

LIBRARY COUNCIL OF NSW

2013–14 Annual Report

Revitalising the Mitchell Library



STATE LIBRARY®
NEW SOUTH WALES

CONTACT INFORMATION AND ACKNOWLEDGMENTS

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Service	Monday to Thursday	Friday	Saturday	Sunday
State Library website providing access to our collections, services and public programs: www.sl.nsw.gov.au	Available 24/7	Available 24/7	Available 24/7	Available 24/7
State Reference Library	9 am – 8 pm	9 am – 5 pm	10 am – 5 pm	10 am – 5 pm
Mitchell Library Reading Room	9 am – 8 pm	9 am – 5 pm	10 am – 5 pm	
Ask a Librarian service For quick answers in person or via telephone, email, web, fax or post	9 am – 8 pm	9 am – 5 pm		
drug info @ your library Online	Available 24/7	Available 24/7	Available 24/7	Available 24/7
Public Library Funding and Advisory Service	9 am – 5 pm	9 am – 5 pm		
Exhibition Galleries	9 am – 5 pm Thursdays till 8 pm	9 am – 5 pm	10 am – 5 pm	10 am – 5 pm
Online exhibitions: www.sl.nsw.gov.au/events/exhibitions	Available 24/7	Available 24/7	Available 24/7	Available 24/7
Online Discover Collections: www.sl.nsw.gov.au/discover_collections	Available 24/7	Available 24/7	Available 24/7	Available 24/7
Library Shop				
Onsite	9 am – 5 pm	9 am – 5 pm	11 am – 5 pm	11 am – 5 pm
Online	Available 24/7	Available 24/7	Available 24/7	Available 24/7
Cafe Trim	7.30 am – 5 pm	7.30 am – 5 pm	10.30 am – 4.30 pm	10.30 am – 4.30 pm
Shakespeare Room	Tuesdays 10 am – 4 pm			
Venue Hire	6 am – midnight	6 am – midnight	6 am – midnight	6 am – midnight
Venue Hire Office	9 am – 5 pm	9 am – 5 pm		

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FINANCIAL REPORT 2013-14

The State Library's
collection is
valued at more than
\$2.142 billion

Our Library

Letter of submission

Our Library

October 2014

The Hon. Troy Grant MP
Minister for the Arts
Level 17
52 Martin Place
Sydney NSW 2000

Dear Minister

We take pleasure in submitting the Annual Report and Financial Statements of the Library Council of New South Wales for the year ending 30 June 2014 for presentation to Parliament.

These documents have been prepared in accordance with the provisions of the *Annual Reports (Statutory Bodies) Regulation 2010*, and the *Public Finance and Audit Act*, as amended.

Submitted on behalf of the Library Council of New South Wales

Yours sincerely



Mr Robert Thomas AM
President, Library Council of New South Wales



Dr Alex Byrne
State Librarian & Chief Executive and Secretary,
Library Council of New South Wales

OUR LIBRARY

A world leading library and centre of digital excellence, the State Library of NSW informs, educates, inspires and surprises online, onsite and on tour. The Library's rich heritage collections, contemporary print and digital materials, partnership with the public library network and vibrant collaborations enable Australians to interrogate our past and imagine our future.

MISSION AND VALUES

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.

OUR CORE VALUES AND BELIEFS ARE:

- Equity of access
- Innovation and engagement
- Valuing people
- Honour and integrity
- Energy and teamwork.

VISION

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.

OUR STRATEGIC PRIORITIES

- People and communities
- Staff and capability
- Collections and access
- Sustainability.

WORLD LEADING LIBRARY

The State Library of NSW is the premier library for the people of NSW. Its peers are the world's great libraries, those that tell of the development of our societies and the unfolding stories of humanity.

The Library's extraordinary collections document the heritage of Australia and Oceania and are one of the State's most valuable assets. By building, preserving and delivering its collections, including today's born-digital materials, the Library enables Australians to interrogate our past and imagine our future.

As a developing centre of digital excellence, the Library engages online across NSW, Australia and globally. Its collections are increasingly delivered digitally for all to use and repurpose, providing depth for the researcher and stimulus to the creative industries. Free access to online journals, databases and learning materials is provided throughout the state.

At its heritage home on Macquarie Street at the heart of Sydney, the Library is a knowledge landmark, a pre-eminent cultural destination which attracts scholars, students and visitors who can read, converse, learn, visit exhibitions or enjoy events. Mirrored online, the services and spaces for study, learning, exhibitions, events and encounter are friendly and stimulating.

The State Library works in partnership with the public library network to enrich the lives of people and communities across NSW. Onsite and online, public libraries anticipate the needs of children and families, young people and students, working people, older people, visitors and business, and the particular interests of Australia's Indigenous peoples and multicultural population. Local services are extended by the information services, educational programs and exhibitions provided onsite, online and on tour through the expertise of the State Library's staff and the strength of its partnerships.

OUR SERVICE GUARANTEE

- Timely, relevant and accurate information provided from anywhere in the world to anywhere in the state
- Courteous, friendly and efficient staff
- Requests for information and advice responded to promptly
- Resources held in our collections are easily accessible
- Services and resources meet the needs of Aboriginal and Torres Strait Islander clients, people from non-English speaking backgrounds and clients with disabilities
- Appropriate and well-maintained equipment and facilities are available
- Training courses provide participants with valuable and relevant skills
- Fee-based services deliver value for money.

HISTORY OF OUR LIBRARY

The State Library of NSW is the oldest library in Australia. In 1869 the NSW Government purchased the Australian Subscription Library, which had been established in 1826, to form the Sydney Free Public Library, the first truly public library for the people of NSW. The Mitchell Library, the first library in the country to concentrate entirely on Australian content, opened in 1910.

OUR LIBRARY'S LEGISLATION

The Library Council of NSW is the governing body of the State Library. Library Council objectives are defined in section 4A of the *Library Act 1939*.

Library Council of NSW – President’s message



ROB THOMAS AM
PRESIDENT
LIBRARY COUNCIL OF NSW

‘Our Foundation benefactors, staff, Friends, volunteers and the broader community have demonstrated their commitment to opening up the Library to all ...’

The State Library of NSW has seen a transformative year of engagement with supporters who value this wonderful Library. Our Foundation benefactors, staff, Friends, volunteers and the broader community have demonstrated their commitment to opening up the Library to all, and continuing this institution’s role as a home of learning, research and creativity in NSW.

We are grateful to the NSW Government for its ongoing support for the Library’s collections and services and especially for its ten-year commitment to the Digital Excellence Program which is placing the State Library at the forefront of Australian cultural institutions.

STRONG SUPPORT

This year we celebrated the 25th anniversary of the State Library of NSW Foundation. Over these years the Foundation has raised \$30 million for the Library, a marvellous achievement that has supported new acquisitions, preservation of heritage material, exhibitions, education outreach and digitisation.

Through its anniversary campaign, the Foundation invited supporters to take part in the vital restoration of the Mitchell building. By ‘sponsoring’ a chair or study table in the Mitchell Library Reading Room, donors have made it possible to restore this grand heritage space to be used and appreciated by researchers, students and the general public.

The exhibition *Artist Colony: Drawing Sydney’s Nature* was generously supported by the Belalberi Foundation and collection partners TAL & Dai-ichi Life and the NSW Government. This successful exhibition, accompanied by curator Louise Anemaat’s book *Natural Curiosity*, drew 30,000 visitors.

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

The Foundation has also provided seed funding for the acquisition of major additions to the collection including the Rose de Freycinet journal and letters documenting her voyage around the world from 1817 to 1820, and the exquisite Dutch map

Nova Tabula, Insularum Iavae, Sumatrae (1598).

These new additions enhance the Library's premier collection relating to early exploration.

Our volunteers have contributed 11,874 hours on a range of projects. A dedicated group has continued to transcribe World War I diaries; a number of volunteers have assisted with sorting and listing collection material such as architectural plans, photographic negatives, and oral history recordings. Another group has led exhibition and History & Heritage tours for 2172 Library visitors. Volunteers provided event and administration assistance, and acted as hosts in exhibitions and the Shakespeare Room. We sincerely thank them for enhancing the Library in so many ways.

PREMIER DESTINATION

Following the establishment of the Indigenous Services branch in 2013, the Library is becoming an important venue for sharing research into Indigenous languages and celebrating Indigenous culture. Next year will see the conclusion of the flagship Rediscovering Indigenous Languages project supported by Rio Tinto. The Library hosted the Hidden Gems symposium in August 2013, which explored the role of libraries and archives in the revitalisation of Indigenous languages and culture. The symposium achieved national and international media coverage. As part of Corroboree Sydney 2013 in November, the Library held a well-received 'pop-up' Corroboree Lounge where festival-goers could meet and discover local languages and family history links.

The Library's vibrant awards program continues to bring together writers and readers to celebrate and promote excellence in literature and history. Gala events were held in September 2013 and May 2014 to announce the NSW Premier's History Awards and Literary Awards. An exciting initiative, *Going Places: Authors on Tour*, was launched with the Copyright Agency's support for a program of tours by award-winning authors to public libraries in regional NSW.

The Digital Excellence Program, in the second year of its decade-long plan, has continued to make outstanding progress in strengthening the Library as a pre-eminent online destination. This year the Library's website attracted over five million visits, a rise of 20% since last year.

ACKNOWLEDGMENTS

The Library Council would like to thank our IFLA Honorary Fellow, State Librarian and Chief Executive Dr Alex Byrne. Alex's vision, drive, clarity and dedication to this Library have carried us forward during the past year and will continue to do so. Our thanks also go to the staff of the Library – their knowledge, passion and care for our collections continue to enhance the State Library's position as the leading cultural institution in NSW and as a national leader.

My personal thanks to the Library Council members who have supported this great Library and to the Foundation Board members who have helped raise much needed funds. My heartfelt thanks also to our generous donors and supporters, without whom we would not have been able to make such significant acquisitions, pursue so many important projects and begin our work on the Mitchell building.

I have had the privilege of being a member of the Library Council of NSW for the past eight years, and President for seven of those years. During that exhilarating time, I have learned so much about our great institution and the role that libraries play in the general community. Australian history and the development of this country can never be properly understood without reference to our collections. But of equal importance is the critical role that the 369 public libraries play in their communities. No community can prosper without a library to support it with so many services, no great city can be without a great library.

Digitisation and the eRecords project have achieved so much in providing access to the resources of the Library but there is still so much to be done. I have no doubt that our digital achievements will be mirrored by the very necessary redevelopment of our buildings and the construction of long-term storage for our unparalleled collection. Those plans are not only essential but also make real commercial sense and will in turn lead to another wave of exciting transformation for this amazing State Library.



Rob Thomas AM
President, Library Council of NSW

From the NSW State Librarian & Chief Executive



DR ALEX BYRNE
NSW STATE LIBRARIAN
& CHIEF EXECUTIVE

‘... the Library, its collections and its services are prized by both locals and many across the state, nation and globe.’

The State Library’s importance to the people of New South Wales was highlighted in the strong support for its Foundation’s 25th Anniversary Appeal to renew the Mitchell Library. Not only is the Library a Sydney landmark, but the Library, its collections and its services are prized by both locals and many across the state, nation and globe.

RENEWING THE MITCHELL

The Mitchell Renewal initiative aims to restore the heritage of the Mitchell building and to open as much as possible to the public, providing more extensive galleries to show the State Library’s outstanding collections and places for reading, research and encounter with knowledge. The first stage, restoration of the Mitchell Library Reading Room, will be completed by the end of 2014 with the assistance of generous donations to the State Library of NSW Foundation. Restoring the original Mitchell Reading Room, now the Friends Room and adjoining Gallery Room, will follow, together with improved facilities for the Library’s wonderful volunteers and fellows.

A GROWING COLLECTION

The collection continues to grow with the addition of peerless historical items as well as contemporary digital publications including Tweets, blogs and other social media – prolific examples of today’s cultural expression. Among major acquisitions in 2013–14, a standout is the journal and letters of Rose de Freycinet, probably the first woman to circumnavigate the world in a single voyage and to write about it. We are engaged by her perspective on the voyage of the *Uranie*, commanded by her husband Louis, and her observations on Sydney in the time of Governor and Mrs Macquarie.

SHOWCASING THE COLLECTION

The excellence of the Library’s growing exhibition program was demonstrated this year in *Artist Colony: Drawing Sydney’s Nature* (1 March – 11 May 2014). This exhibition was a culmination of the 2011 acquisition of the TAL & Dai-ichi Life Derby Collection of 745 of the earliest Australian watercolours, conservation by the Library’s expert team and deep research by Louise Anemaat and colleagues. The exhibition and accompanying book, both authored by Louise, illustrated the extent to

which art was being made from the beginning of the European colonisation of Australia in the 1790s despite the privations experienced by the colonists.

Also manifesting the Library's pre-eminence in Australian colonial study, *Macquarie the Governor, 1810 to 1821*, a collaborative project between the State Library of NSW and the Macquarie Group, finished its run in the historic banking chamber at No 1 Martin Place. In contrast, *Born to Concrete* showed contemporary collecting through visual poetry from the collections of Heide Museum of Modern Art and the University of Queensland from the 1970s through to the present day with additional material from the State Library.

A feast of photographic exhibitions exposed the strength of the Library's photographic collections as well as exhibiting the work of photographers from Australia and around the world: *Kings Cross, 1970 to 1971: Photographs by Rennie Ellis*; *Sydney Morning Herald Photos 1440*; *World Press Photo 2014*; *Into the Line of Fire*, featuring images by Fairfax Photographers of the October 2013 Blue Mountains bushfires and *Selling Dreams: One Hundred Years of Fashion Photography* from the collections of the Victoria and Albert Museum, London. Curator of Photographs Alan Davies retired during the year and his achievements were recognised by the award of an Emeritus Curatorship.

REGIONAL OUTREACH

Articulating its commitment to regional areas, the Library continued to tour exhibitions with *Flashback: 160 Years of Australian Fashion Photos* and *Crossing the Blue Mountains* continuing to travel the state and *Behind the Truth*, which invites viewers to consider the veracity of famous photographs, beginning its tour following a successful run at the State Library.

The Library was active in regional areas with author tours, family history master classes, the *Far Out!* schools program and visits by public library and Indigenous Services consultants. The Library Council of NSW and its Public Libraries Consultative Committee visited a number of public libraries in both metropolitan and regional areas.

Support for public libraries was marked by the NSW Government's establishment of the Public Library Infrastructure Fund to provide a new approach to stimulating infrastructure investment across the 369 public libraries of NSW.

DIGITAL EXCELLENCE

A major achievement of 2013–14 was to develop the NSW Government-funded Digital Excellence Program into 'business as usual'. At the end of its second year, the program was running smoothly and has delivered a host of digital content to NSW residents: a dramatic increase from 0.5 million digital objects created from 2002 to 2012, to 5 million between 2012 and 2014.

The ICT infrastructure upgrade has almost been completed, with SAP finance and human resources, email, telephone and data, desktop and multifunction printers and other systems installed for staff and clients. The final element is well advanced — the procurement of a state-of-the-art library management system and a web and online services platform. Establishment of the ICT Services Scheme G02 Digitisation procurement panel is testimony to the Library's commitment to strengthen the digitisation industry.

Digitisation of the Library's peerless collection of First World War diaries was undertaken in preparation for its program to commemorate the centenary of the war. The Library is leading NSW cultural institutions and the national and state libraries of Australia with its centenary program, supported by partnerships with News Corp Australia, Australian War Memorial and National Archives.

All of these achievements draw on the talents of the Library's staff including those who select and acquire, curate and interpret, preserve and digitise, assist, teach and provide administrative and organisational support. During the year, the Library undertook a comprehensive series of reviews of its branches and functions which resulted in considerable organisational change and refocusing. While there has been an overall reduction in staffing, some areas have been expanded including preservation, to be called Collection Care, and interpretation, now led through the Research & Discovery branch.



Dr Alex Byrne
NSW State Librarian & Chief Executive

Strategic framework

NSLA Priorities	ONE LIBRARY	ENABLING PEOPLE	ACCESSIBLE CONTENT		
Our Vision	A world leading library and centre of digital excellence				
Our Strategic Priorities	People & Communities	Staff & Capability	Collections & Access	Sustainability	
Desired Outcomes & Key Performance Indicators	PRE-EMINENT DESTINATION	ENTHUSIASTIC STAFF	DYNAMIC COLLECTING	RENOWN	
		A major attraction for Sydneysiders, NSW residents and tourists onsite and online	Staff who are engaged, high performing and highly regarded	Rich collections which document history, culture and society in all formats	Renowned locally and internationally through relationships and online
	KPIs	# onsite visits # online visits % client satisfaction	% staff engagement % client satisfaction with service	% collection additions % client satisfaction with collections	# international online visits % clients who would recommend SLNSW to others
	NSW2021 Goals	1, 27	6	19	1, 6, 27
	LEARNING & SCHOLARSHIP	CAPABILITY RICH	ACCESSIBLE CONTENT	FINANCIALLY SOUND	
		Innovators in learning and research in the education sector and in the community	Ever growing capabilities through staff learning, opportunity and recognition	Collection available for use in new and engaging ways onsite, online and on tour	Strength through adequate resourcing and philanthropy
	KPIs	# research active clients # study and research clients % NSW schools reached	% performance development plans completed # staff hours in formal learning activities	% collection budget spend on online resources # exhibition onsite visits # collection items treated # digital objects created (collection digitisation)	% self-generated revenue / total revenue
	NSW2021 Goals	6, 15	6	1, 3, 15, 26, 27	1, 4
	GREAT PUBLIC LIBRARY NETWORK	HIGHLY COLLABORATIVE	EXCELLENT INFORMATION SERVICES	ROBUST SYSTEMS	
		Strong, accessible public libraries through leadership and effective strategies	Internally and with other cultural institutions, NSLA and other partners	Client driven collections and services to inform NSW	Effective policies, processes, facilities, corporate services and risk management
	KPIs	% public libraries improving on PL standards/guidelines	# external collaborative initiatives % internal client satisfaction with services	# eresource use # reading room onsite visits	% corrective actions taken on identified hazards and incidents within agreed timeframes % risk register issues resolved within agreed timeframes % availability of technology systems
	NSW2021 Goals	3, 5, 10, 11-18, 20, 22-32	4, 19	6, 15-18, 21-32	1, 4
	REGIONAL & COMMUNITY ENGAGEMENT	LEADERSHIP & TRANSPARENCY	STATE-OF-THE-ART DISCOVERY	GREEN LIBRARY	
		Visible and involved regionally and with diverse communities	Transparent accountability and effective leadership throughout the organisation	Open access and engagement with clients online	Reduced environmental impact through improvements to facilities and processes
	KPIs	# regional interactions # registered SLNSW clients from regional NSW	% staff trust and involvement % major milestones achieved	% client satisfaction with website	# energy consumption
NSW2021 Goals	3, 13-14, 23-27, 30-32	6, 30	19	22	

Key achievements

REVITALISING PUBLIC SPACES

- Plans for Mitchell Renewal developed and restoration of Mitchell Library Reading Room about to start with funding from State Library of NSW Foundation
- Public Library Infrastructure Fund, which provides a new approach to stimulating investment in public library infrastructure, announced in 2014–15 Budget

SUPPORTING INDIGENOUS RESEARCH

- Strong program established for consultation with Indigenous communities
- Hidden Gems symposium, exploring the role of libraries and archives in the revitalisation of Indigenous languages and culture, generates significant community interest and achieves national and international media coverage

BUILDING DIGITAL EXCELLENCE

- Digital Excellence Program, funded by the NSW Government to enable digitisation of the Library's most iconic and at risk collections, now 'business as usual' having delivered a host of digital content to NSW residents — an increase from 500,000 objects digitised between 2002 and 2012, to 5 million digitised between 2012 and 2014
- ICT Services Scheme G02 Digitisation Sub-Category established in key initiative to strengthen digitisation industry
- ICT infrastructure upgrade for staff and clients almost complete

SHOWCASING COLLECTIONS

- Leadership in World War I centenary programming among NSW cultural institutions and national and state libraries of Australia, supported by partnerships with News Corp Australia, Australian War Memorial and National Archives
- Engaging exhibitions program including landmark *Artist Colony: Drawing Sydney's Nature*

REACHING REGIONAL AND DIVERSE COMMUNITIES

- Extensive regional outreach, including learning programs, exhibitions, grants and subsidies, visiting writers and curators, family history and other training, advice to councils and public libraries, and visits by the State Librarian, Library Council and the Public Libraries Consultative Committee

Strategic goal & results summary

Strategic Priority: People & Communities

Key performance indicators	2011-12	2012-13	2013-14
# onsite visits	892,565	790,266	633,429 ¹
# online visits	3,440,056	4,288,235	5,131,805
% client satisfaction	85%*	92%	91%
# research active clients	New measure	3878	3911
# study & research clients	New measure	26,848	29,852
% of NSW schools reached	New measure	27%	40% ²
% of public libraries improving on PL guidelines/standards	New measure	- 3.14%	+ 1.5% ³
# regional interactions	New measure	418	2172 ⁴
# registered SLNSW clients from regional NSW	New measure	6215	5470

Strategic Priority: Staff & Capability

Key performance indicators	2011-12	2012-13	2013-14
% staff engagement	New measure	83%	79%
% client satisfaction with service	New measure	90%	89%
% staff hours in formal learning activities	6069	7901	8270 ⁵
% performance development plans completed	91%	84%	88%
# external collaborative initiatives	New measure	188	175 ⁶
% internal client satisfaction with services	New measure	37%	38%
% staff trust & involvement	New measure	64%	58%
% major milestones achieved	New measure	100%	100% ⁷

NOTES:

* Data which is not directly comparable with current reporting is indicated in grey.

- 2013-14 visitation estimate provided due to interruptions in data series and faults in people counting system throughout reporting period.
- NSW schools participating in State Library learning programs. Cumulative measurement commenced in 2009-10.

3. 2013-14 result based on 2012-13 data due to statistical collection timeframes.

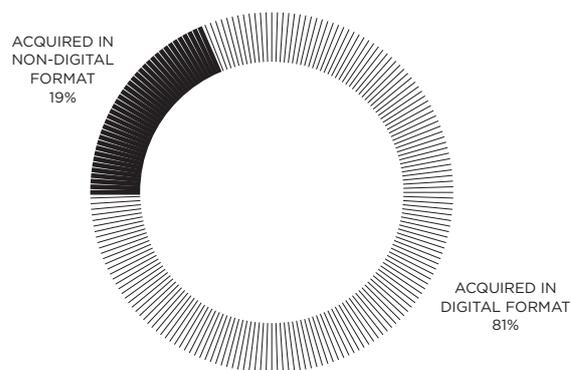
- Regional interactions include community reach (exhibitions, displays, collection and learning activities), professional reach (development workshops) and infrastructure support (funding and technology support). 2013-14 result provides a more comprehensive indication of State Library regional activity, including public library network interactions.

5. New performance indicator in 2013-14.

6. External collaboration types include major donors, sponsors, partners and others.

- Digital Excellence Program Tier 1 and 2 completions for 2013-14.

COLLECTION ADDITIONS



Strategic Priority: Collections & Access

Key performance indicators	2011-12	2012-13	2013-14
% collection additions (acquired)	New measure	25% non-digital format 75% digital format	19% non-digital format 81% digital format (see graph above)
% client satisfaction with collections	86%	90%	91%
% collection budget spend on online resources	20.3%	17.6%	15.5%
# exhibition onsite visits	142,920	165,281	176,895 ⁸
# collection items treated	New measure	51,386	33,880 ⁹
# digital objects created (collection digitisation)	50,305	74,149	3,412,400 ¹⁰
# eresource use	645,203	1,691,498	2,917,491 ¹¹
# reading room onsite visits	725,200	833,005	806,126
% client satisfaction with website	80%	82%	83%

Strategic Priority: Sustainability

Key performance indicators	2011-12	2012-13	2013-14
# international online visits	264,158	335,004	493,530
% clients who would recommend SLNSW to others	90%	93%	92%
% self-generated revenue	13.7%	12.2%	11.9%
% corrective actions taken on identified hazards and incidents within agreed timeframes	91%	100%	93%
% risk register issues resolved within agreed timeframes	New measure	100%	85%
% availability of technology systems	New measure	99.8%	99.9%
# energy consumption	9,099,266 kWh	8,771,818 kWh ¹²	9,404,454 kWh ¹³

8. Amaze Gallery north entry visits added to total exhibition on site visits, constitutes an interruption in the data series.

9. New performance indicator in 2013-14. The significant decrease in the number of collection items treated in 2013-14 is due to the completion of eRecords Project rehousing activities in 2012-13.

10. New measure in 2013-14. Data now includes outsourced programs as well as inhouse digitisation activity.

11. Significant changes in data collection with the partial introduction of COUNTER 4 standards by subscription vendors in January 2014.

12. Hot water consumption measurement in 2012-13 was affected by the failure of a relevant flow meter, resulting in under-reporting of usage.

13. 2013-14 energy consumption: chilled water 4,331,857 kWh; hot water 1,883,451 kWh; electricity 3,189,146 kWh. Increases in consumption partially due to seasonal variation and a new communication access room.

91% client satisfaction
in 2013-14

Achievements summary

People & communities

Pre-eminent destination

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

CLIENT FEEDBACK

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

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

SHOWCASING OUR COLLECTIONS

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

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

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

EXHIBITIONS

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

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

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

World Press Photo 2014 and *Sydney Morning Herald Photos 1440* brought the best international and Australian photojournalism to the State Library. Another photography exhibition, *Kings Cross, 1970 to 1971: Photographs by Rennie Ellis*, featured original prints from the Library's collection by renowned Melbourne-born photographer Reynolds Mark 'Rennie' Ellis.

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

AMAZE: THE MICHAEL CROUCH GALLERY

Established in 2013, Amaze: The Michael Crouch Gallery continued to showcase a changing variety of iconic, beautiful and quirky items. Recent acquisitions featured in the gallery included the Helen Selle bequest of Australian art. Displays were created to mark significant anniversaries such as the bicentenary of Ludwig Leichhardt's birth.

The gallery has also highlighted items in the Library's collection relating to festivals such as Corroboree, the Sydney Gay and Lesbian Mardi Gras, and Art & About Sydney.

DISPLAYS

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

CONSERVATION FOR EXHIBITIONS

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

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

WORLD WAR I CENTENARY COMMEMORATIVE PROGRAM

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

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

The World War I Commemorative Program was launched in late 2013 with the aim of making these records easily accessible.

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

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

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

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

PUBLIC EVENTS

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

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

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

A combined exhibition opening was held for *World Press Photo* and *Sydney Morning Herald Photos1440*, and a launch for *Artist Colony: Drawing Sydney's Nature*. Audiences also enjoyed author, scholar and curator talks, free films and book launches throughout the year.

A range of public events were held at the Library as part of broader community festivals including Multicultural March, Vivid Sydney, Art & About, International Women's Day, Corroboree Sydney, NAIDOC Week, Sydney Fashion Week, Sydney Gay & Lesbian Mardi Gras, NSW History Week, Sydney Writers' Festival and Chinese New Year.

PRE-EMINENT ONLINE DESTINATION

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

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

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

MITCHELL LIBRARY READING ROOM

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

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

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

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

and refurbish the ground floor of the Mitchell Library building, including the Reading Room.

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

Learning and scholarship

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

FELLOWSHIPS

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

The David Scott Mitchell Fellowship and the Merewether Scholarship, each valued at \$12,000 per annum, were established in March 2008 through the generosity of the late John Merewether, a longstanding supporter, friend and donor to the Library. The David Scott Mitchell Fellowship encourages the research and study of Australian history using the collections of the Mitchell Library. The 2013–14 Mitchell Fellow is Dr Gabriella Zabala for her project 'Left, Radical and Unacknowledged: The Unpublished New Theatre plays of Jim Crawford'. The Merewether Scholarship encourages and supports the research and study of nineteenth century history in NSW using the collections of the Mitchell Library. The 2013–14 Merewether Scholar is Dr Nancy Cushing for her project 'The Skeleton at the Feast: Australian Animals as Food and Non-food in the Colonial Period'.

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

The Nancy Keesing Fellowship, valued at \$12,000 per annum, is awarded for research into any aspect of Australian life and culture using the resources of the

State Library. The fellowship was established in 1994 by Nancy Keesing's husband, Dr Mark Hertzberg, a former president of the Library Council of NSW. The 2013–14 Keesing Fellow is Blake Singley for 'Selling the Modern Housewife: Cookbooks, Gender and Consumption in Australia'.

The Australian Religious History Fellowship, valued at \$20,000 per annum and supported by an anonymous benefactor, was launched in September 2010.

This fellowship supports the research and study of any aspect of Australian religious history of any faith. The 2013–14 fellow is Dr Peggy James for 'The Shaping and Communication of Australian Buddhist Thought: The Contribution of Marie Byles'.

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

PROGRAMS FOR SCHOOL STUDENTS AND TEACHERS

The State Library is an innovator in learning and research in the education sector and in the community. The Library's programs and activities for school students and teachers have continued to grow. Fundamental to the program is alignment with NSW 2021 Learning and Education Goals (6 and 15) and ensuring that NSW syllabi for the Australian Curriculum requirements are met.

The programs *Far Out! Treasures to the Bush*, *Reaching Out* and *Word eXpress* attracted 5790 participants across the state.

Since 2009–10, 40% of the 3202 schools in NSW have participated in learning programs run by the Library. In addition to these programs, exhibitions have included children's captions, learning spaces and activities. The Library's Workplace Giving campaign has raised over \$20,000 to support a bus subsidy that enables disadvantaged schools to attend Library programs.

LEGAL AND DRUG INFORMATION FOR SCHOOLS

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

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

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

LIFELONG LEARNING

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

KIDS @ THE LIBRARY

In 2013–14 the popular Kids@the Library program was expanded to include 'Concrete Poetry' (in association with the *Born to Concrete* exhibition) and 'Wearable Art' workshops. A full-day workshop, 'Art Making Marathon', linked to the *Artist Colony* exhibition, included a sketching session in the Botanic Gardens.

Tours were expanded to include a wide range of ages while the 'Up Late' program focused on the Cook collection, with families creating their own HMS *Endeavour* to take home.

INDIGENOUS LANGUAGES SYMPOSIUM

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

SCHOLARLY MUSINGS

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

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

Great public library network

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

STRATEGY AND DEVELOPMENT

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

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

The NSW Office of Local Government was invited to nominate an inaugural representative for the PLCC.

The NSW Public Library Learning and Development Framework was developed, based on a statewide audit of needs conducted in August. 'Managing Digital Repositories' training for NSW public library staff was developed with TAFE in June, and will be delivered in 2014–15.

GRANTS

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

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

PROGRAMS AND EVENTS

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

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

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

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

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

INFORMATION

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

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

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

DIGITISING NSW NEWSPAPERS

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

TOURING DISPLAYS AND COLLECTIONS

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

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

Regional and community engagement

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

TECHNOLOGY SUPPORT

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

COMMUNITY SUPPORT

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

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

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

OPEN DATA

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

COLLECTION LOANS

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

INDIGENOUS EVENTS AND SERVICES

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

VOLUNTEERING AT THE LIBRARY

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

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

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

GOING PLACES AUTHOR TOUR

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

Revitalising regional libraries



WIFI HOTSPOT ROLLOUT YEAR 3

- Crookwell
- Batlow
- Camden
- Casino
- Corrimal
- Evans Head
- Griffith
- Gunning
- Kyogle
- Narellan
- Temora
- Thirroul
- Tumut
- Wollongong
- Warrawong

REVITALISING REGIONAL LIBRARIES GRANTS YEAR 3

- Ballina
- Blayney
- Boorowa
- Brewarrina
- Byron
- Cabonne
- Carrathool
- Conargo
- Cowra
- Deniliquin
- Forbes
- Griffith
- Gwydir
- Harden
- Hay
- Jerilderie
- Kempsey
- Lismore
- Moree Plains
- Murray
- Murrumbidgee
- Narrandera
- Orange
- Port Macquarie-Hastings
- Tweed
- Walgett
- Wyong
- Young

See page 75 for more information.

Staff & capability

Enthusiastic staff

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

ENGAGEMENT IN THE WORKPLACE

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

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

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

ENGAGING ONLINE

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

HIGHLY REGARDED

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

- The Library's Learning Services team achieved Endorsed Provider, Board of Studies Teaching Educational Standards (BOSTES) registered professional development accreditation at level of Proficient Teacher.
- A partnership was negotiated with Digital Humanities 2015, the first international digital humanities conference to be held in the Southern Hemisphere. This conference will introduce an

international audience to the Library's Digital Excellence program.

- The 5th edition of the key text *Living Learning Libraries: Standards and Guidelines for NSW Public Libraries* was published January 2014, with templates for use by public libraries published online in March.
- Amaze: The Michael Crouch Gallery was shortlisted for the Museums & Galleries National Awards.
- A new digitisation sub-category (G02) was created under the ICT Services Scheme. A Digitisation Services Agreement addresses collection care and copyright and will be used by the Library and other government departments and agencies.

Capability rich

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

PROFESSIONAL DEVELOPMENT

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

Our Training Plan focused on six main streams: Professional and Technical Development, Software Skills, People Management and Leadership, Client Service, Human Resources, and Work Health and Safety.

CONFERENCES AND SEMINARS

Staff participated in a number of professional conferences and seminars including the Australian Institute of Aboriginal and Torres Strait Islander Studies National Indigenous Studies Conference, the Australian Society of Archivists National Conference, the Australian Committee on Cataloguing and the Libraries Australia Forum, the Digital Collecting Forum, the Performing Arts Heritage Network Annual Meeting, and the 8th Australian Institute for the Conservation of Cultural Material Book, Paper and Photographic Materials Symposium.

Highly collaborative

The Library aims to be highly collaborative, both internally and with other cultural institutions, National and State Libraries Australasia (NSLA) and with other partners.

COLLABORATING WITH LIBRARIES AND OTHER CULTURAL INSTITUTIONS

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

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

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

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

NATIONAL AND STATE LIBRARIES AUSTRALASIA (NSLA)

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

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

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

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

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

EVENT PARTNERSHIPS

Events partnerships were initiated or maintained with the following organisations:

- a new memorandum of understanding with the Grattan Institute
- an ongoing partnership with the Walkley Foundation
- Sydney Writers’ Festival
- Art & About
- Vivid Sydney
- Amnesty International
- Silent Film Festival
- Antenna Film festival
- WordTravels
- History Council of NSW
- Macquarie University.

EXHIBITION AND MEDIA PARTNERSHIPS

The Library signed a three-year agreement with Canon for the ever-popular *World Press Photo* exhibition. Other exhibition partnerships were formed with London's V&A Museum (for *Selling Dreams*), Sydney Homeless Connect, the Walkley Foundation and with Victoria's Heide Museum of Art (for *Born to Concrete*).

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

PROJECT PARTNERSHIPS

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

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

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

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

Leadership and transparency

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

ORGANISATIONAL REVIEW PROGRAM

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

Collections & access

Dynamic collecting

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

COLLECTING TO DOCUMENT LIFE IN NSW

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

The Library accepts donations of collection materials for the Mitchell Library to strengthen the Library's historical and research collections. Criteria for inclusion are detailed in the Library's *Collection Donations Policy*: <http://www.sl.nsw.gov.au/about/policies/docs/collection_donations_policy.pdf>.

Highlights in 2013-14:

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

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

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

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

COLLECTING PRIORITIES

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

NSW IN THE FEDERAL ELECTION

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

ORAL HISTORY

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

DIGITAL BOOKS

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

ROSE DE FREYCINET

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

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

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

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

Collection additions

ADDITIONS AT A GLANCE 2013-14	
Items added this year (excluding manuscripts & oral history)	41,634
Linear metres of manuscripts acquired this year	888
Web publications archived	192
Digital images created (inhouse)	124,189
Totals at a glance	
Current serial titles (paper)	9,862
Full-text online serial titles	59,853

STATE REFERENCE COLLECTION				
	Additions 2011-12	Additions 2012-13	Additions 2013-14	Total as at 30 June 2014
Monograph volumes	8,388	6,933	4,393	1,036,264
Bound serials	3,271	1,696	1,025	501,353
Newspaper volumes	1,234	1,176	1,154	62,545
Microforms - reels & fiche	3,789	3,899	3,339	1,089,063
Computer files	24	33	47	6,327
Audiovisual material - tapes, discs, film, video	98	112	146	36,142
Vertical file material	0	0	0	25,440
Rare Books and Special Collections				
Monograph volumes and bound serials	10	35	7	25,231
Donald MacPherson Collection				
Monograph volumes and bound serials	0	0	0	4,643
Shakespeare Tercentenary Library				
Monograph volumes and bound serials	13	3	0	5,623
Multicultural Service - monograph volumes, talking books, kits	-6,045	943	5,571	68,208
Disability Access Service - large print, talking books	1,258	1,355	781	21,986

Collection additions continued

MITCHELL COLLECTION				
	Additions 2011-12	Additions 2012-13	Additions 2013-14	Totals as at 30 June 2014
Monograph volumes	7,462	8,433	7,537	447,632
Bound serials	1,565	1,797	1,275	185,694
Sheet music	3	39	354	23,238
Microforms	211	-7,122	23	154,810
Computer files	6	6	10	509
Audiovisual material	0	0	0	590
Posters	120	132	223	10,075
Bookjackets	460	445	408	25,627
Ephemera	3,108	1,404	1,400	125,889
Manuscripts				
Manuscripts (in linear metres)	261.00	299.00	888.30	12,837
Oral history (in Hours)	170	73	237	11,488
Maps				
Individual	262	739	824	26,141
Series sheets	461	0	0	79,558
Pictures				
Paintings	12	218	0	2,354
Prints and drawings	1,417	24,187	254	156,560
Realia	22	2,038	11,529	16,864
Photographs and negatives	6,754	196,279	1,303	1,425,379
Architectural plans	1,350	2,006	31	119,819
DIXSON COLLECTION				
Monographs and bound serials	0	0	0	20,970
Manuscripts (in linear metres)	0	0	0	42.90
Pictures				
Portfolios	0	0	0	205
Single items	0	0	0	1,581
Maps	0	0	0	1,082
Realia	0	0	0	268
Coins, tokens, medals	0	0	0	8,546
Paper currency	0	0	0	829
Postage stamps	0	0	0	9,707

Accessible content

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

ERECORDS

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

ERESOURCES

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

DAVID SCOTT MITCHELL BOOKS

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

The next stage of the pilot is to ingest these books into the Library's digital asset management system and make them available to the public via the Library's catalogue. This will allow readers to access and search the digital versions of the books.

OPENING UP OUR COLLECTION

On 11 November 2013 the World War I centenary commemoration project was launched with a dedicated microsite for the Library's WWI collection, including access to digitised and transcribed diaries. As part of the project, over 100,000 diary pages were digitised along with thousands of WWI pictures and ephemera.

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

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

MULTICULTURAL, LARGE PRINT AND TALKING BOOKS

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

NEWSPAPERS

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

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

EXCELLENT INFORMATION SERVICES

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

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

INDIGENOUS COMMUNITIES

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

LEGAL INFORMATION

The Legal Information Access Centre answered 6348 legal research inquiries from onsite and offsite clients. Client surveys indicated that:

- 92% rated the service received as excellent/very good
- 80% of inquiries were from people needing information about a legal issue
- 45% of these clients needed information for a court case or tribunal matter
- of these, 77% did not have legal representation
- 20% of inquiries were from students
- 94% of those surveyed rated the information as very useful/useful.

The use of the Find Legal Answers website increased by 65% on 2012-13 figures, with 533,615 visits for the year. The highest use area of the website is Legal Books Online which provides full text access to 16 plain language titles.

READING ROOMS

Through the Mitchell Renewal initiative, services were evaluated and revised leading to enhanced services for clients in both reading rooms. Clients can access printed material from both collections in either reading room according to their preference. Clients can retrieve more collection items concurrently and access them via new self-service shelves, which reduce delivery time. In another enhancement, new software allows clients to book study rooms in the State Reference Library.

RESEARCH GUIDES

Four new research guides were published:

- World War I and Australia
- Government publications: Federal
- Historical Statistics: 1788–1996
- Births Deaths and Marriages.

State-of-the-art discovery

DIGITAL EXCELLENCE

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

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

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

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

To better engage our online community, and the digital humanities sector, the Library has supported

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

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

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

Highlights include:

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

INNOVATION PROJECT

The Innovation Project, established in 2011 to expand the Library's social media services, concluded in April 2014 with work being transitioned to 'business as usual'. Key achievements included:

- new official social media accounts piloted and established on Historypin, Pinterest, Instagram and Tumblr
- creating Wikipedia articles about newspapers in NSW, a list of non-English-language newspapers in NSW, the 1813 crossing of the Blue Mountains, and the journals of the First Fleet and individual entries for NSW newspapers digitised through the year

- creating in Wikipedia a consolidated list of Australian diarists of World War I in various collections
- piloting the digital collection of social media content as part of the documentary heritage of NSW.

NSW.NET

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

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

In addition, NSW.net improved digital access for communities through:

- negotiations with PACNET to provide NBN services to public libraries were completed for 25M/5M fibre services (Dapto and Strathfield libraries installing subsidised services)
- WiFi (WMS) platform upgraded to cater for the increased demand of WiFi hotspot services
- negotiating and purchasing access to a suite of 10 databases for all public libraries; there were 18,845,616 full text downloads for 2013-14
- negotiating 140 consortia opt-in offers for purchase by NSW public libraries

- a statewide trial of World War I Trench Journals and Unit Magazines following a successful evaluation then their release as a new consortia opt-in offer to public libraries.

ACCESS TO EBOOKS

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

RESOURCE DESCRIPTION ACCESS

Following staff training, Resource Description Access, the new standard for cataloguing, has been incorporated into the Library's procedures to improve client discovery of collections.

Sustainability

Renown

The Library uses key partnerships and relationships as well as traditional and social media to enhance its renown locally and internationally.

MEDIA HIGHLIGHTS

Media stories centred on new acquisitions and collection material featured in exhibitions such as *Artist Colony*. There were 920 media hits achieved across print, radio, online and TV this year, an almost 10% increase on 2012–13. This is the highest ever representation of the State Library in the media. This number also included two front-page articles in the *Sydney Morning Herald* relating to an album of photographs by Max Dupain and Olive Cotton, which featured an original print of Dupain's preferred 'Sunbaker' image.

International media exposure was generated for the following stories:

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

SOCIAL MEDIA

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

Tweets from the Premier's Literary Awards event and announcement of the winners resulted in:

- 436 Tweets over 302,358 impressions in the first 24 hours
- At 7.35 pm on 19 May 2014 #premierslitawards was trending in #Sydney trendsmap.com/au/Sydney
- By 10.05 pm on 19 May 2014 #premierslitawards was trending in #Melbourne <http://trendsmap.com/au/Melbourne>

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

Financially sound

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

STATE LIBRARY FOUNDATION

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

The Constitution established the State Library of NSW Foundation as a Charitable Trust, which is held by the Trustees and has objects set out in clause 10:

- (a) generally to assist the Library to gain, maintain, improve and develop its collection of literary and historical treasures, library artefacts and materials now held or hereafter to be held by the Library
- (b) to attract and retain for the Library the continuing interest and financial support of the community at large
- (c) to attract and encourage donations, gifts, bequests, endowments, trust and other forms of financial assistance to or for the benefit of the Library
- (d) to raise finance for the acquisition and preservation of objects of historic educational and/or social interest, collections and artefacts, works of art of importance and which would be obtained and/or maintained by the Library within the terms of its charter

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

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

FOUNDATION HIGHLIGHTS

FAR OUT! TREASURES TO THE BUSH

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

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

This year, educators presented interactive workshops engaging students with the stories of Indigenous heritage and British colonisation, foundation topics of the new NSW syllabus. Teachers also see experienced educators model how to teach history with artefacts, a component of the new syllabus.

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

MITCHELL RENEWAL CAMPAIGN

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

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

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

Other Foundation highlights included:

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

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

This year also marked the fifth year of Foundation support for the Macarthur family papers with the completion of Volumes 5 and 6, which included the conservation treatment of over 800 items and their rehousing into archival enclosures.

LIBRARY SHOP

The Library Shop is owned and operated by the Library Council of NSW. Its comprehensive range of Australian titles is complemented by a quality selection of gifts, souvenirs and print-on-demand, archival fine art prints from the Library's collection. In 2013–14 the total shop revenue was \$555,481 including fine art print sales of \$34,000.

A REVISED SERVICE MODEL FOR LIAC

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

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

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

FINANCIAL MANAGEMENT

Four internal audits were completed in the year:

- System Replacement Project Planning
- Revenue
- Business Continuity Management
- SAP Post Implementation.

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

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

Robust systems

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

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

This year saw the installation of a new Voice Over IP (VOIP) telephony system to replace the problematic 10-year-old system, for approximately 500 phone extensions and fax numbers. The Library achieved reductions in ongoing telephony costs of up to 50% after implementing the VOIP-based system. Thirty-eight multifunction devices and 42 desk printers were replaced in staff areas and public reading rooms.

Completing these projects delivered a range of benefits for Library staff and clients, ensuring the Library provides an up-to-date technology environment. There is also greater flexibility and mobility for staff through increased use of laptop computers and the convenience of the web-based email system.

COMMITTEES

The Collection Management Group was established to lead strategic planning and implementation around all aspects of collection management. The Library Services division completed a review of all committees to improve organisational effectiveness, achieve transparent decision making, and to increase the breadth of staff involved in decision making. Terms of reference have been agreed for all new committees.

STORAGE

A number of large relocations of collections were completed:

- 14.5 linear km of collections in the Macquarie wing were compacted or consolidated
- another 1.5 linear km of collections were relocated to the offsite store to make space available for collections and activities currently stored or carried out in the Mitchell wing.

DIGITAL INFRASTRUCTURE RENEWAL

Achievements this year include:

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

ACCIDENTS AND INCIDENTS

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

CORPORATE INFORMATION

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

Green library

Reduced environmental impact was achieved through improvements to facilities and processes.

Energy saving initiatives included:

- Upgrading the Mitchell building vestibule lighting to LED
- Upgrading the Macquarie building domestic hot water system to an energy efficient heat-pump system
- Installing 200 dimmable LED office light fittings as part of the Macquarie Level 2 refurbishment
- Installing approximately 750 motion-sensing LED fittings in the fire stairs and service corridor areas.

Requests for permission to use images from the Library's collections in publications, documentaries and online presentations were transferred to an online form in 2013. In 2013–14, the permissions service processed 1180 requests.

Exhibitions used recycled materials for signage and built structures. Library publications continue to be printed on paper which is carbon neutral and 100% recycled from post-consumer waste. Print runs are monitored on an ongoing basis to avoid waste. The Library is increasingly using e-invitations for events, which cuts down on printing, envelope and mailing costs.

A new Government Telecommunication Agreement (GTA) was signed with Optus, saving 50% on communication charges.

369 public libraries,
with a further 34 satellite
locations and
20 mobile libraries,
provide access to
information services
across the state

Corporate overview

Library Council

The *Library Act 1939*, as amended by the *Cultural Institutions (Miscellaneous Amendments) Act 1989*, provides that the Library Council of NSW shall be the governing body of the State Library of NSW.

The Library Council is constituted under Part 2 of the *Library Act 1939*. The nine members of the Library Council are members of the public nominated by the Minister and appointed for a three-year term by the Governor of NSW. The Act stipulates that members must include:

- at least one person who has knowledge of, or experience in, education, and
- at least one person who has knowledge of, or experience in, local government.

The Library Council members fulfilling these requirements are Dr John Vallance and Ms Jan Richards respectively. The NSW State Librarian & Chief Executive is the Secretary to the Library Council.

The Council's responsibilities relate to the promotion, provision, maintenance and quality assurance of library and information services for the people of NSW; and advising the Minister and local authorities on matters of policy and administration relating to public library services. Library Council members are appointed for a term not exceeding three years and may be reappointed, but no council member shall hold office for four consecutive terms. Council members do not receive remuneration for the board activities.

ATTENDANCE AT MEETINGS OF THE LIBRARY COUNCIL OF NEW SOUTH WALES

	12 August 2013	21 October 2013	2 December 2013	24 February 2014	14 April 2014	16 June 2014	
Name	381st	382nd	383rd	384th	385th	386th	Therefore:
Robert Thomas AM (President)	✓	✓	✓	✓	✓	✓	6 of 6
Graham Bradley AM	✓	✓	✓				3 of 3
Maxine Brenner				✓	✓	x	2 of 3
Michael Caulfield	✓	✓	✓	✓	✓	✓	6 of 6
Rodney Cavalier AO	x	✓	x	✓	x	✓	3 of 6
Susan Doyle				✓	✓	✓	3 of 3
Richard Fisher AM	✓	✓	✓				3 of 3
Professor Martin Nakata	✓	✓	✓	✓	✓	x	5 of 6
Jan Richards	x	✓	✓	x	✓	✓	4 of 6
Andrew Tink AM	x	✓	✓	✓	✓	✓	5 of 6
Dr John Vallance	✓	✓	✓	✓	x	✓	5 of 6
Dr Alex Byrne (Secretary to Council)	✓	✓	✓	✓	✓	✓	6 of 6

MR ROBERT THOMAS AM BEC, MSDIA, SF FIN



COMPANY DIRECTOR
 APPOINTED 2006
 CURRENT TERM ENDS DECEMBER 2014
 APPOINTED PRESIDENT 1 JANUARY 2007
 CHAIR, STATE LIBRARY OF NSW
 FOUNDATION TRUSTEES
 STATE LIBRARY OF NSW
 FOUNDATION BOARD
 AUDIT & RISK COMMITTEE
 GRANTS COMMITTEE
 HONOURS COMMITTEE

It has been a privilege to be President of the Library Council at such an exciting time. The Library is embracing new technology while celebrating its extraordinary collection of original material. I enjoy working with the Executive team and the rest of the Library Council. The passion and enthusiasm of all our staff, volunteers, beneficiaries and friends continues to amaze me.

MR GRAHAM BRADLEY AM BA, LLB (SYDNEY), LLM (HARVARD), FAICD



COMPANY DIRECTOR
 APPOINTED 2004
 CURRENT TERM ENDED DECEMBER 2013
 STATE LIBRARY OF NSW
 FOUNDATION BOARD
 CAPITAL CAMPAIGN COMMITTEE

My association with the Library goes back over 10 years when, in my former role as CEO at Perpetual Trustees, I was proud to sponsor some of the superb exhibitions staged by the Library. This led to my appreciation of the deep, diverse and priceless collection of absorbing materials held in the Mitchell collection.

MR MICHAEL CAULFIELD



FILMMAKER / WRITER
APPOINTED 10 FEBRUARY 2010
CURRENT TERM ENDS DECEMBER 2015

My first sight of the Library was as a young boy from the western suburbs of Sydney and the addiction was immediate. I am particularly interested in the Library's future in the digital age and using its cultural wealth across all media platforms.

**MR RICHARD FISHER AM
LLB, MEd**



GENERAL COUNSEL TO THE
UNIVERSITY OF SYDNEY AND
AN ADJUNCT PROFESSOR IN ITS
GRADUATE SCHOOL OF GOVERNMENT
APPOINTED 2005
CURRENT TERM ENDED DECEMBER 2013
CHAIR, GRANTS COMMITTEE
CHAIR, AUDIT AND RISK COMMITTEE
CHAIR, STATE LIBRARY OF NSW
FOUNDATION TRUSTEES
PUBLIC LIBRARIES CONSULTATIVE
COMMITTEE
CHAIR, LIAC ADVISORY BOARD

Beyond my involvement with the establishment of the Blake Dawson Prize for Business Literature (now the Ashurst Prize), which the Library administers, it has been very rewarding to become involved with the most impressive programs undertaken by the Library to support both the public library network and specialist collections.

MR RODNEY CAVALIER AO



APPOINTED 2013
CURRENT TERM ENDS DECEMBER 2015

I believe in the power of libraries to transform lives. The State Library of NSW is one of the world's great cultural institutions. I realise with trepidation I have been visiting it for more than 50 years.

**PROFESSOR MARTIN NAKATA
BEd(Hons), PhD**



DIRECTOR, NURA GILI CENTRE
FOR INDIGENOUS PROGRAMS
APPOINTED 2013
CURRENT TERM ENDS DECEMBER 2015

With an academic background in Indigenous higher education, I currently work as the Director of Nura Gili Indigenous Programs Unit at the University of New South Wales where we deliver academic learning support programs for Australian Indigenous students, teach Australian Indigenous studies courses to all students, and undertake Indigenous research work.

MS JAN RICHARDS**BA (Lib&InfoSci), FALIA, ALGMA**

MANAGER, LIBRARY SERVICES,
CENTRAL WEST LIBRARIES
APPOINTED 2012
CURRENT TERM ENDS DECEMBER 2014
CHAIR, PUBLIC LIBRARIES CONSULTATIVE
COMMITTEE
HONOURS COMMITTEE

I am the Manager of Central West Libraries, a regional public library based on the Central Tablelands and Western Slopes of NSW. The State Library of NSW has been a crucial part of my working life for longer than I care to remember; a source of information, support, inspiration and advice. The opportunity to contribute to one of the world's great libraries and to chair the Public Libraries Consultative Committee is an honour.

MR ANDREW TINK AM**BA, LLB**

WRITER AND VISITING FELLOW,
MACQUARIE UNIVERSITY LAW SCHOOL
APPOINTED 2012
CURRENT TERM ENDS DECEMBER 2014
GRANTS COMMITTEE
PUBLIC LIBRARIES CONSULTATIVE
COMMITTEE
EDUCATION & SCHOLARSHIP COMMITTEE
HONOURS COMMITTEE

When I was an MP, the State Library next door was my refuge from politics. Writing became my creative outlet and the Library a key source of material for my biographies of William Charles Wentworth and Lord Sydney. I owe a great deal to the Library staff and all who have gone before them. As a member of the Library Council, I hope to give something back.

DR JOHN VALLANCE**BA, MA, PHD (CAMBRIDGE)**

HEADMASTER OF
SYDNEY GRAMMAR SCHOOL
APPOINTED 1 JANUARY 2008
CURRENT TERM ENDS DECEMBER 2016
STATE LIBRARY OF NSW
FOUNDATION BOARD
EDUCATION & SCHOLARSHIP COMMITTEE

I am currently Headmaster of Sydney Grammar School. My published work centres on ancient Greek, science and medicine. I have also worked as a musician and have a deep interest in art, especially sculpture. The State Library has been part of my life since I was a child, and I am delighted now to have the opportunity to support its work in a practical way.

MAXINE BRENNER

APPOINTED 2014
CURRENT TERM ENDS DECEMBER 2016
STATE LIBRARY OF NSW
FOUNDATION TRUSTEES

As a child, my local library was a special place — to find a book, meet a friend or pretend (mostly to myself!) that I was hard at work. It goes beyond a place for the written word, it is a centre where thoughts and ideas are freely exchanged and cherished.

It's a privilege to be a part of a great library. To play a part in the Library's evolution, and ensure it remains an important institution in the digital age, is a passion.

SUSAN DOYLE

APPOINTED 2014
CURRENT TERM ENDS DECEMBER 2016
PUBLIC LIBRARIES CONSULTATIVE
COMMITTEE

As an avid explorer, through reading, I have been visiting libraries since I was a child. As an adult I have been a strong supporter of the State Library of NSW for many years, having had the opportunity to serve as Chair of the Library's Audit & Risk Committee. Throughout my career in finance I have always appreciated the value of libraries. I hope to highlight this value — the benefits that libraries bring to all members of the community — as a member of the Library Council of NSW.

DR ALEX BYRNE**BE(ELec), GDIP LIB, GDIP ADV LIB, MA, PHD, FALIA**

NSW STATE LIBRARIAN
& CHIEF EXECUTIVE
APPOINTED 5 SEPTEMBER 2011
SECRETARY TO COUNCIL
LIAC ADVISORY BOARD
PUBLIC LIBRARY CONSULTATIVE
COMMITTEE
STATE LIBRARY OF NSW
FOUNDATION BOARD

I am a professional librarian, researcher and writer with a deep interest in the roles of memory institutions, the complexity of issues relating to Indigenous peoples and transmission of knowledge. I served for a decade in leadership positions with the International Federation of Library Associations and Institutions, including as President from 2005 to 2007. It is a tremendous honour to lead this great library, cherish its collections and people, and work with the public library network across NSW.

Standing committees of the Library Council of NSW

as at 30 June 2014

AUDIT AND RISK COMMITTEE

The Audit and Risk Committee provides independent assistance to the Library Council of NSW by overseeing and monitoring the Library Council of NSW's governance, risk and control frameworks, its external accountability requirements, compliance with applicable laws and regulations, and outcomes of internal and external audits. It makes recommendations to the Library Council on strategic and operational matters, to enable it to discharge its responsibilities with regard to these matters.

In accordance with the *Library Act 1939*, section 7B (1), the Audit and Risk Committee is also delegated the Council's powers of investment, makes decisions concerning the management of Council and Library Foundation funds, and advises the Council when these powers are exercised.

Four meetings were held between July 2013 and June 2014. Key agenda items included: the review of financial performance and financial position, strategic and operational risks, internal audit and external audit reports, investment reports, and workplace health and safety matters.

MEMBERS

Victoria Weekes (Chair)
Susan Doyle
Robert Thomas AM
Richard Fisher AM (term ended on 31 December 2013)

IN ATTENDANCE

Dr Alex Byrne, NSW State Librarian & Chief Executive
Piyush Bhatt (Executive Officer) Acting Director,
Operations & Chief Financial Officer
Hakan Harman (Executive Officer) Director,
Operations & Chief Financial Officer (term ended
20 December 2013)

PUBLIC LIBRARIES CONSULTATIVE COMMITTEE

The committee provides:

- policy advice to Library Council in relation to providing public library services in NSW
- a consultative framework for the Library Council, the State Library and key stakeholders in local government concerning public library services
- advice to Library Council in relation to the arrangements for allocating State Government funding to public libraries

- advice to Library Council concerning the development of guidelines for Library Development Grants; however, the committee does not evaluate grant applications nor allocate Library Development Grants.

Membership of the committee includes representatives of key stakeholder bodies. The committee meets four times per year.

MEMBERS:

Library Council of NSW

Jan Richards (Chair), Manager, Library Services,
Central West Libraries
Andrew Tink AM
Robert Thomas AM (until March 2014)
Susan Doyle (from March 2014)

Public Libraries NSW – Metropolitan

Michelle Simon, Manager, Canterbury City Library
Councillor Veronique Marchandeu (President),
North Sydney Council
Paul Scully, Manager, Fairfield City Library

Public Libraries NSW – Country

Councillor Graham Smith (Chair),
Cessnock City Council
Keryl Collard, Manager, Maitland City Library
Robert Knight, Director, Riverina Regional Library

Local Government and Shires Associations of NSW

Noel Baum, Strategy Manager
Councillor Julie Hegarty, Pittwater Council

State Library of NSW

Dr Alex Byrne, NSW State Librarian & Chief Executive
Frances Sims, Director, Public Library &
Learning Services
Cameron Morley, Executive Officer & Manager
Funding & Advisory Services

LIBRARY COUNCIL OF NSW GRANTS COMMITTEE

The committee is responsible for assessing applications for Library Development Grants received from local authorities in NSW. It defines priority areas for grants and recommends their allocation to Library Council. The Grants Committee meets as required.

MEMBERS:

Robert Thomas AM
Andrew Tink AM

IN ATTENDANCE

Dr Alex Byrne
Frances Sims
Cameron Morley

HONOURS COMMITTEE

The Honours Committee assists the Library Council with regard to the conferral of honours and honorary appointments.

MEMBERS

Robert Thomas AM (Chair), President of the Library Council of NSW – Appointed
Andrew Tink AM, Member of the Library Council of NSW
Jan Richards (Chair), Member of the Library Council of NSW

IN ATTENDANCE

Dr Alex Byrne, NSW State Librarian & Chief Executive

STATE LIBRARY OF NSW FOUNDATION TRUSTEES

The State Library of NSW Foundation is managed by the State Library and governed by a Board established under the Constitution with the Trust safeguarded by Trustees.

The Foundation is a controlled entity of the Library Council of NSW as a not-for-profit organisation with its accounts consolidated as part of the NSW Total State Sector Accounts. Its governance and financial affairs are conducted within the context of the NSW Public Sector and as such in accordance with requirements of the *Public Finance and Audit Act 1983* and Regulation, Treasurers Circulars and Directions. It is covered for insurance through the NSW Treasury Managed Fund Scheme; administered by the NSW Self Insurance Corporation.

Members of the Board at any time during the financial year are listed below:

Patty Akopiantz
John Atkin
Graham Bradley AM
Maxine Brenner
Dr Alex Byrne
Dina Coppel
Peter Crossing
Sally Herman
Samantha Meers
Steven Schwartz AM
Anthony O'Sullivan
Robert Thomas AM
Dr John Vallance
Kim Williams AM

The Trustees at any time during the financial year are listed below:

Graham Bradley AM
Maxine Brenner
Dr Alex Byrne
Susan Doyle
Richard Fisher AM
Robert Thomas AM
Dr John Vallance

IN ATTENDANCE

Susan Hunt (Executive Officer), Executive Director, State Library of NSW Foundation
Lucy Milne, Director, Marketing & Business Development
Kay Payne, Partnership Manager, State Library of NSW Foundation

LEGAL INFORMATION ACCESS CENTRE (LIAC)**ADVISORY BOARD**

The Board guides the strategic development of LIAC. Meetings were held in September and February, and an extraordinary meeting was held in May.

MEMBERS

Richard Fisher AM (Chair), General Counsel & Adjunct Professor, Graduate School of Government, University of Sydney
Tom Alegounarias, President, Board of Studies NSW
Dr Alex Byrne, NSW State Librarian & Chief Executive
Julianne Evans, Director, LawAccess NSW (current term ended January 2014)
Julie Foreman, Executive Officer, Tenants' Union of NSW
Maria Girdler, Representing Combined Community Legal Centres' Group (NSW) Inc, Manager, Macquarie Legal Centre (current term ended January 2014)
Bill Grant OAM, Chief Executive Officer, Legal Aid Commission of NSW
Katrina Ironside, Solicitor
John McKenzie, Chief Legal Officer, Aboriginal Legal Service (NSW/ACT) Ltd
Geoff Mulherin, Director, Law and Justice Foundation of NSW
Hon. Paul Stein QC AM, Chair, Board of Governors, Law and Justice Foundation of NSW (current term ended January 2014)
Frances Sims, Director, Public Library & Learning Services, State Library of NSW
Michael Talbot, Assistant Director General, Courts & Tribunal Services, NSW Department of Justice
Michael Tidball, Chief Executive Officer, Law Society of NSW, represented by Magdalena Malota
Janet Wagstaff, Director, LawAccess NSW

IN ATTENDANCE

Sue Walden (Executive Officer)
Philippa Scarf (Executive Officer, May 2014)

State Librarian's performance statement

State Librarian's Performance Statement

Dr Alex Byrne

State Librarian & Chief Executive, SES Level 5

Appointment commenced on 5 September 2011

Total remuneration package \$311,750 per annum

The Secretary has once again expressed his satisfaction with the performance of the State Librarian Dr Alex Byrne.

The State Librarian is responsible for the administration and management of the State Library and the library and information services it provides; including development of its extensive heritage collection, online products and databases, support for the public library network and a range of public programs that connect the Library's collection to the broader community.

Key achievements for 2013–14 include:

- **The Digital Excellence Program**, funded by the NSW Government to enable digitisation of the Library's most iconic and at risk collections, has now become 'business as usual' in the new Digital Experience Division and has delivered a host of digital content to NSW residents, an increase from 0.5 M digital objects created from 2002–2012 to 5 M 2012–2014.
- Establishment of the **ICT Services Scheme G02 Digitisation Sub-Category** is a related key initiative to strengthen the digitisation industry.
- The **ICT infrastructure** upgrade has almost been completed with SAP, email, VOIP, desktop and multifunction printers and other systems installed for staff and clients with the final element well advanced, procurement of the Library Management System and Web & Online Services platform.
- **Public Library Infrastructure Fund** announced in 2014–15 Budget which provides a new approach to stimulating investment in built and IT infrastructure across the 369 public libraries of NSW.
- **Plans for the Mitchell Renewal** have been developed and restoration of the Mitchell Library Reading Room is about to start with funding from the State Library of NSW Foundation.
- **Leadership in WWI centenary programming** among NSW cultural institutions and national and state libraries of Australia supported by partnerships with News Corp Australia, Australian War Memorial and National Archives.
- **Strong exhibitions program** including landmark *Artist Colony: Drawing Sydney's Nature and Life Interrupted: Personal Diaries from World War I*, both gaining strong media coverage.
- Indigenous Unit developed into **Indigenous Services Branch** and strong program of consultation with Indigenous communities initiated.
- **Extensive regional programs** including the schools, exhibitions, grants and subsidies, visiting writers and curators, family history and other training, advice to councils and public libraries, and visits by the State Librarian, Library Council and the Public Libraries Consultative Committee.

Detailed information on the achievements of the State Library over the past 12 months is contained in this Annual Report.



Mark I Paterson AO

Secretary

NSW Trade & Investment

Organisational structure

as at 30 June 2014

LIBRARY COUNCIL OF NSW



DR ALEX BYRNE
BE (ELEC), GDIP LIB
GDIP ADV LIB, MA, PHD
FALIA
 NSW STATE LIBRARIAN
 & CHIEF EXECUTIVE

NSW DEPARTMENT OF
 TRADE & INVESTMENT



FUNCTIONS REPORTING TO DIVISIONS



41,634 items
were added
to the collection
this year

Corporate information

Human resources

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 Dixson 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

EEO GROUP	% OF TOTAL STAFF				
	Benchmark or Target	2011	2012	2013	2014
Women	60%	65.9%	66.6%	65.1%	68.0%
Aboriginal people or Torres Strait Islanders	2.6%	1.7%	1.9%	2.4%	2.9%
People whose first language was not English	19%	24.3%	24.8%	24.1%	23.4%
People with a disability	N/A	8.7%	7.8%	6.7%	6.5%
People with a disability requiring work-related adjustment	1.5%	2.5%	2.2%	1.6%	0.3%

TRENDS IN THE DISTRIBUTION OF EEO GROUPS

EEO GROUP	% OF TOTAL STAFF				
	Benchmark or Target	2011	2012	2013	2014
Women	100	107	107	99	102
Aboriginal people or Torres Strait Islanders	100	n/a	n/a	n/a	n/a
People whose first language was not English	100	91	90	90	90
People with a disability	100	79	85	86	87
People with a disability requiring work-related adjustment	100	n/a	n/a	n/a	n/a

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.

OCCUPATION CLASSIFICATION (NON CASUAL) FOR 2011, 2012, 2013 & 2014

	Average Annual FTE	Average Annual FTE	Average Annual FTE	Average Annual FTE
OCCUPATION	2011	2012	2013	2014
Managers	21.19	17.83	16.9	16.53
Professionals	149.79	159.14	153.72	140.70
Technicians and Trades Workers	87.83	85.35	77.29	62.42
Community and Personal Service Workers	21.65	20.73	18.59	11.03
Clerical and Administrative Workers	87.48	89.63	91.2	82.00
Sales Workers	1.29	2.53	2.85	3.38
Machinery Operators and Drivers				
Labourers	1.0	1.0	0	0.00
	370.23	376.21	360.55	316.06

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

Band	2014	
	Female	Male
Band 4 (Secretary)	0	0
Band 3 (Deputy Secretary)	0	1
Band 2 (Executive Director)	2	0
Band 1 (Director)	2	3
Totals	4	4
Band	Average remuneration	
	Range \$	2014
Band 4 (Secretary)	422,501 - 488,100	0
Band 3 (Deputy Secretary)	299,751 - 422,500	311,750
Band 2 (Executive Director)	238,301 - 299,750	238,301
Band 1 (Director)	167,100 - 238,300	173,953

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.

TOTAL NUMBER OF ACCIDENTS/INCIDENTS REPORTED EACH YEAR

	2009-10	2010-11	2011-12	2012-13	2013-14
Number of accidents/incidents reported	55	72	65	58	41

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.

NUMBER OF CLAIMS

	2009-10	2010-11	2011-12	2012-13	2013-14
Total number of claims	11	26	21	12	5
Open claims at year end 2013-14	0	0	0	1	0

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.

AVERAGE COST PER CLAIM

	2009-10	2010-11	2011-12	2012-13	2013-14
Average cost per claim	\$5261	\$4821	\$5578	\$13,970	\$1602

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.
2. Average cost of claims for 2013-14 based on available cost data as at 30 June 2014.

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.

PROHIBITION AND IMPROVEMENT NOTICES

No prohibition or improvement notices were issued under the WHS Act or its Regulation during the year.

Essential services

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

PROJECTS	PROTECT PEOPLE	PROTECT COLLECTION	ENVIRONMENT / HERITAGE	IMPROVE FUNCTIONALITY
Air Conditioning Control System Upgrade		✓	✓	✓
Stoneworks, Eastern Facade			✓	
Level 2 Macquarie Workspace Refurbishment	✓		✓	✓
Fire Detection and Emergency Intercommunication System Upgrade	✓	✓		✓
Distribution Board Replacement	✓			✓
External Building Signage				✓
Mitchell Building LED Facade Lighting			✓	✓
Lift 8 Refurbishment	✓			✓
Domestic Hot Water Upgrade			✓	✓
Stair Pressurisation Upgrade	✓			✓
LED Lighting for Fire Stair and Service Corridors	✓			✓

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:

- completing the eRecords Project, creating 1.25 million electronic records and enabling collection metadata to be accessed online
- digitising collection material so it can be accessed online
- procuring two portable hearing systems to use at live events
- installing new external and internal wayfinding signage; hearing systems in the Macquarie Room, Glasshouse Learning Space and the Jean Garling Anteroom; and tactile tiles at the entrance to the Macquarie building.

The Library continued to collect accessible formats for the collection:

- 781 large print and talking books were added, making a total of 21,986
- 9982 ebooks were added, making a total of 472,727.

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.

FUEL	CONSUMED (GJ)		CHANGE 2013-14	ANNUAL COST (\$)		CHANGE	CO2 EMISSIONS (TONNES) ¹		CHANGE
	2012-13	2013-14		2012-13	2013-14		2012-13	2013-14	
Electricity (black coal)	10,716	10,792	1%	\$612,982	\$654,798	7%	2,649	2,668	1%
Electricity (green power)	684	689	1%	\$39,126	\$41,796	7%	0%	0%	0%
E-10	21	15	-29%	\$830	\$515	-38%	1	1	0%
TOTAL	11,421	11,496	1%	\$652,938	\$697,109	7%	2,650	2,669	1%

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 florescent 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.

Digital Information Security Annual Attestation Statement

for the 2013-2014 Financial Year for the Library Council of New South Wales

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 Circular NSW TC 03/08 *Internal Audit and 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 Circular NSW TC 03/08 and that in the circumstances giving rise to those departures have been determined by the Portfolio Minister and (b) the Library Council of NSW has implemented the following practicable alternative measures that will achieve a level of assurance equivalent to the requirement:

Ministerially Determined Departure	Reason for Departure and Description of Practicable Alternative Measures Implemented
<ul style="list-style-type: none"> Core Requirement 3 of TPC05-05 regarding the Prequalification Scheme Audit and Risk Committee Independent Chairs and Members 	<ul style="list-style-type: none"> 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 Independent Chairs and Members None of the Committee members have a conflict of interest nor are they an employee of the NSW Public Sector 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 practicable alternative measures implemented, provide a level of assurance that enables the senior management of the Library Council of NSW to understand, manage and satisfactorily control risk exposures.

The Library Council of New South Wales is of the opinion that the Audit and Risk Committee is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 03/08. The Chair and Members of the Audit and Risk Committee are:

- Independent Chair - Victoria Weekes (Term: 24 February 2014 - 24 February 2016)
- Independent Member - Susan Doyle (Term: 24 February 2014 - 24 February 2016)
- Independent Member - Rod Thomas (Term: 1 January 2012 - 31 December 2014)

The Library Council of New South Wales declares that this Internal Audit and Risk Management Statement is made on behalf of the State Library of 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), which combined constitute the Library Council of New South Wales.

As required by the policy, the Library Council of New South Wales has submitted an Attestation Statement outlining compliance with exceptions with the policy to the Treasury on behalf of the Treasurer.

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



Rod Thomas
President Library Council of New South Wales

Date 27.8.2014

Publications & information

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*

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

* 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

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

* 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

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	1
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*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**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

TABLE F: TIMELINESS

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

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

	Decision varied	Decision upheld	Total
Internal review	1	0	1
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	1	0	1

* 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)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	1

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, Kirbati, 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 promoted 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.

*\$26.528 million
was distributed
this year to support
local public libraries*

Public library network

Legislation

Across NSW there are 369 public libraries, with a further 34 satellite locations and 20 mobile libraries servicing small and isolated communities.

The *Library Act 1939* links Library Council and the State Library with the public library network. The State Library works with local libraries to develop quality library services, build skills and expertise in the library workforce and ensure library buildings, technology and facilities meet the needs of diverse communities across NSW. This is undertaken by administering the annual public library grants and subsidies program and supporting and advising public libraries on innovative service developments and provision.

The Library directly supports Library Council's Objects and Duties under the Library Act with regard to public libraries.

OBJECTS (LIBRARY ACT 1939 S4A)

The objects of the Council are:

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

DUTIES (LIBRARY ACT 1939 S5)

It shall be the duty of the Council:

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

PUBLIC LIBRARY USE

The key indicators of public library use show that public libraries are highly valued by their communities. 2013 figures show:

- over 35 million visits to NSW public libraries
- 46.3 million loans
- over 5.4 million internet bookings by the public (including WiFi)
- 3.2 million library members (44% of the NSW population)
- more than 56,000 public programs and events
- more than 1.2 million people attended public programs.

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

Support from the State Library

The State Library's leadership and support services have assisted NSW public libraries to position themselves for this growth in demand. In 2013–14 the State Library has assisted local government to promote, provide and maintain public libraries through providing:

- \$26.528 million in grants and subsidies
- consultancy and advisory services
- collection and service support including multicultural collection development, and bulk loans of multicultural collections and alternate formats such as talking books
- management of statewide projects
- professional development programs.

This year staff visited 123 libraries across regional and rural, and metropolitan NSW to provide consultancy, advice, needs assessments and to represent the State Library at stakeholder association meetings and community events.

The State Library's visits and consultancies support Library Council's Objects and Duty 5 (1) (a) under the Library Act and 5 (1) (b) 'to cause every local library to be inspected from time to time'.

In January 2014 the State Library published the fifth edition of *Living Learning Libraries: Standards and Guidelines for NSW Public Libraries* with updated targets incorporating the evidence base of the 2011–12 statistical data. This document assists with the review of public library performance.

PROFESSIONAL DEVELOPMENT

The Library's professional development program for NSW public library staff delivered a range of training and seminars over 2013–14.

In 2013 a new library cataloguing standard, Resource Description and Access (RDA), was released internationally. The Library worked with TAFE NSW to deliver a course tailored for public library staff to implement RDA. The fully-subsidised course was made available to at least one staff member from each NSW public library service. Over 100 staff were trained between July and December 2013.

Over 600 public library staff attended seminars and programs at the Library on topics such as reference services, readers' advisory services and digital library services. Notable speakers included Eli Nieberger from Ann Arbor Public Library (Michigan, USA) and Nicole Cama from the Australian National Maritime Museum.

An audit of public library professional development needs was undertaken by survey in 2013. A NSW Public Library Learning and Development Framework was developed as a result and adopted by the PLCC in March 2014.

COOPERATIVE AND MULTICULTURAL SERVICES

The State Library manages cooperative purchasing of library materials in community languages for NSW public libraries and 53 libraries plus the State Library purchased collections through the Cooperative.

In the past year 24,000 titles were purchased and catalogued for public libraries, while 3169 items were purchased for the State Library collection.

Apart from multicultural collections, the Cooperative coordinated the purchase and distribution of:

- the Pain Management Collection (funded by the NSW Agency for Clinical Innovation, a Division of NSW Health)
- the Core Literacy Collection.

BULK LOANS SERVICE

A total of 117,079 items were supplied to NSW public libraries through the bulk loans service. This is an increase of 3966 items from 2012–13. A breakdown by format follows:

- Multicultural bulk loans: 100,211 items
- Most popular languages: French, Spanish, Italian, German, Japanese, Russian, Chinese, Greek, Korean, Tamil
- Large print bulk loans: 6570 items
- Talking book loans: 10,298 items.

RESEARCH AND DEVELOPMENT

A steering committee comprising State Library and public library representatives provides advice on the Public Library Network Research Program, which initiated three major projects in 2013–14.

EARLY LITERACY FRAMEWORK RESEARCH

This project is examining best practice in assisting early literacy development for 0-5 year olds and relating this to programs and services offered in NSW public libraries. The Macquarie University Institute of Early Childhood has been engaged to assist with the project.

REGIONAL LIBRARY MODELS RESEARCH

At least 68 NSW councils manage their public libraries regionally in cooperation with other councils. This project will research the models in place as well as other models used. The Library is examining a tiered approach to public library cooperation with specification of local, regional and statewide services. The University of Technology Sydney Centre for Local Government has been engaged to assist with this project.

MOBILE LIBRARIES AND OUTREACH MODELS RESEARCH

This project is investigating the types of mobile and outreach library service models used in NSW to develop good practice guidelines which the Library Council of NSW will endorse and include in the Library's *Standards and Guidelines for NSW Public Libraries*.

NSW.NET

The Library's NSW.net service supports NSW local government, public libraries and their communities with internet services, access to eresources and an opt-in consortia of eresource products, ebooks, e-audio, discovery tools and catalogue enhancement modules.

NSW.net provides internet connections to 280 public libraries and last year installed 69 new and upgraded connections. New libraries using the service include Sutherland, Camden, Casino, Temora, Tumut and Wollongong.

The Library develops and delivers learning programs for public library staff so they can maximise use of statewide eresources. A self-paced learning program was developed by NSW.net to accompany four eLending kits and 123 staff participated in 23 public library sessions.

One hundred and twenty staff from 48 metropolitan and country public libraries attended a Digital Library seminar at the Library in September. The seminar offered a mix of local, state and international perspectives on eLending, touching on innovations, industry issues (content availability and discovery, copyright, legislation), advocacy campaigns and technology.

Grants & subsidies

PUBLIC LIBRARY FUNDING STRATEGY 2013-14

The NSW Government provided \$26,528,000 in 2013-14 to assist local authorities to provide public library services. The funds were managed and allocated by the State Library in accordance with the *Library Act 1939*, the *Library Regulation 2010* and the Public Library Funding Strategy as approved by the Minister for the Arts, as follows.

	Component	Amount
1	Subsidy \$1.85 per capita, as prescribed in the <i>Library Act 1939</i> and the <i>Library Regulation 2010</i>	\$13,481,109
2	Disability & Geographic Adjustment Additional weighting paid to each council in addition to prescribed funding. The weighting is in part based on individual council demographic factors such as the number of children, older people, multicultural communities, dispersed populations and relative isolation.	\$6,501,545
3	NSW.net Provides subsidised internet connectivity and online content to NSW public libraries. Includes \$500,000 (Year 3 of \$2,000,000 over four years) for Wireless Hotspots in country libraries	\$2,440,000
4	Outback Letterbox Library The Outback Letterbox Library service is operated by Broken Hill City Council on behalf of the residents of the Unincorporated area of NSW and Central Darling Shire.	\$100,000
5	Strategic Network Projects Projects that support the strategic development of the public library network, including the purchase of multicultural collections, professional development, research, statistical collection and dissemination, sector wide communication and programs, association support etc.	\$808,246
6	State Library services to public libraries Funding to support the delivery of State Library services to public libraries.	\$697,100
7	Library Development Grants A competitive grant program for the purposes of improving public library facilities and services. Grants are approved by the Minister for the Arts on the recommendation of the Library Council of NSW.	\$2,000,000
8	Revitalising Regional Libraries Grants \$500,000 (Year 3 of \$2,000,000 over four years) for country councils	\$500,000
	Total Public Library Grants and Subsidies	\$26,528,000

SUBSIDY / DISABILITY AND GEOGRAPHIC ADJUSTMENT PAYMENTS TO COUNCILS

STATE FUNDING FOR PUBLIC LIBRARIES AND LOCAL GOVERNMENT VOTED EXPENDITURE

Council	Population 2012	State funding subsidy & disability/ geographic adjustment 2013/14	Total local government expenditure voted July 2013 to June 2014	Notes	per head
		\$	\$		\$
Albury	49,645	132,111	2,716,866		54.73
Armidale Dumaresq	25,379	85,507	1,391,103		54.81
Ashfield	43,786	116,024	2,109,716		48.18
Auburn	80,892	212,014	3,433,762		42.45
Ballina	40,993	110,416	1,543,500		37.65
Balranald	2,350	18,924	64,300		27.36
Bankstown	193,085	474,618	20,117,412	**	104.19
Bathurst	40,209	120,225	1,493,323		37.14
Bega Valley	33,112	103,016	1,007,350		30.42
Bellingen	12,775	48,426	609,564		47.72
Berrigan	8,318	37,941	618,890		74.40
Blacktown	317,575	789,482	9,134,332		28.76
Bland	6,049	31,719	328,613		54.33
Blayney	7,241	32,363	153,928		21.26
Blue Mountains	78,489	202,560	2,078,270		26.48
Bogan	3,036	22,288	221,188		72.86
Bombala	2,397	19,709	95,800		39.97
Boorowa	2,514	20,432	72,648		28.90
Botany Bay	42,467	113,466	1,467,000		34.54
Bourke	3,058	22,289	272,000		88.95
Brewarrina	1,893	19,448	62,494		33.01
Broken Hill	19,067	65,274	800,776		42.00
Burwood	34,781	96,245	1,814,098		52.16
Byron	31,059	87,500	1,293,300		41.64
Cabonne	13,451	48,073	220,527		16.39
Camden	60,451	159,938	2,566,476		42.46
Campbelltown	152,584	375,558	4,532,300		29.70
Canada Bay	81,997	223,696	3,075,000		37.50
Canterbury	146,314	365,451	4,247,965		29.03
Carrathool	2,686	20,250	354,445		131.96
Cessnock	53,270	142,510	1,329,210		24.95
Clarence Valley	51,285	199,390	964,871		18.81
Cobar	4,946	30,883	319,000		64.50
Coffs Harbour	70,916	180,749	1,809,475		25.52
Conargo	1,576	27,681	73,465		46.61
Coolamon	4,264	24,942	165,847		38.89
Cooma-Monaro	10,114	41,057	204,288		20.20
Coonamble	4,281	25,376	250,365		58.48
Cootamundra	7,571	33,464	380,250		50.22

Corowa	11,355	47,586	445,000	39.19
Cowra	12,619	44,864	362,741	28.75
Deniliquin	7,338	33,209	487,350	66.41
Dubbo	40,822	110,295	1,549,692	37.96
Dungog	8,683	35,388	191,032	22.00
Eurobodalla	36,940	110,627	1,826,993	49.46
Fairfield	198,381	493,425	5,558,109	28.02
Forbes	9,523	37,691	318,000	33.39
Gilgandra	4,494	24,301	303,844	67.61
Glen Innes Severn	8,931	51,646	730,928	81.84
Gloucester	4,996	27,153	180,033	36.04
Gosford	168,807	419,104	6,096,315	36.11
Goulburn Mulwaree	28,628	90,823	1,679,385	58.66
Great Lakes	35,777	107,967	1,092,869	30.55
Greater Hume	10,099	58,399	499,188	49.43
Greater Taree	48,188	128,131	2,548,430	52.89
Griffith	25,372	79,062	872,736	34.40
Gundagai	3,752	23,294	159,180	42.43
Gunnedah	12,588	45,904	327,781	26.04
Guyra	4,573	25,684	156,795	34.29
Gwydir	5,080	41,525	270,423	53.23
Harden	3,695	23,159	152,910	41.38
Hawkesbury	64,440	171,076	3,073,397	47.69
Hay	3,013	21,636	279,070	92.62
Hills, The	180,094	441,827	5,060,235	28.10
Holroyd	105,772	263,818	3,425,831	32.39
Hornsby	165,091	405,460	7,056,465	42.74
Hunters Hill	14,115	45,740	527,400	37.36
Hurstville	83,386	209,257	5,189,803	62.24
Inverell	16,682	56,927	978,480	58.65
Jerilderie	1,521	15,090	193,628	127.30
Junee	6,083	28,821	350,760	57.66
Kempsey	29,244	84,848	832,937	28.48
Kiama	20,843	62,246	1,196,008	57.38
Kogarah	59,774	152,919	2,953,035	49.40
Ku-ring-gai	116,569	288,599	4,586,200	39.34
Kyogle	9,520	37,538	356,574	37.46
Lachlan	6,789	35,094	265,910	39.17
Lake Macquarie	197,338	486,316	10,225,747	51.82
Lane Cove	33,673	89,973	3,357,460	99.71
Leeton	11,492	45,117	536,628	46.70
Leichhardt	56,288	143,688	2,293,896	40.75
Lismore	44,396	115,397	1,688,800	38.04
Lithgow	20,938	63,778	1,782,915	85.15
Liverpool	191,142	486,243	7,182,284	37.58
Liverpool Plains	7,788	38,411	383,250	49.21
Lockhart	3,064	19,731	103,224	33.69
Maitland	71,547	184,460	3,305,568	46.20
Manly	43,059	112,063	1,985,050	46.10
Marrickville	82,021	205,685	4,733,527	57.71
Mid-Western	23,461	89,061	1,011,319	43.11
Moree Plains	14,286	54,616	795,860	55.71

** Includes \$10,672,573 carried over for construction of Bankstown Library and Knowledge Center.

STATE FUNDING FOR PUBLIC LIBRARIES AND LOCAL GOVERNMENT VOTED EXPENDITURE (CONTINUED)

Mosman	29,716	81,158	2,630,000	88.50
Murray	7,284	36,860	176,981	24.30
Murrumbidgee	2,402	19,309	38,282	15.94
Muswellbrook	16,679	56,602	491,604	29.47
Nambucca	19,362	62,401	698,400	36.07
Narrabri	13,564	49,534	215,000	15.85
Narrandera	6,076	28,993	378,495	62.29
Narromine	6,945	31,015	485,335	69.88
Newcastle	156,533	384,732	8,764,970	55.99
North Sydney	67,977	172,016	3,500,890	51.50
Oberon	5,209	26,432	159,558	30.63
Orange	40,149	107,232	2,232,870	55.61
Palerang	15,053	67,786	325,530	21.63
Parkes	15,148	52,359	594,545	39.25
Parramatta	178,226	438,546	7,456,061	41.83
Penrith	186,937	459,325	7,075,981	37.85
Pittwater	60,974	154,906	3,623,606	59.43
Port Macquarie-Hastings	75,693	193,895	2,702,715	35.71
Port Stephens	67,746	182,230	1,962,351	28.97
Queanbeyan	40,026	110,538	1,451,740	36.27
Randwick	139,260	343,573	8,693,879	62.43
Richmond Valley	22,671	85,372	656,365	28.95
Rockdale	104,529	260,373	3,414,143	32.66
Ryde	110,390	274,154	5,428,242	49.17
Shellharbour	66,597	169,656	1,881,655	28.25
Shoalhaven	96,717	259,147	2,905,409	30.04
Singleton	23,705	71,060	1,984,940	83.74
Snowy River	7,894	38,650	185,057	23.44
Strathfield	37,547	104,262	1,095,365	29.17
Sutherland	220,534	538,333	6,739,000	30.56
Sydney	187,679	471,544	9,234,147	49.20
Tamworth	59,016	205,941	2,463,127	41.74
Temora	5,941	28,527	281,782	47.43
Tenterfield	7,027	34,775	321,424	45.74

Tumbarumba	3,471	22,812	164,571	47.41
Tumut	11,284	42,138	308,953	27.38
Tweed	88,848	241,117	2,808,234	31.61
Upper Hunter	14,502	74,960	523,140	36.07
Upper Lachlan	7,499	43,840	358,500	47.81
Uralla	6,297	29,389	247,241	39.26
Urana	1,174	14,307	66,000	56.22
Wagga Wagga	61,441	156,961	1,917,140	31.20
Wakool	4,038	25,722	204,700	50.69
Walcha	3,090	20,985	87,255	28.24
Walgett	6,858	35,529	361,690	52.74
Warren	2,914	20,476	270,380	92.79
Warringham	149,378	367,414	6,383,377	42.73
Warrumbungle	9,857	54,532	515,458	52.29
Waverley	69,264	175,032	4,809,822	69.44
Weddin	3,703	23,606	220,572	59.57
Wellington	8,919	36,211	319,403	35.81
Wentworth	6,767	31,516	410,320	60.64
Willoughby	72,400	182,973	6,294,538	86.94
Wingecarribee	46,308	124,004	2,150,920	46.45
Wollondilly	45,093	126,210	1,343,371	29.79
Wollongong	202,062	495,074	10,087,000	49.92
Woollahra	56,962	145,126	3,630,754	63.74
Wyong	155,342	386,045	5,013,860	32.28
Yass Valley	15,873	61,966	457,826	28.84
Young	12,590	47,790	333,631	26.50
Total	7,287,086	19,982,658	314,452,817	

LIBRARY DEVELOPMENT GRANTS

In 2013–14, 17 councils were awarded Library Development Grants. The grants were used by councils to enhance public library services, systems and facilities for local communities across the State.

Council	Project	Project Type	Grant
Bankstown	Panania Library and Knowledge Centre	Building	\$175,000
Bega Valley	Tura Library and Community Centre	Building	\$199,787
Blue Mountains	Blue Mountains Newspaper Digitisation Project	Digitisation	\$26,000
Canterbury	Interactive Local History Space	Information Technology Digitisation	\$47,940
Forbes	Forbes Library Refurbishment	Building	\$81,730
Greater Taree	Re-engineering Children's Library Services at Taree Targeting specific client groups	Information Technology	\$57,435
Holroyd	Provision of RFID services	Information Technology	\$199,335
Kyogle	New Mobile Library	Mobile Library	\$200,000
Lake Macquarie	Digitisation of Valuer General Rate Books of Lake Macquarie	Digitisation	\$54,160
Lismore	Digitising Lismore Local History Records Aquarius Archives	Digitisation	\$30,000
Orange	Refurbishment of Orange Library	Building	\$145,859
Port Macquarie	Imaginarium: The Library as a Creative Space	Building Information Technology	\$86,972
Queanbeyan	RFID Technologies for the Queanbeyan and Palerang Libraries	Information Technology	\$116,680
Randwick	Making a better Bowen Library	Building	\$189,444
Shellharbour	New Shellharbour City Library	Building	\$200,000
Sydney	Transformation through RFID implementation	Information Technology	\$100,000
Woollahra	New Double Bay Library	Building	\$100,000
Total (17)			\$2,010,342

REVITALISING REGIONAL LIBRARIES GRANTS PROGRAM 2013–14

REVITALISING REGIONAL LIBRARIES

The NSW Government has committed \$4 million over four years from 2011–12 to fast-track WiFi access to public libraries in rural and regional NSW (\$2 million), and to provide grants to support library services and programs for rural and regional communities (\$2 million). In the past three years, the Revitalising Regional Libraries program has delivered WiFi hotspot services in 113 rural and regional public libraries (see map p. 25).

YEAR 3

Council	Payment
Ballina	\$16,000
Blayney	\$16,000
Boorowa	\$16,000
Brewarrina	\$16,000
Byron	\$16,000
Cabonne	\$16,000
Carrathool	\$16,000
Conargo	\$16,000
Cowra	\$16,000
Deniliquin	\$16,000
Forbes	\$16,000
Griffith	\$16,000
Gwydir	\$16,000
Harden	\$16,000
Hay	\$16,000
Jerilderie	\$16,000
Kempsey	\$16,000
Lismore	\$16,000
Moree Plains	\$16,000
Murray	\$16,000
Murrumbidgee	\$16,000
Narrandera	\$16,000
Orange	\$16,000
Port Macquarie-Hastings	\$16,000
Tweed	\$16,000
Walgett	\$16,000
Wyong	\$16,000
Young	\$16,000

72% of the
NSW community
is aware of the
State Library

Financial overview

Financial overview

The Library Council of New South Wales is comprised of the Library Council of New South Wales (the parent entity), the State Library of New South Wales Foundation and the Library Council of New South Wales Staff Agency.

The surplus for the year was \$3.348 million compared with the budget for the same period of a deficit of -\$2.098 million and last year's surplus of \$11.722 million. The table below compares the 2013–14 actual result with the 2013–14 budget and the 2014–15 budget. Budget figures are as published in the NSW State Budget Papers.

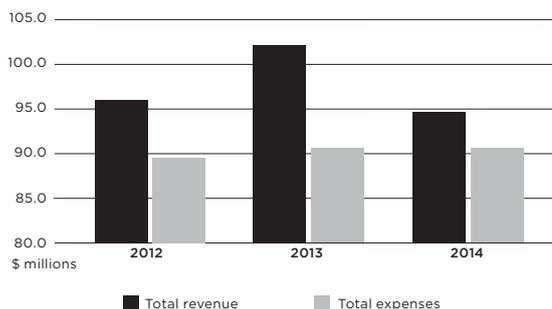
	Budget 2014 \$'000	Actual 2014 \$'000	Budget 2015 \$'000
Income			
Sale of goods & services	1,803	2,056	1,849
Investment income	2,050	2,508	2,050
Grants & contributions	85,790	89,802	89,735
Other income	10	278	10
Total income	89,653	94,644	93,644
Less:			
Expenses			
Other expenses	45,878	50,559	46,904
Depreciation & amortisation	19,345	14,240	17,503
Grants & subsidies	26,528	26,497	27,518
Total expenses	91,751	91,296	91,925
Surplus/(deficit) for the year	(2,098)	3,348	1,719

The favourable variance between the budget and actual in 2013–14 of \$5.4 million is mainly represented by a more favourable investment result of \$0.5 million, capital grants brought forward from future years to rephase project expenditures of \$1.8 million and reduced depreciation charges.

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

	Actual 2012 \$'000	Actual 2013 \$'000	Actual 2014 \$'000
Income			
Sale of goods & services	1,651	1,677	2,056
Investment income	2,289	3,512	2,508
Grants & contributions	91,780	97,145	89,802
Other income	197	178	278
Total income	95,917	102,512	94,644
Less:			
Expenses			
Other expenses	46,078	47,103	50,559
Depreciation & amortisation	17,122	17,056	14,240
Grants & subsidies	26,476	26,631	26,497
Total expenses	89,676	90,790	91,296
Surplus/(deficit) for the year	6,241	11,722	3,348

TOTAL REVENUE AND TOTAL EXPENSES

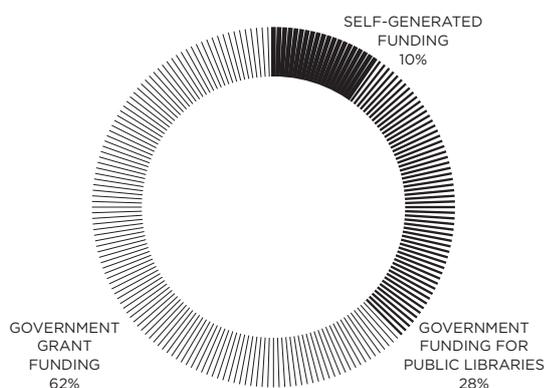


The Library has a number of sources of revenue which are categorised into government grant funding and self-generated. Approximately 10% of revenue is self-generated by the Library.

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

GOVERNMENT GRANTS

	Actual 2012 \$'000	Actual 2013 \$'000	Actual 2014 \$'000
Government Grant Funding			
Recurrent funding	34,513	37,604	37,604
Public libraries grants and subsidies funding	26,476	26,631	26,600
Capital funding	18,342	23,805	17,804
Employment grants (Crown)	3,428	1,951	2,540
Other government grants	2,958	2,614	1,141
Total Government Grant Funding	85,717	92,605	85,689



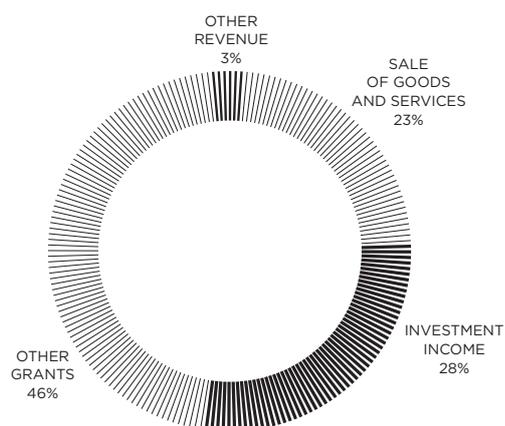
Self-generated revenue includes donations, corporate sponsorships, bequests, sales of goods and services and investment income.

Self-generated revenue by category over the past three years is as follows.

	Actual 2012 \$'000	Actual 2013 \$'000	Actual 2014 \$'000
Self-Generated Revenue			
Sale of goods & services	1,651	1,677	2,056
Investment income	2,289	3,512	2,508
Other grants	6,063	4,540	4,113
Other revenue	197	178	278
Total Self-Generated Revenue	10,200	9,907	8,955

The following chart depicts the different sources of self-generated revenue for the financial year ended 30 June 2014.

SELF-GENERATED REVENUE SOURCE 2013-14



EXPENSES

Total expenses increased by \$0.506 million in 2013–2014. Increases in other expenses and personnel services were largely offset by reduced depreciation expense.

	Actual 2012 \$'000	Actual 2013 \$'000	Actual 2014 \$'000
Expenses			
Personnel services expense	31,522	30,799	32,060
Other expenses	14,556	16,304	18,499
Depreciation expense	17,122	17,056	14,240
Grants & subsidies	26,476	26,631	26,497
Total Expenses	89,676	90,790	91,296

CREDIT CARD CERTIFICATION

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

INVESTMENT PERFORMANCE

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

The value of financial assets within T-Corp's Hour Glass Medium Term Growth Facility is \$24.277 million as at 30 June 2014, compared with \$22.572 million at the end of the previous year. The Library achieved an investment return of 7.7% in its medium term growth facility in 2013/2014. Given the performance of the global markets, this was an excellent performance by our fund managers.

From time to time, funds are invested in term deposits to increase returns to the Library. Returns achieved by facility type over the past three years are shown in the following table.

	2011-12 %	2012-13 %	2013-14 %
Facility			
T-Corp - Medium Term Growth Facility	4.3%	5.1%	7.7%
T-Corp - Short-Term Cash Investments	3.0%	3.6%	N/A

PAYMENT OF ACCOUNTS

The Library's accounts payable performance in 2013-2014 is shown below. The nature of payment arrangements and conclusion to contractual obligations by vendors / suppliers to the Library inevitably result in delays on some payments.

ACCOUNTS PAID ON TIME WITHIN EACH QUARTER

Quarter	Actual Number %	Target Number %	Total Paid \$'000	Total Paid on Time \$'000
September 2013	81%	100%	21,222	17,200
December 2013	79%	100%	23,043	18,300
March 2014	76%	100%	18,427	14,059
June 2014	88%	100%	15,363	13,523

ACCOUNTS PAYABLE PERFORMANCE AGED ANALYSIS AT END OF EACH QUARTER

Quarter	Current up to 30 Days \$'000	30 Days Overdue \$'000	60 Days Overdue \$'000	More than 60 Days Overdue \$'000
September 2013	426	2	2	24
December 2013	1,307	119	27	14
March 2014	1,114	9	1	3
June 2014	2,988	2	-	5

OVERSEAS TRAVEL BY STAFF

Name	Destination	Period of Travel	Purpose	Cost, Including to the State Library (excl GST)
Scott Wajon	Wellington, New Zealand	29 Jul - 3 August 2013	Attend the Born Digital (NSLA) Collection Meeting in Wellington, New Zealand	Cost to the Library \$1446
Alexander Sussman	Wellington, New Zealand	31 Jul - 4 August 2013	Attend the Born Digital (NSLA) Collection Meeting in Wellington, New Zealand	Cost to the Library \$1446
Ellen Forsyth	Singapore	14-23 August 2013	Attend and present a paper at IFLA World Congress	Cost to the Library \$3605
Alex Byrne	Singapore	16-23 August 13	Attend IFLA World Congress and meet with international library leaders	Cost to the Library \$5405
Vicki McDonald	Singapore	16-23 August 2013	Attend IFLA World Congress and meet with international library leaders	Cost to the Library \$5405
Elise Edmonds	Singapore	17-25 August 2013	Attend IFLA World Congress and meet with specialist librarians	Cost to the Library \$3605
Catherine Curr	Singapore	17-24 August 2013	Attend IFLA World Congress and meet with specialist librarians	Cost to the Library \$3605
Kirsten Thorpe	Singapore	18-23 August 2013	Attend and present a paper at IFLA World Congress	Cost to the Library \$2300 University of Technology, Sydney \$850
Mylee Joseph	Hamilton, New Zealand	19-24 October 2013	Attend the Library and Information Association of New Zealand Aotearoa (LIANZA) Conference to present a paper	Cost to the Library \$2180
Geoff Hinchcliffe	Wellington, New Zealand	24-27 November 2013	Attend the Digital Futures Forum and meet with New Zealand Heritage Archive	Cost to the Library \$1469
Vicki McDonald	Singapore	5-12 April 2014	Undertake a consultancy of the Learning and Information Services at the Li Ka Shing Library at the Singapore Management University	All costs were paid by the Li Ka Shing Library at the Singapore Management University

5 million online visits
to State Library websites

Financial report 2013–14



INDEPENDENT AUDITOR'S REPORT

Library Council of New South Wales

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Library Council of New South Wales (the Council), which comprise the statements of comprehensive income, the statements of financial position as at 30 June 2014, the statements of changes in equity and the statements of cash flows, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information of the Council and the consolidated entity. The consolidated entity comprises the Council and the entities it controlled at the year's end or from time to time during the financial year.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Council and the consolidated entity as at 30 June 2014, and of their financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

The Council's Responsibility for the Financial Statements

The Council members are responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Council members determine is necessary to enable the preparation of the financial statements that give a true and fair view and that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Council members, as well as evaluating the overall presentation of the financial statements.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Auditor's Report

Library Council of New South Wales and Controlled Entities

My opinion does not provide assurance:

- about the future viability of the Council or consolidated entity
- that they have carried out their activities effectively, efficiently and economically
- about the effectiveness of internal control
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information, that may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income



Karen Taylor
Director, Financial Audit Services

8 September 2014
SYDNEY

Financial statements

for the year ended 30 June 2014

LIBRARY COUNCIL OF NEW SOUTH WALES
STATEMENT IN ACCORDANCE WITH
SECTION 41C (1C) OF THE *PUBLIC FINANCE AND AUDIT ACT, 1983*

Pursuant to Section 41C (1C) of the *Public Finance and Audit Act, 1983*, and in accordance with a resolution of the members of the Library Council of New South Wales, on recommendation of the Audit and Risk Committee, we declare on behalf of the Library Council of New South Wales that, in our opinion:

- a. The accompanying financial statements have been prepared in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements, the requirements of the *Public Finance and Audit Act 1983 and Regulation 2010* and Treasurer's Directions issued by the Treasurer under section 9(2) (n) of the Act.
- b. The accompanying financial statements exhibit a true and fair view of the financial position as at 30 June 2014 and the financial performance of the Library Council and transactions for the year then ended.
- c. There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Robert Thomas AM
President
Library Council of New South Wales



Andrew Tink
Member
Library Council of New South Wales

SYDNEY, 4th Sept 2014

Statement of comprehensive income

for the year ended 30 June 2014

	Notes	Consolidated			Parent Entity	
		Actual	Budget	Actual	Actual	Actual
		2014 \$'000	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Expenses excluding losses						
Personnel services/employee related expenses	2(a)	32,060	30,319	30,799	31,693	30,456
Other operating expenses	2(b)	18,485	15,537	16,304	18,379	16,209
Depreciation	2(c)	14,240	19,345	17,056	14,240	17,056
Grants and subsidies	2(d)	26,497	26,528	26,631	26,497	26,631
Total expenses excluding losses		91,282	91,729	90,790	90,809	90,352
Revenue						
Sale of goods and services	3(a)	2,056	1,803	1,677	2,056	1,677
Investment revenue	3(b)	2,508	2,050	3,512	1,401	2,129
Grants and contributions	3(c)	89,802	85,790	97,145	89,458	96,619
Other revenue	3(d)	278	10	178	173	74
Total revenue		94,644	89,653	102,512	93,088	100,499
Gain/(Loss) on Disposal	4	(14)	(22)		(14)	
Net result		3,348	(2,098)	11,722	2,265	10,147
Other comprehensive income						
Net increase/(decrease) in property, plant and equipment revaluation surplus	11	34,053	-	-	34,053	-
Total other comprehensive income		34,053	-	-	34,053	-
TOTAL COMPREHENSIVE INCOME		37,401	(2,098)	11,722	36,318	10,147

The accompanying notes form part of these financial statements

Statement of financial position

for the year ended 30 June 2014

	Notes	Consolidated			Parent Entity	
		Actual	Budget	Actual	Actual	Actual
		2014 \$'000	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Assets						
Current assets						
Cash and cash equivalents	7	4,024	10,738	11,573	3,206	10,592
Receivables	8	1,556	1,854	2,903	1,674	3,250
Inventories	9	197	190	170	197	170
Financial assets at fair value through profit or loss	10(a)	1,381	-	1,091	222	176
Total current assets		7,158	12,782	15,737	5,299	14,188
Non-current assets						
Financial assets at fair value through profit or loss	10(b)	22,896	19,675	21,481	9,554	8,905
Property, plant and equipment	11	2,413,022	2,388,923	2,393,515	2,413,022	2,393,515
Intangible assets	12	21,473	-	-	21,473	-
Total non-current assets		2,457,391	2,408,598	2,414,996	2,444,049	2,402,420
Total assets		2,464,549	2,421,380	2,430,733	2,449,348	2,416,608
Liabilities						
Current liabilities						
Payables	16	5,539	5,208	9,125	10,135	9,110
Provisions	16	4,604	4,013	4,603	-	4,603
Total current liabilities		10,143	9,221	13,728	10,135	13,713
Non-current liabilities						
Payables	16	-	-	-	47	-
Provisions	16	47	57	47	-	47
Total non-current liabilities		47	57	47	47	47
Total liabilities		10,190	9,278	13,775	10,182	13,760
Net assets		2,454,359	2,412,102	2,416,958	2,439,166	2,402,848
Equity						
Reserves		822,209	788,156	788,156	822,209	788,156
Accumulated funds		1,632,150	1,623,946	1,628,802	1,616,957	1,614,692
Total equity		2,454,359	2,412,102	2,416,958	2,439,166	2,402,848

The accompanying notes form part of these financial statements

Statement of changes in equity

for the year ended 30 June 2014

2014	Notes	Consolidated				Parent Entity			
		Accumulated Funds	Asset Revaluation Surplus	Other Reserves	Total	Accumulated Funds	Asset Revaluation Surplus	Other Reserves	Total
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1/7/2013		1,628,802	788,156	-	2,416,958	1,614,692	788,156	-	2,402,848
Changes in accounting policy									
Correction of errors		-	-	-	-	-	-	-	-
Restated total equity at 1/7/13		-	-	-	-	-	-	-	-
Net result for the year		3,348			3,348	2,265			2,265
Other comprehensive income									
Net increase/(decrease) in property plant & equipment	11	-	34,053	-	34,053	-	34,053	-	34,053
Available for sale financial assets:									
Valuation gains/(losses)		-	-	-	-	-	-	-	-
Transfers on disposal		-	-	-	-	-	-	-	-
Change in restoration liability		-	-	-	-	-	-	-	-
Other		-	-	-	-	-	-	-	-
Total other comprehensive income		-	34,053	-	34,053	-	34,053	-	34,053
Total comprehensive income for the year		3,348	34,053	-	37,401	2,265	34,053	-	36,318
Transactions with owners in their capacity as owners									
Increase/(decrease) in net assets from equity transfers		-	-	-	-	-	-	-	-
Balance 30/6/2014		1,632,150	822,209	-	2,454,359	1,616,957	822,209	-	2,439,166

The accompanying notes form part of these financial statements

Statement of changes in equity

for the year ended 30 June 2014 (continued)

2013	Notes	Consolidated				Parent Entity			
		Accumulated Funds	Asset Revaluation Surplus	Other Reserves	Total	Accumulated Funds	Asset Revaluation Surplus	Other Reserves	Total
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1/7/2012		1,617,080	788,156	-	2,405,236	1,604,545	788,156	-	2,392,701
Changes in accounting policy		-	-	-	-	-	-	-	-
Correction of errors		-	-	-	-	-	-	-	-
Restated total equity at 1/7/12		-	-	-	-	-	-	-	-
Net result for the year		11,722			11,722	10,147			10,147
Other comprehensive income									
Net increase/(decrease) in property plant & equipment		-	-	-	-	-	-	-	-
Available for sale financial assets:		-	-	-	-	-	-	-	-
Valuation gains/(losses)		-	-	-	-	-	-	-	-
Transfers on disposal		-	-	-	-	-	-	-	-
Change in restoration liability		-	-	-	-	-	-	-	-
Other		-	-	-	-	-	-	-	-
Total other comprehensive income		-	-	-	-	-	-	-	-
Total comprehensive income for the year		11,722			11,722	10,147			10,147
Transactions with owners in their capacity as owners		-	-	-	-	-	-	-	-
Increase/(decrease) in net assets from equity transfers		-	-	-	-	-	-	-	-
Balance 30/6/2013		1,628,802	788,156	-	2,416,958	1,614,692	788,156	-	2,402,848

The accompanying notes form part of these financial statements

Statement of cash flow

for the year ended 30 June 2014

	Notes	Consolidated			Parent Entity	
		Actual	Budget	Actual	Actual	Actual
		2014 \$'000	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Cash flows from operating activities						
Payments						
Personnel services		31,419	30,319	31,794	31,419	32,196
Grants and subsidies		26,497	26,528	25,445	26,497	25,445
Other		25,731	18,282	20,688	25,630	20,567
Total payments		83,647	75,129	77,927	83,546	78,208
Receipts						
Sale of goods and services		2,483	1,781	1,786	2,483	1,786
Cash flows from government		82,102	80,573	90,908	82,102	90,908
Other Grants and Contributions		6,785	2,556	2,789	4,218	1,433
Interest received		752	1,750	915	706	898
Other		3,956	5,416	6,582	6,682	6,876
Total receipts		96,078	92,076	102,980	96,191	101,901
Net cash flows from operating activities	20	12,431	16,947	25,053	12,645	23,693
Cash flows from investing activities						
Proceeds from sale of property, plant and equipment		-	-	1	-	1
Proceeds from sale of financial assets at fair value through profit or loss		859	720	5	-	-
Purchases of property, plant and equipment, collection assets and intangibles		(20,031)	(17,987)	(21,594)	(20,031)	(21,594)
Purchases of financial assets at fair value through profit or loss	10(c)	(808)	(700)	(797)	-	-
Net cash flows from investing activities		(19,980)	(17,967)	(22,385)	(20,031)	(21,593)
Net increase (decrease) in cash and cash equivalents		(7,549)	(1,020)	2,668	(7,386)	2,100
Cash and cash equivalents at beginning of financial year		11,573	11,758	8,905	10,592	8,492
Cash and cash equivalents at end of financial year	7	4,024	10,738	11,573	3,206	10,592

The accompanying notes form part of these financial statements

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies

(a) Reporting entity

The Library Council of New South Wales (the Library) is a NSW government entity. The Library is a not-for-profit entity (as profit is not its principle objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The Library Council of New South Wales as a reporting entity, comprises all the entities under its control, namely: the Library Council of New South Wales (the parent entity), the State Library of New South Wales Foundation and the Library Council of New South Wales Staff Agency.

The State Library of New South Wales Foundation's Trust Deed provides for monetary support for the development of the Australian cultural heritage collections of the Library. To benefit the Library, the Foundation also attracts and encourages donations, gifts, bequests, endowments, raises finance for the acquisition and preservation of objects of historic, educational and/or social interest, collections and artefacts. The Foundation maintains and supports the work of the Friends of the Library who are a vital part of the Library's operational and fundraising efforts.

The Library Council of New South Wales Staff Agency was created under the *Government Sector Employment Act 2013* to exercise employer functions of Government in relation to the State Librarian commencing 24 February 2014.

In the process of preparing the consolidated financial statements for the economic entity, consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

These financial statements for the year ended 30 June 2014 have been authorised for issue by the Library Council on 4th September 2014.

(b) Basis of preparation

The entity's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards including Australian Accounting Interpretations
- the requirements of the *Public Finance and Audit Act, 1983* and Regulation and
- the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector Entities or issued by the Treasurer.

Property, plant and equipment and collection assets and financial assets "at fair value through profit or loss" are measured at fair value. Other financial statement items are prepared on an accrual basis and prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management have made are disclosed in the relevant notes to the financial statement.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Insurance

The Library's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the fund manager based on past claim experience.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(e) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except that:

- i. the amount of GST incurred by the Library as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense; and
- ii. receivables and payables are stated with the amount of GST included;

The net amount of GST recoverable from the Australian Taxation Office is included as a current asset in the Statement of Financial Position.

Cash flows are included in the cash flow statement on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

(f) Revenue recognition

Revenue is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for revenue recognition are:

i. Grants and contributions

Grants and contributions, including donations, donated collection materials, government grants and services provided free of charge are generally recognised as income when the Library obtains control over the assets comprising the grants and contributions. Control over grants and contributions is normally obtained upon the receipt of cash.

ii. Sale of goods

Revenue from the sale of goods is recognised as revenue when the entity transfers the significant risks and rewards of ownership of the assets.

iii. Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

iv. Investment income

Interest income is recognised using the effective interest method as set out in *AASB 139 Financial Instruments: Recognition and Measurement*. Rental revenue is recognised in accordance with *AASB 117 Leases* on a straight-line basis over the lease term. Royalty revenue is recognised in accordance with *AASB 118 Revenue* on an accrual basis in accordance with the substance of the relevant agreement. Imputation tax credits on investment income are recognised as revenue when the application for refund is approved by the Australian Taxation Office. Dividend revenue is recognised in accordance with *AASB 118 Revenue* when the right to receive the revenue is established.

(g) Assets

i. Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Library. Cost is the amount of cash or cash equivalents paid or the fair value of other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the specific requirements of Australian Accounting Standards.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(g) Assets (continued)

i. Acquisition of assets (continued)

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition (refer Note 12).

Fair value is the price that would be received to sell an asset in an orderly transaction between market participants at measurement date.

The personnel services directly involved in the preservation and conservation of original materials, such that they become available and ready for use by the Library, are capitalised as part of collection assets and are not depreciated.

ii. Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above individually, or forming part of a network or collection category costing more than \$5,000, are capitalised.

iii. Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with NSW Treasury's policy and guidelines paper TPP 14-1 "Valuation of Physical Non-Current Assets at Fair Value". This policy adopts fair value in accordance with *AASB 13 Fair Value Measurement* and *AASB 116 Property, Plant and Equipment*.

Property, plant and equipment is measured at the highest and best use by market participants that is physically possible, legal permissible and financially feasible. The highest and best use must be available at a period that is not remote and take into account the characteristics of the asset being measured, including any socio-political restrictions imposed by government. In most cases, after taking into account these considerations, the highest and best use is the existing use. In limited circumstances, the highest and best use may be a feasible alternative use, where there are no restrictions on use or where there is a feasible higher restricted alternative use.

Fair value of property, plant and equipment is based on a market participant's perspective, using valuation techniques (market approach, cost approach, income approach) that maximise relevant observable inputs and minimises unobservable inputs. Also refer Note 10 and Note 12 for further information regarding fair value.

Collection assets are valued on a depreciated replacement cost basis as a surrogate for fair value ie. Using current market buying price where the asset can be replaced and current market selling price when the asset cannot be replaced.

Each class of property, plant and equipment is revalued at least every five years and with sufficient regularity to ensure that the carrying amount of each asset in the asset class does not differ materially from its fair value at reporting date. The Collection assets revaluation was completed as at 30 June 2010 and was undertaken by an independent valuer. The last revaluation for Land and Buildings was conducted as at 31 January 2014 and was also based on an independent assessment.

Non-specialised assets with short useful lives are measured at depreciated historical cost as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amounts and the related accumulated depreciation amounts are separately restated.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(g) Assets (continued)

iii. Revaluation of property, plant and equipment (continued)

For other assets, any balances of accumulated depreciation existing at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the net result, the increment is recognised immediately as revenue in the net result.

Revaluation decrements are recognised immediately as expenses in the net result except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

iv. Impairment of assets

As a not-for-profit entity with no cash generating units, impairment under AASB 136 *Impairment of Assets* is unlikely to arise. As property, plant and equipment is carried at fair value, impairment can only arise in the rare circumstances where the cost of disposal are material. Specifically, impairment is unlikely for not-for-profit entities given that AASB 136 modifies the recoverable amount test for non-cash generating assets of not-for-profit entities to the higher of fair value less costs of disposal and depreciated replacement cost, where depreciated replacement cost is also fair value.

v. Assets not able to be reliably measured

The Library holds certain assets that have not been recognised in the Statement of Financial Position because they cannot be reliably valued. These assets comprise 11,251 hours (2013: 11,251 hours) of original oral history and sound recordings on reel to reel and cassette tapes, accompanied by transcriptions and logs, covering all aspects of life in NSW. Fair value cannot be estimated as there is no market.

vi. Depreciation of property, plant and equipment

- i. Except for certain heritage assets, depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Library. Useful lives, residual values and depreciation rates are reviewed on an annual basis.
- ii. All material separately identifiable component assets are depreciated over their shorter useful lives.

The following estimated useful lives are used in the calculation of depreciation:

Buildings	50 years
Plant and equipment	7 years
Computer equipment	4 years
Library IT system	4 years
Collection assets	see below

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(g) Assets (continued)

vi. Depreciation of property, plant and equipment (continued)

- iii. Collection assets are depreciated under both the diminishing balance (DB) and straight line bases according to the following major asset groupings:

Monographs, bound serials, microfilm and microfiche	60 years DB
Multicultural materials	3 years straight line
Audio visual/electronic resources	7 years straight line

The use of DB for monographs, bound serials, microfilm reels and microfiche is based on studies showing that usage is highest when an item is newly acquired and decreases over time, more rapidly in the earlier years than in the later, but never reaches the point of having no information value.

Even if rarely used there is utility in being able to refer to an historical item for a piece of information missing from other sources, or to use a particular item as part of a longitudinal survey or contextual data. Items in this asset group have a particularly long service life and DB reflects their pattern of use over their useful life.

The straight line depreciation method is for collection asset groups with much shorter service lives. Multicultural materials have continuing high levels of usage which impact service life and audio visual/electronic resources can incur, in addition to regular wear and tear, technical obsolescence. In both these two asset groups usage is more evenly distributed across their service life.

- vi. Land is not a depreciable asset. Certain heritage assets have an extremely long useful life, including original art works and collections and heritage buildings. Depreciation for these items cannot be reliably measured and, in these cases, depreciation is not recognised. The decision not to recognise depreciation for these assets is reviewed annually.

vii. Maintenance

The costs of day-to-day servicing or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

viii. Leased assets

A distinction is made between finance leases, in which there is an effective transfer from the lessor to the lessee of substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases, under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are charged to the Statement of Comprehensive Income in the periods in which they are incurred.

ix. Intangible assets

The Library recognises intangible assets only if it is probable that future economic benefits will flow and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value at the date of acquisition.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(g) Assets (continued)

ix. Intangible assets (continued)

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite or indefinite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Library's intangible assets, the assets are carried at cost less any applicable accumulated amortisation.

The Library's intangible assets are amortised using the straight line method over the estimated useful life of years. Where an intangible asset is assessed to have an indefinite useful life, the intangible asset is not amortised.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount, the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss. Intangible assets with indefinite useful lives are tested for impairment annually.

x. Cash and cash equivalents

Cash and cash equivalents include cash on hand and deposits held at call with financial institutions and NSW Treasury Corporation.

xi Trade and other receivables

Trade and other receivables are non derivative financial assets with fixed or determinable payments that are not quoted in an active market. These assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are accounted for in the Statement of Comprehensive Income when impaired, derecognised or through the amortisation process.

Short term receivables with no stated interest rate are measured at the original invoice value where the effect of discounting is immaterial.

xii. Inventories

Inventories are held for sale and are stated at cost, adjusted when applicable for any loss of service potential. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories are stated at the lower of cost and net realisable value. Cost is calculated using the weighted average cost method.

xiii. Investments

Investments are initially recognised at fair value plus, in the case of investments not at fair value through profit or loss, transaction costs. The entity determines the classification of its financial assets after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(g) Assets (continued)

xiii. Investments (continued)

Financial assets at fair value through profit or loss

The Hour-Glass Investment Facilities are designated at fair value through profit or loss using the second leg of the fair value option; i.e. these financial assets are managed and their performance is evaluated on a fair value basis, in accordance with a documented risk management strategy and the information about these assets is provided on that basis to the entity's key management personnel.

The movement in the fair value of the Hour-Glass Investment Facilities incorporates distributions received as well as unrealised movements in fair value and is reported in the line item 'Investment income'.

(h) Liabilities

i. Trade and other payables

Trade and other payables represent liabilities for goods and services provided to the Library. These liabilities are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short term payables with no stated interest rate are measured at original invoice amount where the effect of discounting is immaterial.

ii. Borrowings

Borrowings are loans not held for trading or designated at fair value through profit or loss and are recognised at amortised cost utilising the effective interest rate method. Gains or losses are recognised in the Statement of Comprehensive Income on derecognition.

The Library Council has no current borrowings.

iii. Employee benefits and other provisions

(a) Personnel services arrangements

The entity received personnel services through arrangement with Department of Trade & Investment, Regional Infrastructure and Services, (DTIRIS) up until 23 February when the Library Council of New South Wales Staff Agency, (LCNSWSA), commenced that activity under the *Government Sector Employment Act 2013*. All payments to employees and related obligations are done in the DTIRIS name and its Australian Business Number (ABN) until 23 February and subsequently the LCNSWSA and are classified as "Personnel Services Expense" in the financial statements.

(b) Personnel services salaries and wages, annual leave, sick leave and on-costs

Liabilities for personnel services are stated as liabilities to the service provider, LCNSWSA, (DTIRIS until 23 February 2014). Salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Annual leave is not expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 *Employee Benefits*. Actuarial advice

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(h) Liabilities (continued)

iii. Employee benefits and other provisions (continued)

(b) Personnel services salaries and wages, annual leave, sick leave and on-costs (continued)

obtained by Treasury has confirmed that the use of a nominal approach plus the annual leave on annual leave liability can be used to approximate the present value of the annual leave liability. The Library has assessed the actuarial advice based on its circumstances and has determined that the effect of discounting is immaterial to annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to the provision of personnel services by LCNSWSA, (DTIRIS until 23 February 2014), are recognised as liabilities and expenses where the personnel services to which they relate have been recognised.

(c) Long service leave and superannuation

The entity's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity through LCNSWSA, (DTIRIS until 23 February 2014). The entity accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as acceptance by the Crown Entity of employee benefits and other liabilities'

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 14/04) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the equivalent of employees' salary. For other superannuation schemes (i.e., State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the equivalent of employees' superannuation contributions.

(d) Consequential on-costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they related have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefit tax.

(e) Other provisions

Other provisions exist when: the entity has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Notes to the financial statements

for the year ended 30 June 2014

1. Summary of significant accounting policies (continued)

(i) Equity and reserves

(i) Revaluation surplus

The revaluation surplus is used to record increments and decrements on the revaluation of non-current assets. This accords with the entity's policy on the revaluation of property, plant and equipment as discussed in note 1(g)iii.

(ii) Accumulated Funds

The category 'Accumulated Funds' includes all current and prior period retained funds.

(j) Equity transfers

There have been no transfers of net assets between the Library and other agencies.

(k) Budgeted Amounts

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period, as adjusted for section 24 of the *Public Finance and Audit Act 1983* where there has been a transfer of functions between departments. Other amendments made to the budget are not reflected in the budgeted amounts.

(l) Comparative information

Comparative amounts are disclosed from year to year to ensure that consistency of presentation is maintained, except when an Australian Accounting Standard requires otherwise.

(m) Changes in accounting policy, including new or revised Australian Accounting Standards

(i) Effective for the first time in 2013-14

The accounting policies applied in 2013-14 are consistent with those of the previous financial year except as a result of the new Australian Accounting Standard *AASB 13 Fair Value Measurement* that has been applied for the first time in 2013-14. The impact of this standard in the period of initial application is not material.

(ii) Issued but not yet effective

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2014 reporting period. The following new Accounting Standards and Interpretations have not yet been adopted and are not yet effective:

- AASB 9, AASB 2010-7 and AASB 2012-6 regarding financial instruments
- AASB 10 Consolidated Financial Statements
- AASB 1055 and AASB 2013-1 regarding budgetary reporting
- AASB 2012-3 regarding offsetting financial assets and financial liabilities
- AASB 2013-3 Amendments to AASB 136 – Recoverable Amount Disclosures for Non-Financial Assets
- AASB 2013-8 regarding Australian Implementation Guidance for Not-for-Profit Entities – Control and Structured Entities
- AASB 2013-9 regarding the Conceptual Framework, Materiality and Financial Instruments (Part B and C).

It is uncertain at this stage if any current measurement techniques will have to change as a result of the new standard. The resulting impact on the amounts recognised in the financial statements, if any, is not known. However, application of the new standard will impact on the note disclosure.

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
2. Expenses				
(a) Personnel services/employee related expenses				
Personnel services expenses				
Salaries and wages (including recreation leave)	12,607	22,289	21,749	21,946
Superannuation – defined benefit plans	669	1,151	994	1,151
Superannuation – defined contribution plans	1,339	1,863	1,981	1,863
Long service leave	659	726	1,492	726
Workers' compensation insurance	(3)	410	77	410
Payroll tax on superannuation	37	166	83	166
Other personnel services related expense	1,881	4,194	5,317	4,194
Total personnel services expense	17,189	30,799	31,693	30,456
Employee related expenses				
Salaries and wages (including recreation leave)	9,509	-	-	-
Superannuation – defined contribution plans	324	-	-	-
Superannuation – defined contribution plans	642	-	-	-
Long service leave	833	-	-	-
Workers' compensation insurance	80	-	-	-
Payroll tax on superannuation	46	-	-	-
Other employee related expenses	3,437	-	-	-
Total employee related expenses	14,871	-	-	-
Total personnel services/employee related expenses	32,060	30,799	31,693	30,456

On 24th February 2014 under the implementation of the new *Government Sector Employees Act 2013*, Library staff were transferred from DTIRIS to the Library Council and are shown as Employee related expense for the subsequent period.

Personnel services/employee related expenses of \$5.4 million have been capitalised as part of Collection Assets, the e-Records Project and the Digital Excellence Program during the year (2013: \$6.0 million). Personnel services/employee related expenses of \$1.1 million have been reclassified to Grants and Subsidies (2013: \$1.0 million).

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
2. Expenses (continued)				
(b) Other operating expenses				
Advertising and promotions	433	224	428	216
Auditor's remuneration – audit of the financial reports	107	100	89	85
Cleaning	685	693	685	693
Computer software and licences	90	110	90	110
Cost of sales	228	245	228	245
Courier, freight and postage	302	264	302	264
Electricity	834	1,055	834	1,055
Exhibitions	869	779	869	779
Fees – contractors/projects	1,873	1,177	1,864	1,173
Fees – contractors/temps	1,210	867	1,209	867
Fees – general	825	641	825	635
Fellowship	404	711	404	711
Insurance	890	859	890	859
Internet and data	792	621	792	621
Maintenance and repairs	1,895	2,171	1,895	2,157
Minor Assets	677	161	677	161
Offsite storage costs	1,882	1,808	1,882	1,808
Operating lease and rental expenses	17	6	17	6
Printing	412	695	383	685
Purchases – multicultural co-operative	543	386	543	386
Staff development	243	303	243	301
Stationery and consumables	411	323	408	322
Subscriptions	1,464	1,161	1,463	1,159
Telephone and other telecommunication costs	91	127	91	127
Travel and accommodation	217	189	214	186
Sundry expenses	1,091	628	1,054	598
Total other operating expenses	18,485	16,304	18,379	16,209
Reconciliation of total maintenance				
Maintenance as per above	1,895	2,171	1,895	2,157
Maintenance included in personnel services/employee related expenses Note 2 (a)	1,057	996	1,057	996
Total maintenance	2,952	3,167	2,952	3,153

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000
2. Expenses (continued)				
(c) Depreciation				
Computer equipment	1,353	518	1,353	518
Plant and equipment	1,780	1,464	1,780	1,464
Collections	9,033	9,379	9,033	9,379
Buildings	2,074	5,695	2,074	5,695
Total Depreciation	14,240	17,056	14,240	17,056
(d) Grants and subsidies				
Public library subsidies including disability & geographic grants	19,983	20,056	19,983	20,056
Library development grants	2,000	2,550	2,000	2,550
NSW.net service	2,446	2,421	2,446	2,421
Co-operative and state wide projects	903	670	903	670
Services to public libraries	717	487	717	487
Vision Australia grant	448	447	448	447
Total grants and subsidies	26,497	26,631	26,497	26,631
The grants and subsidies paid provide benefits to public libraries throughout NSW and include the NSW.net service enabling internet connections and access to online databases.				
3. Revenue				
(a) Sale of goods and services				
Sale of goods				
Library Shop sales	543	498	543	498
Other sales	1,169	800	1,169	800
Rendering of services				
Fees	206	275	206	275
Admissions	138	104	138	104
Total sale of goods and services income	2,056	1,677	2,056	1,677
(b) Investment revenue				
Interest received	529	954	483	939
Distribution from TCorp Hour Glass	848	1,094	342	440
Gains/(losses) on financial assets at fair value	908	1,050	353	336
Rent	170	368	170	368
Royalties	53	46	53	46
Total investment revenue	2,508	3,512	1,401	2,129

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000
3. Revenue (continued)				
(c) Grants and contributions				
Government contributions				
Grants for operating activities	64,204	64,235	64,204	64,235
Grants for capital activities	17,804	23,805	17,804	23,805
	82,008	88,040	82,008	88,040
Personnel services benefits and liabilities provided free of charge by DTIRIS				
Superannuation	670	1,161	670	1,161
Long service leave	653	734	653	734
Payroll tax	36	56	36	56
	1,359	1,951	1,359	1,951
Total grants from DTIRIS	83,367	89,991	83,367	89,991
Personnel services benefits and liabilities provided free of charge by Library Council of New South Wales Staff Agency				
Superannuation	-	-	324	-
Long service leave	-	-	839	-
Payroll tax	-	-	18	-
	-	-	1,181	-
Acceptance by the Crown Entity of employee benefits and Other liabilities				
Superannuation	324	-	-	-
Long service leave	839	-	-	-
Payroll tax	18	-	-	-
	1,181	-	-	-

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000
3. Revenue (continued)				
(c) Grants and contributions (continued)				
Other grants and contributions				
Ashurst (previously Blake Dawson)	19	19	-	-
Capital Campaign – Discover Collections web design project	63	150	-	-
Law Society of NSW Public Purpose Fund	750	823	750	823
Michael Crouch	350	-	-	-
Noble Resource International Australia Pty Ltd	-	250	-	-
NSW Ministry of Health	158	154	158	154
NSW Trade and Investment	158	2,000	158	2,000
Office of Communities	50	-	50	-
Premier's Award Funding	325	460	325	460
Services received free of charge	450	-	450	-
Bequests	116	1,212	-	-
Donations of Original Material at Fair Value	727	685	727	685
Custodians Contributions	179	137	-	-
Other donations and grants	1,482	1,037	69	120
Contribution from State Library of NSW Foundation	-	-	2,223	2,386
News Ltd	227	227	-	-
Bellaberi Foundation	100	-	-	-
Macquarie Group Foundation	100	-	-	-
Total other grants and contributions	5,254	7,154	4,910	6,628
Total grants and contributions	89,802	97,145	89,458	96,619
(d) Other revenue				
Franking credit refund	57	32	33	12
Member subscriptions	81	74	-	-
Other	140	72	140	62
Total other revenue	278	178	173	74
4. Gain/(Loss) on disposal				
Property, plant and equipment	(14)	-	(14)	-
Total gain/(loss) on disposal	(14)	-	(14)	-

Notes to the financial statements

for the year ended 30 June 2014

5. The State Library of New South Wales Foundation

At 30 June 2014 the Foundation had \$15.2 million in net assets (2013: \$14.1 million). During the year the Foundation made a total contribution of \$2.2 million to the State Library (2013: \$2.4 million).

6. Conditions of contributions

The balance of conditional contributions received during the year that were not spent at the end of year amounted to \$0.72 million (2013: \$0.79 million).

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
7. Cash and cash equivalents				
Cash at bank and on hand	4,024	2,301	3,206	1,320
Short term deposits	-	9,272	-	9,272
Total cash and cash equivalents	4,024	11,573	3,206	10,592
8. Trade and other receivables				
Sale of goods and services	191	346	191	346
Less: Allowance for impairment	(34)	(26)	(34)	(26)
Other debtors	24	-	24	-
DTIRIS – long service leave	187	-	-	-
State Library of New South Wales Foundation	-	-	118	349
State Library of New South Wales Staff Agency	-	-	187	-
Prepayments	597	867	597	867
Australian Taxation Office – GST recoverable	591	1,715	591	1,714
Total trade and other receivables	1,556	2,903	1,674	3,250
Movement in the allowance for impairment				
Balance at 1 July	26	16	26	16
Amounts written off during the year	-	-	-	-
Amounts recovered during the year	-	-	-	-
Increase/(decrease) in allowance recognised in profit or loss	8	10	8	10
Balance at 30 June	34	26	34	26
9. Inventories				
Held for resale finished goods (Library Shop) – at cost	197	170	197	170
	197	170	197	170

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
10. Financial assets at fair value through profit or loss				
(a) Current assets				
TCorp Hour Glass Medium Term Growth facilities	1,381	1,091	222	176
	1,381	1,091	222	176
(b) Non-current assets				
TCorp Hour Glass Medium Term Growth facilities	22,896	21,481	9,554	8,905
	22,896	21,481	9,554	8,905
Total financial assets at fair value through profit or loss	24,277	22,572	9,776	9,081
(c) Reconciliation of financial assets				
Carrying amount at the start of the year	22,572	19,637	9,081	7,266
Additions	808	1,836	-	1,039
Distributions	848	1,094	342	440
Disposals	(859)	(1,045)	-	-
Revaluation gain/(loss) of financial instruments at fair value through profit or loss	908	1,050	353	336
Carrying amount at the end of the year	24,277	22,572	9,776	9,081

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
11. Property, plant and equipment				
(a) Land and Buildings				
Land				
At gross carrying amount	68,182	64,682	68,182	64,682
Net carrying amount at fair value	68,182	64,682	68,182	64,682
Buildings				
At gross carrying amount	224,339	207,688	224,339	207,688
Less accumulated depreciation	(49,431)	(63,102)	(49,431)	(63,102)
Net carrying amount at fair value	174,908	144,586	174,908	144,586
Total land and buildings	243,090	209,268	243,090	209,268
(b) Plant and equipment				
Computer equipment				
At gross carrying amount	5,537	2,997	5,537	2,997
Less accumulated depreciation	(2,327)	(2,170)	(2,327)	(2,170)
Net carrying amount at fair value	3,210	827	3,210	827
Other plant and equipment				
At gross carrying amount	14,371	12,770	14,371	12,770
Less accumulated depreciation	(6,684)	(6,076)	(6,684)	(6,076)
Net carrying amount at fair value	7,687	6,694	7,687	6,694
Library collection				
At gross carrying amount	2,182,430	2,174,361	2,182,430	2,174,361
Less accumulated depreciation	(37,812)	(28,779)	(37,812)	(28,779)
Net carrying amount at fair value	2,144,618	2,145,582	2,144,618	2,145,582
Total plant and equipment	2,155,515	2,153,103	2,155,515	2,153,103
(c) Work in progress	14,417	31,144	14,417	31,144
Total property, plant and equipment	2,413,022	2,393,515	2,413,022	2,393,515

The Library Collection was subject to a full revaluation on 30 June 2010 (refer note 1(g)iii) and tested for impairment at June 2014.

Land and Buildings were revalued as at 31 January 2014 resulting in an increase to net carrying amount of \$34.1 million.

Notes to the financial statements

for the year ended 30 June 2014

12. Intangible Assets

	Consolidated		Parent Entity	
	E-Records \$'000	Total \$'000	E-Records \$'000	Total \$'000
At 1 July 2013				
Cost (gross carrying amount)	-	-	-	-
Impairment	-	-	-	-
Net carrying amount	-	-	-	-
At 30 June 2014				
Cost (gross carrying amount)	21,473	21,473	21,473	21,473
Impairment	-	-	-	-
Net carrying amount	21,473	21,473	21,473	21,473

The intangible asset was first capitalised in 2013/2014. There was no intangible asset recognised in prior years.

The intangible asset is the outcome of a project to create an online collection catalogue available to Library clients and improvement to collection retrieval and management processes. The catalogue, built on knowledge and skills, will be regularly updated for acquisitions and disposals. It therefore has an ongoing useful life. Hardware and software platforms may be upgraded due to technological obsolescence; however, the information created by the project has an indefinite useful life.

The project started in July 2008 and was completed in April 2014 with an expenditure of \$22.9 million, of which \$21.5 million has been capitalised as intangible assets and \$1.1 million as plant and equipment and \$0.3 million recognised as expenses.

Notes to the financial statements

for the year ended 30 June 2014

13. Reconciliation of property, plant & equipment, collection assets and intangible assets

2014 Consolidated (including parent at same values)

Reconciliations of the carrying amounts of each class of property, plant and equipment and collection assets at the beginning and end of the current financial year are set out below.

2014	Land	Building	Computer Equipment	Plant & Equipment	Library Collection	Intangible Assets	Work in Progress	Total
At Fair Value	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Net carrying amount at start of year	64,682	144,586	827	6,694	2,145,582	-	31,144	2,393,515
Additions	-	-	-	38	7,341	-	13,075	20,454
Donated materials revalued at fair value	-	-	-	-	727	-	-	727
Revaluation – gross carrying amount	3,500	14,673	-	-	-	-	-	18,173
Revaluation – accumulated depreciation	-	15,880	-	-	-	-	-	15,880
Disposals – at cost	-	-	(1,213)	(1,033)	-	-	-	(2,246)
Disposals – accumulated depreciation	-	-	1,203	1,029	-	-	-	2,232
Depreciation charge	-	(2,074)	(1,353)	(1,781)	(9,032)	-	-	(14,240)
Transfer from WIP to asset account	-	1,843	3,746	2,740	-	21,473	(29,802)	-
Net carrying amount at end of year	68,182	174,908	3,210	7,687	2,144,618	21,473	14,417	2,434,495

During the year, original materials valued at \$0.7 million were donated to the Library. (2013: \$1.8 million which includes \$1.1 million artworks bequest made by Helen Selle (née McIlrath) donated to the Library included in note 3.)

Collection Assets were revalued as at 30 June 2010. Land and Buildings were revalued as at 31 January 2014. The depreciation expense for Collection Assets for the 2014 year was \$9.0 million and is included in the total depreciation charge of \$14.2 million shown in the Statement of Comprehensive Income.

Notes to the financial statements

for the year ended 30 June 2014

13. Reconciliation of property, plant & equipment and collection assets (continued)

2013 Consolidated (including parent at same values)

2013	Land	Building	Computer Equipment	Plant & Equipment	Library Collection	Intangible Assets	Work in Progress	Total
At Fair Value	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Net carrying amount at start of year	64,682	149,723	941	6,002	2,146,351	-	15,157	2,382,856
Additions	-	-	-	-	6,813	-	19,321	26,134
Donated materials revalued at fair value	-	-	-	-	1,797	-	-	1,797
Revaluation – gross carrying amount	-	-	-	-	-	-	-	-
Revaluation – accumulated depreciation	-	-	-	-	-	-	-	-
Disposals – at cost	-	-	(846)	(1,393)	-	-	-	(2,239)
Disposals – accumulated depreciation	-	-	721	1,302	-	-	-	2,023
Depreciation charge	-	(5,695)	(518)	(1,464)	(9,379)	-	-	(17,056)
Transfer from WIP to asset account	-	558	529	2,247	-	-	(3,334)	-
Net carrying amount at end of year	64,682	144,586	827	6,694	2,145,582	-	31,144	2,393,515

Notes to the financial statements

for the year ended 30 June 2014

14. Fair value measurement of non-financial assets

2014 Consolidated (including parent at same values)

(a) Fair value hierarchy

	Level 1	Level 2	Level 3	Total fair value
	\$'000	\$'000	\$'000	\$'000
Property, plant and equipment (Note 11)				
Collection assets	-	2,144,618	-	2,144,618
Land	-	68,182	-	68,182
Buildings	-	-	174,908	174,908
	-	2,212,800	174,908	2,387,708

There were no transfers between Level 1 or 2 during the period.

(b) Valuation techniques, inputs and processes

The Library uses the following hierarchy for disclosing the fair value of Land, Buildings and Collection Assets by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets/liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that include inputs for the asset/liability not based on observable market data (unobservable inputs)

The fair value of land and buildings is determined from market-based evidence. Fair value is measured having regard to the 'highest and best use' only when there exist feasible alternative uses in the existing natural, legal, financial and socio-political environment and the alternative users are feasible within the near future. Where there are natural, legal, financial or socio-political restrictions on use and disposal of an asset, such that there is no alternative use in the relatively near future, such an asset should be valued at fair value for its existing use.

When establishing the fair value of the land, 'value in use' has been taken into account. The land has been valued using the direct comparison approach. The market evidence is of transactions of land within Sydney CBD and fringe commercial areas.

The fair value of Macquarie Building was measured by its depreciable replacement cost. The Mitchell Building has been valued based on their structure, fabric and finishes as a heritage structure.

The Collection Assets were revalued in June 2010. Values were based on market observations of prices for sales of collection items that were the same as or similar to items in the Library Collection. Where the sales of comparable items were similar to the collection items, the collection items' values were adjusted based on the comparative level of significance of the collection items and observed item sales. A number of market observations were used to determine the level of adjustment required for difference in the level of significance of observed items sold and the collection items.

Notes to the financial statements

for the year ended 30 June 2014

14. Fair value measurement of non-financial assets (continued)

(c) Reconciliation of recurring Level 3 fair value measurements

	Buildings \$'000	Total recurring Level 3 fair value \$'000
Fair value as at 1 July 2013	144,586	144,586
Additions	1,843	1,843
Revaluation increments/decrements recognised in other comprehensive income – included in the line item 'Net increase/(decrease) in property, plant and equipment revaluation surplus'	30,553	30,553
Disposals	-	-
Depreciation	(2,074)	(2,074)
Fair value as at 30 June 2014	174,908	174,908

15. Restricted assets

The Library has assets valued at \$17.1 million as at 30 June 2014 (2013: \$16.5 million) which were originally received as bequests and other contributions. They are under different levels of restriction according to the conditions stipulated in the relevant documents. These assets have been invested with TCorp Hour Glass investment facilities.

16. Trade and other payables

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Current				
Trade payables	3,393	6,088	3,393	6,087
Accrued payables	2,146	2,955	2,131	2,934
Employee related and on-costs	4,604	4,603	-	4,603
State Library of New South Wales Foundation	-	-	7	7
State Library of New South Wales Staff Agency			4,604	
Income received in advance	-	82	-	82
	10,143	13,728	10,135	13,713
Non-Current				
State Library of New South Wales Staff Agency	-	-	47	-
Employee related on-costs	47	47	-	47
	47	47	47	47

Notes to the financial statements

for the year ended 30 June 2014

	Consolidated		Parent Entity	
	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000
16. Trade and other payables (continued)				
Reconciliation of employee related and on-costs				
Current				
Recreation leave and on-costs	2,796	2,870	-	2,870
Long service leave on-costs	896	900	-	900
Accrued personnel services	744	696	-	696
Accrued payroll tax	168	137	-	137
	4,604	4,603	-	4,603
Non-Current				
Long service leave on-costs	47	47	-	47
	47	47	-	47

Annual leave of \$2.1 million is expected to be settled in the next twelve months.

17. Commitments for expenditure

(a) Capital Commitments

Aggregate capital expenditure for the acquisition of general capital items contracted for at balance date and not provided for:

Not later than one year	1,477	7,083	1,477	7,083
Total (including GST)	1,477	7,083	1,477	7,083

(b) Other expenditure commitments

Aggregate other expenditure for the acquisition of offsite storage and other general items contracted for at balance date and not provided for:

Not later than one year	4,223	4,164	4,223	4,164
Later than one year and not later than 5 years	9,423	9,309	9,423	9,309
Later than 5 years	7,125	9,459	7,125	9,459
Total (including GST)	20,771	22,932	20,771	22,932

(c) Operating lease and rental commitments

Future non-cancellable operating leases and rentals not provided for and payable:

Not later than one year	-	4	-	4
Later than one year and not later than 5 years	-	-	-	-
Total (including GST)	-	4	-	4

Commitments disclosed above include input tax credits of \$2.0 million that are expected to be recoverable from the Australian Taxation Office (2013: \$2.7 million).

Notes to the financial statements

for the year ended 30 June 2014

18. Contingent assets and liabilities

The Library Council is not aware of any contingent liabilities or contingent assets relevant to its activities as at 30 June 2014 (2013:nil).

19. Budget Review

The Budget used for comparative purposes is the budget agreed between the NSW Treasury and the Library. It has been realigned to facilitate comparison with actual personnel services/employee related expenses as included in the Statement of Financial Performance.

Net Result

The net result was \$5.4 million above budget.

The favourable variance in Grants and Contributions revenue included capital grants brought forward from future years to allow re phasing of expenditures of \$1.8 million, original materials received through donations of \$0.7 million and higher income from fund raising.

Depreciation charges were lower than budgeted as projects were capitalised later than anticipated.

Assets and Liabilities

Net assets were \$42.3 million higher than budget reflecting increased non-current asset values from a revaluation of land and buildings during the year.

Cash flows

Cash on hand was impacted by expenditure on property, plant & equipment and intangible assets during the year and expenditure on restructuring and implementation of a new ERP.

	Consolidated		Parent Entity	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
20. Reconciliation of cash flows from operating activities to net result				
Net cash flows from operating activities	12,431	25,053	12,645	23,693
Non-cash items				
Depreciation	(14,240)	(17,056)	(14,240)	(17,056)
Written down value of disposals	14	(679)	14	(679)
Donation of original material at fair value	727	1,797	727	1,797
Service received free of charge	450	-	450	-
Gains/(losses) on investment in financial instruments	1,756	1,104	695	776
(Increase)/decrease in payables	3,584	875	3,577	875
Increase/(decrease) in receivables	(1,347)	648	(1,576)	761
Increase/(decrease) in inventory	(27)	(20)	(27)	(20)
Net result	3,348	11,722	2,265	10,147

Notes to the financial statements

for the year ended 30 June 2014

21. Non-cash financing and investing activities

Non-cash financing and investing activities represented the acceptance of personnel services of \$2.5 million (2013: \$2.0 million) by NSW Government.

22. Financial instruments and risk management

The Library's principal financial instruments, which are identified below, arise directly from the Library's operations or are required to finance the Library's operations. The Library does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes. The Library's primary investments are placed with NSW Treasury Corporation (TCorp).

The Library's main risks arising from financial instruments are outlined below together with the Library's policies for measuring and managing risk. Further qualitative and quantitative disclosures are included throughout these financial statements.

The State Librarian & Chief Executive, Library Council and Audit & Risk Committee have overall responsibility for the establishment and oversight of risk management and review and agree policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the entity through formalised treasury risk management policies to set risk limits and controls, and to monitor risks. Compliance with policies is reviewed by the State Librarian & Chief Executive, Library Council and Audit & Risk Committee on a continuous basis.

a. Financial instruments categories

Financial Instrument Categories	Note	Category	Consolidated Carrying Amount		Parent Entity Carrying Amount	
			2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Financial Assets Class						
Cash and cash equivalents	7	N/A	4,024	11,573	3,206	10,592
Receivables 1	8	Loans and receivables (at amortised cost)	157	320	463	669
Financial assets at fair value**	10(a) 10(b)	At fair value through profit or loss	24,277	22,572	9,776	9,081
Financial Liabilities Class						
Payables 2	16	Financial liabilities measured at amortised cost	5,516	9,732	10,158	9,718

1 Excludes prepayments of \$0.6 million, long service leave owed by the Crown \$0.2 million, and statutory receivables of \$0.6 million (2013: \$0.9 million, nil and \$1.7 million respectively) as these items are not within scope of AASB 7.

2 Excludes unearned revenue nil and statutory payables \$4.7 million (2013: \$0.1 million and \$4.0 million) as these items are not within the scope of AASB 7.

**The average rate of return for financial assets at fair value held in the TCorp Hour-Glass Investment Facility for the 2014 year was 7.65% (2013: 5.15%).

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

b. Credit risk

Credit risk arises where there is the possibility of the Library's debtors defaulting on their contractual obligations, resulting in a financial loss to the Library. The Library's maximum exposure to credit risk is represented by the carrying amounts of the financial assets (net of any allowance or impairment).

Credit risk can also arise from the financial assets of the Library, including cash, receivables and authority deposits. No collateral is held by the Library. It has not granted any financial guarantees.

Credit risk associated with the Library's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

Cash

Cash comprises cash on hand, bank balances and term deposits within the NSW Treasury Banking System. Interest is earned on daily at call balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury and Westpac Banking Corporation daily balances. The TCorp Hour Glass cash facility is discussed in paragraph d below.

Receivables

The only financial assets that are past due or impaired are 'Sales of goods and services' in the 'Receivables' category of the Statement of Financial Position as per the table below.

	Consolidated total	Parent total	Consolidated past due but not impaired	Consolidated considered impaired	Parent past due but not impaired	Parent considered impaired
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2014						
< 3 months overdue	152	152	147	5	147	5
3 - 6 months overdue	19	19	8	11	8	11
> 6 months overdue	20	20	2	18	2	18
Total	191	191	157	34	157	34
2013						
< 3 months overdue	334	334	320	14	320	14
3 - 6 months overdue	6	6	-	6	-	6
> 6 months overdue	6	6	-	6	-	6
Total	346	346	320	26	320	26

Notes

1. Each column in the table reports "gross receivables".
2. The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the "total" will not reconcile to the receivables total recognised in the statement of financial position.

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

b. Credit risk (continued)

Authority Deposits

The entity has placed funds on deposit with TCorp, which has been rated 'AAA' by Standard and Poor's. These deposits are similar to money market or bank deposits and can be placed 'at call' or for a fixed term. For fixed term deposits, the interest rate payable by TCorp is negotiated initially and is fixed for the term of the deposit, while the interest rate payable on at call deposits can vary. During 2013/2014, the Library did not have term deposits or deposit at call (2013: \$9.3 million).

c. Liquidity risk

Liquidity risk is the risk that the Library will not be able to meet its payment obligations when they fall due. The Library continually manages this risk through monitoring its cash flows and maintaining sufficient cash and cash equivalents to meet projected outgoings. The Library's exposure to liquidity risk is considered insignificant based on the data from prior periods and the current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Head of an authority (or a person appointed by the Head of an authority) may automatically pay the supplier simple interest. The rate of interest applied during the year was 10.63% (2013: 12.22%).

The table below summarises the maturity profile of the Library's financial liabilities, together with the interest rate exposure.

Consolidated	\$'000						
	Interest Rate Exposure				Maturity Dates		
	Nominal Amount	Fixed Interest Rate	Variable Interest Rate	Non-Interest Bearing	< 1 Year	1-5 Years	> 5 Years
2014							
Payables	5,516	-	-	5,516	5,516	-	-
2013							
Payables	9,732	-	-	9,732	9,732	-	-

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

c. Liquidity risk (continued)

Parent Entity	\$'000						
	Interest Rate Exposure				Maturity Dates		
	Nominal Amount	Fixed Interest Rate	Variable Interest Rate	Non-Interest Bearing	< 1 Year	1-5 Years	> 5 Years
2014							
Payables	10,158	-	-	10,158	10,158	-	-
2013							
Payables	9,718	-	-	9,718	9,718	-	-

d. Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Library's exposures to market risk are primarily through interest rate risk on borrowings and other price risks associated with the movement in the unit price of TCorp's Hour Glass investment facilities. The Library has no borrowings and does not enter into commodity contracts. The Library's exposure to interest rate risk is set out below.

Interest rate

Financial assets:						
Cash and cash equivalents		4,024	(40)	(40)	40	40
Receivables		157	(2)	(2)	2	2
Financial assets at fair value		24,277	(243)	(243)	243	243
Financial liabilities:						
Payables		5,516	(55)	(55)	55	55

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

d. Market risk (continued)

Interest rate (continued)

			-1%	-1%	1%	1%
Consolidated	2013	Carrying Amount	Profit	Equity	Profit	Equity
		\$'000	\$'000	\$'000	\$'000	\$'000
Financial assets:						
Cash and cash equivalents		11,573	(116)	(116)	116	116
Receivables		320	(3)	(3)	3	3
Financial assets at fair value		22,572	(226)	(226)	226	226
Financial liabilities:						
Payables		9,732	(97)	(97)	97	97

Financial assets:						
Cash and cash equivalents		3,206	(32)	(32)	32	32
Receivables		463	(5)	(5)	5	5
Financial assets at fair value		9,776	(98)	(98)	98	98
Financial liabilities:						
Payables		10,158	(101)	(101)	101	101

			-1%	-1%	1%	1%
Parent Entity	2013	Amount	Profit	Equity	Profit	Equity
		\$'000	\$'000	\$'000	\$'000	\$'000
Financial assets:						
Cash and cash equivalents		10,592	(106)	(106)	106	106
Receivables		669	(7)	(7)	7	7
Financial assets at fair value		9,081	(91)	(91)	91	91
Financial liabilities:						
Payables		9,718	(97)	(97)	97	97

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

d. Market risk (continued)

Other price risk – TCorp Hour-Glass Facilities

The Library is exposed to price risk primarily through its investment in the TCorp Hour Glass investment facilities, which are held for strategic rather than trading purposes. The entity has no direct equity investments. The entity holds units in the following Hour Glass investment trusts.

Consolidated Facility	Investment Sectors	Investment Horizon	2014	2013
			\$'000	\$'000
Cash facility	Cash, money market instruments	Up to 1.5 years	-	272
Medium-term growth facility	Cash, money market instruments, Australian bonds, listed property, Australian and international shares	3 years to 7 years	24,277	22,572

Consolidated Facility	Investment Sectors	Investment Horizon	2014	2013
			\$'000	\$'000
Cash facility	Cash, money market instruments	Up to 1.5 years	-	272
Medium-term growth facility	Cash, money market instruments, Australian bonds, listed property, Australian and international shares	3 years to 7 years	9,776	9,081

The unit price of each facility is equal to the total fair value of the net assets held by the facility divided by the number of units on issue for that facility. Unit prices are calculated and published daily.

NSW TCorp is trustee for each of the above facilities and is required to act in the best interest of the unit holders and to administer the trusts in accordance with the trust deeds. As trustee, TCorp has appointed external managers to manage the performance and risks of each facility in accordance with a mandate agreed by the parties. However, TCorp acts as manager for part of the Cash and Strategic Cash Facilities and also manages the Australian Bond portfolio. A significant portion of the administration of the facilities is outsourced to an external custodian.

Investment in the Hour Glass facilities limits the entity's exposure to risk, as it allows diversification across a pool of funds with different investment horizons and a mix of investments.

NSW TCorp provides sensitivity analysis information for each of the Investment facilities, using historically based volatility information collected over a ten year period, quoted at two standard deviations (i.e. 95% probability). The TCorp Hour-Glass Investment facilities are designated at fair value through profit or loss and therefore any change in unit price impacts directly on profit (rather than equity). A reasonably possible change is based on the percentage change in unit price (as advised by TCorp) multiplied by the redemption value as at 30 June each year for each facility (balance from Hour Glass statement).

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

d. Market risk (continued)

Other price risk – TCorp Hour-Glass Facilities (continued)

Consolidated	Change in unit price	Impact on profit/loss	
		2014	2013
Facility		\$'000	\$'000
Hour-Glass Investment - Cash facility	+/-1%	-	3/(3)
Hour-Glass Investment - Medium-term growth facility	+/-6%	1,457/(1,457)	1,354/(1,354)

Hour-Glass Investment - Cash facility	+/-1%	-	3/(3)
Hour-Glass Investment - Medium-term growth facility	+/-6%	587/(587)	545/(545)

e. Fair value measurement

(i) Fair value compared to carrying amount

Financial instruments are generally recognised at cost, with the exception of the TCorp Hour Glass facilities, which are measured at fair value..

The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short-term nature of many of the financial instruments.

(ii) Fair value recognised in the statement of financial position

The Library uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets/liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that include inputs for the asset/liability not based on observable market data (unobservable inputs)

Notes to the financial statements

for the year ended 30 June 2014

22. Financial instruments and risk management (continued)

e. Fair value measurement (continued)

(ii) Fair value recognised in the statement of financial position (continued)

2014 Financial assets At fair value	Consolidated				Parent Entity			
	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2014 Total \$'000	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2014 Total \$'000
TCorp Hour-Glass Investment Facility	-	24,277	-	24,277	-	9,776	-	9,776
Total	-	24,277	-	24,277	-	9,776	-	9,776

2014 Financial assets At fair value	Consolidated				Parent Entity			
	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2014 Total \$'000	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2014 Total \$'000
TCorp Hour-Glass Investment Facility	-	22,572	-	22,572	-	9,081	-	9,081
Total	-	22,572	-	22,572	-	9,081	-	9,081

The table above includes only financial assets, as no financial liabilities were measured at fair value in the statement of financial position.

There were no transfers between level 1 and 2 during the period ended 30 June 2014.

The value of the Hour-Glass Investments is based on the entity's share of the value of the underlying assets of the facility, based on the market value. All of the Hour-Glass facilities are valued using 'redemption' pricing.

23. Events after the reporting period

The Library has not identified any event or transaction that is sufficiently material to require adjustment or disclosure in the financial statements.

End of audited financial statements

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