For the same reasons, all internet and email usage is also monitored. This is done within the guidelines of NSW legislation.

LOCAL WHS INDUCTION

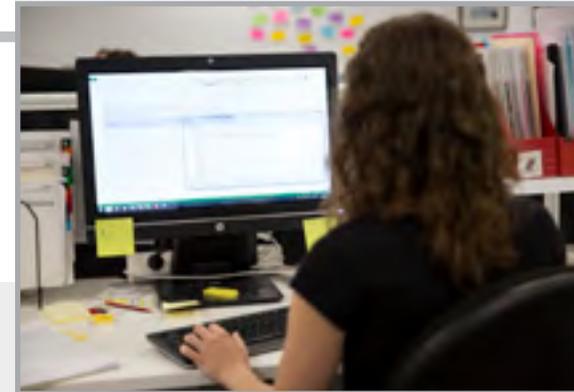
As part of your induction your people leader will introduce you to the [Work Health and Safety Representative*](#) and First Aid Officer for your area. You'll also be shown how to report an [accident/incident*](#) or a [hazard*](#). As well as Security, there are First Aid Officers located on each floor.



Resources

Here are links to some commonly used resources you'll be introduced to during your induction. Most require secure log-ins which will be given to you on your first day.

- [ICT Service Portal*](#)
- [Organising Meetings, Events or Catering*](#)
- [Policy Library*](#)
- [Forms Library*](#)
- [State Library Strategy*](#)
- Employee Self Service (ESS): Accessing '[ESS System**](#)' to complete weekly timesheets and '[ESS User Guides**](#)'
- [Curio App*](#)
- [Facilities Request Portal*](#)
- [Records Management*](#)
- [Setting up email signature*](#)



* these links are only available onsite



Getting to the Library

LOCATION

The Library is situated between the Royal Botanic Gardens and Parliament House on Macquarie Street, Sydney, directly opposite Hunter Street. Our official address is:

State Library of New South Wales
Macquarie Street
Sydney NSW 2000
Australia

PUBLIC TRANSPORT

The closest train stations are Martin Place (200 metres), St James (450 metres) and Wynyard (750 metres). Ferries arrive into Circular Quay which is only a short walk away. Regular buses also stop at Wynyard, Circular Quay and Elizabeth Street, all within a 10-minute walk. The Sydney Explorer bus stops outside the Library on Macquarie Street.

PARKING

The nearest parking station is at Sydney Eye Hospital, located on Hospital Road. Information: (02) 9223 1166.

DISABILITY ACCESS

The wheelchair-accessible entrance is off Macquarie Street, opposite Hunter Street. There are lifts in the building and accessible toilets. If you have a Mobility Parking sticker, you can use the parking spaces at Shakespeare Place, on the corner of Macquarie Street and the Cahill Expressway.





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If you have any questions or for further information contact
Human Resources – phone: 9273 1790