library council
of new south wales

annual report
2004
Our vision
Libraries for life – your place, your time

Our values
Respect for knowledge
Commitment to learning
Integrity and efficiency of service

Our mission
To promote, provide and maintain library and information services for the people of New South Wales through the State Library and through cooperation with local Libraries and other libraries and information agencies.
In 2004 we celebrate our literary collections and services as part of our ten-year plan culminating in the Mitchell Library centenary in 2010. This follows a highly varied range of activities in 2003 when our focus was on sport, including hosting the Webb Ellis Cup for two weeks as part of our arrangement with the ARU to celebrate the 2003 Rugby World Cup held in Sydney.

During the year we consolidated our approach to providing new programs for the under-35 age group, with the Written Word series. Proving highly popular, the program was developed by Vanessa Bond, our Media Coordinator, together with a group of ‘younger generation’ staff.

Our strategy to strengthen the collections and make them more accessible saw two significant initiatives implemented. The first is the introduction of a specialised funding formula to ensure we have a sustainable budget to manage and add to the collection. The significance of the formula (which takes into account among other things the price of books and journals, CPI and currency fluctuations) is that it maintains the Library’s purchasing power. I would like to acknowledge the Director-General of the NSW Ministry for the Arts, Mr Roger Wilkins, who supported this initiative.

The second collection management achievement is the start of an ongoing review of the collection, resulting in subject specific overviews of our collection strengths. The first 17 collection profiles went live on the web in April.

In 2005, our collection priority will be to implement a long-term solution for offsite storage.

Staff continue to work on our electronic service delivery model and after discussions with legal advisers, we have decided to lodge a provisional patent for the process and the software while we test its application over the next 12 months. The Library Executive, with the encouragement of Library Council, has ensured that this exciting development continues to be our top priority.

Library Council met in Wagga Wagga in November 2003 and had its April 2004 meeting and strategic planning session in Wollongong. Council had the opportunity to tour the public libraries in both these centres and to discuss issues facing library service provision in regional areas.

I would like to thank Library staff and management who have continued to manage the Library’s resources efficiently and effectively to ensure that all financial and legislative requirements are met.

Thank you also to our many supporters, Friends and Volunteers who continue to give of their time and expertise, visit our exhibitions, enjoy our events and donate so generously to our cause. In particular, I acknowledge the support of the Hon. Justice David Levine RFD and members of the Friends’ Committee, as well as the members of the Volunteer and Staff Council.

I extend my sincere thanks to Library Council for their support and encouragement and I look forward to a very exciting year ahead developing our electronic service delivery model and the range of activities associated with the Capital Campaign.

In December this year, the Hon. Mahla Pearlman AO will conclude her term as President of Library Council. She has been a wonderful advocate for the Library and is passionate about our collections and the services we provide. At the same time Council and the Library Executive have benefited from the strength of her legal training and experience, as well as her good humour and a strong practical approach, which have ensured that all aspects of an issue are analysed and evaluated before coming to a decision. It is with great pleasure that I extend my congratulations to Mahla on receiving an AO in the 2004 Queen’s Birthday Honours List.

I sincerely thank Mahla for her guidance, support and friendship over the past nine years as we have worked together to achieve some outstanding results for the Library. Highlights from the period include increased funding for the collections and for public libraries; providing support for the ‘pay equity’ case which resulted in an overall increase in librarians’ salaries; negotiating the Total Asset Management Plan with Government, resulting in major funding for the historic Mitchell Wing including the complete refurbishment of the Mitchell Library Reading Room; the review and renewal of the State Library of New South Wales Foundation and the establishment of a Capital Campaign to raise funds to digitise the historic Mitchell Library collection; the establishment of our ten-year plan from 2001 to 2010 which began with the celebration of Matthew Flinders’ circumnavigation of Australia and included a national touring exhibition, publication of a book, an online educational site for schools, and a digitisation and preservation program.

Mahla will continue her involvement with the Library as she remains Chair of the LIAC Advisory Board and is Chair of the judging panel for the inaugural Blake Dawson Waldron Prize for Business Literature.

Dagmar Schmidmaier AM
State Librarian & Chief Executive
The State Library’s collection is valued at $1.5 billion

Online page requests totalled 19.6 million

333,000 high-quality digital images available online

Exhibition visits over 153,700

3.3 million inquiries

$21.988 million allocated to public libraries
October 2004

The Hon. Bob Carr MP
Premier, Minister for the Arts,
and Minister for Citizenship
Parliament House
Macquarie Street
Sydney NSW 2000

Dear Premier

We take pleasure, in accordance with the Library Act 1939, in submitting the Annual Report and Financial Statements of the Library Council of New South Wales for the year ending 30 June 2004 for presentation to Parliament.

These documents have been prepared in accordance with the provisions of the Annual Reports (Statutory Bodies) Act 1984, and the Public Finance and Audit Act 1983, as amended.

Submitted on behalf of the Library Council of New South Wales.

Yours sincerely

The Hon. Mahla L. Pearlman AO
President, Library Council of New South Wales

Dagmar Schmidmaier AM
State Librarian & Chief Executive and
Secretary, Library Council of New South Wales
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The State Library of New South Wales is one of the oldest libraries in Australia, with a history tracing back to the establishment of the Australian Subscription Library in 1826. In 1869 the New South Wales Government took responsibility for the Library, forming the Sydney Free Public Library, the first truly public library service for the people of New South Wales. In 1895 the name was altered to the Public Library of New South Wales.

The historic Mitchell Wing opened to the public in 1910 after David Scott Mitchell bequeathed his large private collection. In 1952 the Dixson Library and Galleries were established with the bequest of Sir William Dixson’s collection of books and artworks. Today the Mitchell Wing is linked below ground and by a glass atrium to the contemporary Macquarie Street Wing, opened in 1988.

The Library Council of New South Wales is the governing body of the State Library. The objectives of the Library Council, as defined in section 4A of the Library Act 1939 (as amended in 1975) are:

- to promote, provide and maintain library and information services for the people of New South Wales through the State Library and through cooperation with local libraries and information agencies,
- to advise the Minister, local authorities and, when the Minister so approves, other bodies, on matters of policy and administration relating to library services and information services that are or may be provided through local libraries and other libraries, and
- to advise the Minister on the provision of assistance to local libraries or other libraries.
The year in brief
Corporate objectives to 2005 and 2003/04 results

1. NSW community

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Corporate Performance Indicator and Current Results</th>
</tr>
</thead>
</table>
| Increased access to information for clients | • 76% of clients are ‘extremely satisfied’ / ‘very satisfied’ with the Information Request Service  
• 92% of participants in the Nestlé Write Around Australia creative writing workshops rated the overall quality as ‘excellent’ / ‘very good’  
• 87% of visitors rated exhibitions ‘excellent’ / ‘very good’  
• 74% of participants rated events ‘excellent’ / ‘very good’  
• 96% of written comments received were appreciative  
• 19% increase in requests for website pages |

| Objectives | |
| 1.1 Simplify and streamline services to improve client access to information | Responses within agreed timeframe  
Items retrieved from stack 94%  
Information inquiries 94%  
Interlibrary loans completed 96%  
Documents supplied 96% |
| 1.2 Develop an integrated information service, real and virtual | Significant heritage and current resources in electronic form  
Pages and pictorial images digitised 16,398  
Web publications preserved 730  
Live links to e-resources in the online catalogue, WEBCAT 34,223  
Full text electronic journal titles held 7,328 |
| 1.3 Ensure staff have the skills to meet our strategic priorities | Staff hours in formal learning activities 7,588 |
| 1.4 Extend the reach of the collection | Number of uses of the collection (onsite and offsite)  
Inquiries responded to 3,386,716  
Uses of collection items 2,140,765  
Exhibition visits 153,706  
Public program participants 40,603  
Requests for State Library webpages 19,616,749 |
|  | Number of citations of the collection  
Applications for reproduction of State Library material 565  
Collection items approved for reproduction 2,193 |

2. NSW public library network

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Corporate Performance Indicator and Current Results</th>
</tr>
</thead>
</table>
| A stronger identity and increased effectiveness of the NSW Public Library Network | State Library and public library satisfaction with the network relationship  
A record 78 library services entered service agreements with LIAC  
Public library multicultural services research establishes service benchmarks  
Metropolitan Public Libraries Association and State Library multilingual promotion campaign, Go to your local library wins Best Integrated Transit Media award |

| Objectives | |
| 2.1 Maintain and develop an integrated network to deliver shared services across NSW | Shared service delivery enhanced across New South Wales  
• Internet access for the community was installed at 88 public libraries  
• 50 library services purchased 106 subscriptions to online databases via the NSW.net purchasing cooperative  
• Rural Link installations in 75 towns and over 185 buildings completed |
| 2.2 Support the legislative environment in which NSW public libraries and the State Library operate | Review of Library Act completed  
The Library continues to work with the Ministry for the Arts on the review of the Library Act 1939 |
# 3. NSW Government

## Outcome

<table>
<thead>
<tr>
<th>Corporate Performance Indicator and Current Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective and efficient library and information services</td>
</tr>
<tr>
<td>Build and maintain the NSW library of record</td>
</tr>
</tbody>
</table>

### objectives

<table>
<thead>
<tr>
<th>3.1 Continuously improve the management of our resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variance from budget</td>
</tr>
<tr>
<td>Returned an actual neutral result</td>
</tr>
<tr>
<td>Facilities are available and meet standards</td>
</tr>
<tr>
<td>TAM Plan projects completed on target and facilities improved</td>
</tr>
<tr>
<td>IT projects achieve time or cost savings targets</td>
</tr>
<tr>
<td>• Storage capacity for digital images and electronic resources increased three-fold to three terabytes</td>
</tr>
<tr>
<td>• Access speed to Internet doubled and security of link upgraded</td>
</tr>
<tr>
<td>• Security of equipment and facilities increased by installation of two uninterruptible power sources in the Computer Room</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.2 Increase control of our collection at each stage of the information life cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of electronic records for</td>
</tr>
<tr>
<td>Heritage (Mitchell) collection material</td>
</tr>
<tr>
<td>Current (all other) collection material</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.3 Improve our working environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Health and Safety requirements are met</td>
</tr>
<tr>
<td>New OH&amp;S strategic plan implemented including regular Workplace Inspection Program, injury prevention strategies, OH&amp;S awareness sessions</td>
</tr>
<tr>
<td>Targets in the HR Plan are met</td>
</tr>
<tr>
<td>Revised EEO awareness training implemented</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>3.4 Use information and the knowledge of staff for the benefit of the Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff participating in cross-divisional project teams</td>
</tr>
</tbody>
</table>

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# 4. State Library partners and advocates

## Outcome

<table>
<thead>
<tr>
<th>Corporate Performance Indicator and Current Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mutually satisfactory partnerships and relationships which recognise contributions and shared values</td>
</tr>
</tbody>
</table>

### Objectives

<table>
<thead>
<tr>
<th>4.1 Implement collaborative ventures and services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ventures meet agreed targets</td>
</tr>
<tr>
<td>• A record 38,417 primary school students entered the Nestlé Write Around Australia creative writing program and 18,500 participated in creative writing workshops at more than 50 public libraries across the country</td>
</tr>
<tr>
<td>• The BHP Billiton Skills.net NSW project worked with the Country Women’s Association of NSW to provide members with improved Internet skills</td>
</tr>
<tr>
<td>• The State Library allocated the second highest commitment of resources and totals achieved for archiving of websites and web publications to PANDORA</td>
</tr>
<tr>
<td>• AskNow!, a jointly operated online live reference inquiry service, is growing at a rate of 36% per year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2 Strengthen personal affiliations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained Foundation memberships</td>
</tr>
<tr>
<td>Foundation memberships show a net increase of 30% from 2002/03</td>
</tr>
<tr>
<td>Capital Campaign established</td>
</tr>
</tbody>
</table>

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1 The Library's collection will be revalued in 2004/05
Highlights from 2003/04

NSW community

- 333,000 high-quality digital images of original materials from the Mitchell and Dixson Libraries’ collections are available online.
- Online page requests totalled 19.6 million.
- The Library handled 3.3 million inquiries.
- Drug Information at Your Local Library (di@yll) funded to 2007.
- More than 153,700 people visited State Library exhibitions, and over 29,000 visited travelling exhibitions around Australia.

NSW public library network

- The Rural Link project was completed with 75 towns and over 185 buildings connected to the Internet.
- $21.988 million was allocated to public libraries.
- A record 78 library services entered service agreements with the Legal Information Access Service.
- The multilingual 'Bus' promotion campaign, Go to your Local Library, won the Best Integrated Transit Media Strategy award by ATOM (Awards in Transit Outdoor Media).

NSW Government

- Net cost of services variance from budget returned an actual neutral result.
- Information technology facilities upgraded to enhance security and reliability of information services.
- Preservation treatments were completed for 32,065 items.
- Total Asset Management priorities ensure Building Code of Australia compliance.

State Library partners and advocates

- A record 38,417 primary school students entered the Nestlé Write Around Australia creative writing program.
- 159 Volunteers contributed 11,600 hours of their time in support of the State Library.
- Inquiries to the AskNow! national collaborative online information service increased by 36%.
- The Register Of War Memorials in New South Wales recorded a total of 381 memorials and 40,059 veteran names.
- The State Library of New South Wales Foundation contributed $0.95 million to the Library.

Allocation of recurrent resources to programs 2004

<table>
<thead>
<tr>
<th>Program</th>
<th>Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public library services — including public library grants and subsidies</td>
<td>34%</td>
</tr>
<tr>
<td>Collection management services</td>
<td>29%</td>
</tr>
<tr>
<td>Reader services</td>
<td>18%</td>
</tr>
<tr>
<td>Electronic library services</td>
<td>8%</td>
</tr>
<tr>
<td>Education and client liaison services</td>
<td>6%</td>
</tr>
<tr>
<td>Resource management</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

Sources of income 2004

<table>
<thead>
<tr>
<th>Source</th>
<th>Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW Government — recurrent allocation</td>
<td>43%</td>
</tr>
<tr>
<td>NSW Government — public libraries grants and subsidies allocation</td>
<td>29%</td>
</tr>
<tr>
<td>NSW Government — capital allocation</td>
<td>18%</td>
</tr>
<tr>
<td>Grants, donations and contributions</td>
<td>5%</td>
</tr>
<tr>
<td>Commercial revenue</td>
<td>3%</td>
</tr>
<tr>
<td>Investment income</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>
Organisational structure as at June 2004

Library Council of New South Wales

Ministry for the Arts  State Librarian & Chief Executive

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Collection Management Services & Mitchell Librarian
- Original Materials
- Collection Services
- Preservation
- Imaging Services

Reader Services
- Reading Room Services (including document delivery)
- Legal Information Access Centre
- Health Information/Disability Services

Electronic Library Services
- IT Support
- IT Infrastructure
- Network Services (NSW.net, Rural Link, ILANET)
- Web Development
- Digital Library
- Enterprise Information

Education & Client Liaison Services
- Education & Training
- Community Programs/Volunteers
- Events & Exhibitions
- Merchandising
- Publications & Design
- Media Unit

Public Library Services
- Public Library Consultants
- Building & Planning Advisory Service
- Multicultural Service

Resource Management
- Finance
- Human Resources
- Facilities
- Security
- Service Improvement Program

* Reporting directly to the State Librarian: Policy & Research; SLNSW Foundation; Friends of the State Library; Glasshouse Café / Café Trim / Functions / Venue Hire Contract Management
Library Council of New South Wales

The Hon. Mahla Pearlman AO
BA, LLB (Hons)
President

Dr John Barclay
BA, DipEd, DipLib, MEd, PhD,
GradDipEmpRel
Director, Personnel Relations,
Australian Catholic University

Ms Belinda Hutchinson
BEc, FCA
Deputy President
Consultant, Macquarie Bank Ltd

Mr Robert Purves
BCom
Chairman, DCA Group Limited/
President, WWF (Australia) Limited

Mrs Dagmar Schmidmaier AM
BA, DipLib, MLib,
Hon DLitt, FALIA
State Librarian & Chief Executive
and Secretary to the Library
Council

Mr Paul A. Murnane
BEc, MBA
Executive Director,
JBWere Limited

Dr Bridget Griffen-Foley
BA (Hons), PhD
ARC Queen Elizabeth II Fellow
in Modern History and Politics,
Macquarie University

Mr David Sherbon
BA Econ (Hons)
Executive Chairman,
The Synthesis Consulting Group
Pty Ltd

Mr Wal King AO
BE, MEngSc, Hon DSc,
Hon FIEAust, CEng, FAIM,
FAIB, FTSE
Chief Executive Officer,
Leighton Holdings Limited
To February 2004

Mr Robert Knight
BA
Manager, Recreation
and Cultural Services,
Wagga Wagga City Council

Photos by Scott Wajon

Library Council of New South Wales Annual Report 2004
And thou, divine Linnaeus! from The Temple of Flora; or Garden of Nature, Robert Thornton, 1807

President’s overview
As my term on Library Council draws to a close at the end of 2004, I would like to take this opportunity to reflect on the last nine years. I extend my personal thanks to all who have served on the Council under my Presidency, and acknowledge most sincerely their support and contributions.

I also congratulate Dagmar Schmidmaier AM, State Librarian and Chief Executive, on her leadership of the Library and her strong contribution to the work of Library Council. Council members have a very productive working relationship with the State Librarian and her Executive team, who have set a clear strategic direction for the State Library in a period of challenge and change in the library and information world.

The increase in State Government financial support for the New South Wales public library network over the past few years is a significant and tangible symbol of the State Government’s commitment to public libraries and the leadership role played by the Library Council of New South Wales.

The State Library has made great advances in increasing accessibility, in every sense, to its wonderful collections, buildings and services. With the ongoing support of the Government, I feel confident that the Library Council will continue to fulfil its responsibility to promote, provide and maintain library and information services for the people of New South Wales.

Extending the reach of the collection

In 2004, the State Library celebrated its literary collections, as part of the lead-up to the Mitchell Library centenary in 2010. The exhibition Miles Franklin: A Brilliant Career? focused on the life and work of this remarkable writer, displaying the Library’s extensive Miles Franklin collection including diaries, personal letters, literary papers, photo albums and personal belongings. In March 2004 The Diaries of Miles Franklin, edited by Paul Brunton, was published by Allen & Unwin in association with the State Library of New South Wales. The book’s popularity is attested to by its first reprinting shortly after publication. Both the book and the exhibition attracted strong media interest.

The Nelson Meers Foundation Heritage Collection exhibition continues to delight visitors with its ever changing displays of Library treasures. This year visitors were enthralled to view handwritten manuscript material from the pens of Australian literary luminaries Henry Lawson, Ethel Turner and Banjo Patterson. As part of the Library’s commitment to making its collections accessible to all, the items displayed in the Nelson Meers Foundation Heritage Collection can also be viewed at <www.sl.nsw.gov.au/heritage/>.

The highly successful Matthew Flinders: The Ultimate Voyage exhibition concluded its two year national tour by returning to the State Library in December 2003. The Premier and Minister for the Arts, Bob Carr MP officially welcomed its return with a special navy-style reception on Friday 5 December.

The Library’s sporting collections were brought to the fore in 2003 through the exhibition Champions: Australian Sporting Greats and the display Run the Ball: Australian Rugby. The partnerships established through these activities led to the Library’s designation as the 2003 World Cup City Festivities Cultural Partner and the display of the Webb Ellis trophy in the foyer.

Legislative review and changes

Library Council’s recommendations arising from the review of the Library Act 1939 have been submitted to the Ministry for the Arts for consideration. The review confirms Library Council’s commitment to the core principle of free and equitable access to library and information services for the whole community.

The Statute Law (Miscellaneous Provisions) Act 2003 amended the Library Act 1939 with regard to the date and appointment of Library Council members and the calculation of terms when a member has filled a casual vacancy. The provisions took effect from 22 July 2003.
Financial management and planning

Council particularly commends the Library on its ongoing successful financial management in a period of continuing fiscal constraint. While cognisant of the need to exercise responsible financial management, Library Council continues to encourage ongoing Government commitment to the State Library of New South Wales and the public library network. This support is necessary for the provision of library and information services throughout the State, and for libraries to contribute to and support government initiatives and ongoing community development. The Library has absorbed the impact of the unfunded public sector salary rises this year, while maintaining appropriate levels of service.

Corporate plan

The Corporate Plan 2002/05 was endorsed by the Library Council in August 2002. The main focus of the plan, Shaping our Future Together, is the development of an integrated service model that meets increasing community demand for electronic service delivery and access to print resources, and the ongoing need to forge and maintain partnerships with other libraries and organisations.

The Council is pleased to report progress against all strategic objectives, in particular through the development of a new service model which Council endorsed at its April 2004 meeting.

The Council also acknowledges the implementation of a new organisational structure to support the Corporate Plan and commends the State Librarian and the Executive for their work.

The Library Council of New South Wales was pleased to note that the 2002/03 Annual Report received a bronze award in the Australasian Reporting Awards, making the third successive bronze award in this prestigious event.

Public library services

The strong relationship between the State Library and local authorities continues to ensure the ongoing success of the New South Wales public library network through the 99 library services across the State.

The Government allocated $21,988,000 to Public Library Grants and Subsidies in 2003/04. Public library projects are awarded Library Development Grants through a competitive process. This year $3,385,094 was awarded to 46 projects. Of these, 13 were for collection improvements, 13 for new and renovated buildings and five for services to children and young adults.

The research report Culturally diverse communities and the public library was published in February and launched on 24 March at the State Library by Mr Stepan Kerkyasharian AM, Chair of the Community Relations Commission for a Multicultural NSW. The report contains valuable information gained from 10 community language focus groups, as well as responses from public library staff serving multicultural communities. It will inform the strategic development of relevant and responsive library services for people of non-English speaking backgrounds.

In 2003/04 Library Council held two meetings outside the Sydney area. Wagga Wagga City Council hosted the November 2003 meeting and the April 2004 meeting took place in Wollongong. Library Council members were pleased to tour the Wagga Wagga City Library and the Wollongong City Library.

Library Council notes with pleasure the Government’s pledge of additional funding for public libraries totalling an additional $8.5 million over the 2003/04 to 2006/07 financial years. This funding enhances services to local communities including those in regional and rural New South Wales, particularly for the purchase of additional resources, including e-resources, and increasing flexibility of hours of opening.

Building restoration and maintenance

Total Asset Management Plan funds were expended on priority projects: upgrading Mitchell Wing air conditioning, fire door replacements, electrical upgrades and construction works to ensure that Library buildings comply with the Building Code of Australia. The paving in the Domain Terrace between the Macquarie Street and the Mitchell Wings is being replaced.

A refurbishment of the former Mitchell Library Reading Room to provide new inviting accommodation for Library Friends and Foundation will be completed in 2004.

The Heritage Stonework Project is part of a five-year program undertaken by the Department of Commerce to repair and restore the heritage Mitchell building. Scaffolding has been moved to the north-western corner of the building for the next phase. The project will be completed in time for the Mitchell Library Centenary in 2010.

The stunning cobalt blue Corsali sculpture in the well-loved Mitchell vestibule was launched by Her Excellency Professor Marie Bashir AC, Governor of New South Wales,
on 23 February 2004. The sculpture was funded by Dr Bruce Reid AM KNO, whose generous support for the Library is acknowledged.

**State and national cooperation**

The State Librarian is the Chair of the Council of Australian State Libraries (CASL), the peak body representing the state, territory and national libraries throughout Australia. CASL continues to promote joint projects and provides a coordinated approach to service development and management issues and strong leadership to the profession.

The Library has further developed its relationships with other Government agencies to meet the needs of the community. The Library enjoys a significant relationship with the NSW Attorney General's Department through the joint commitment to the Legal Information Access Centre (LIAC), a community legal information service available throughout New South Wales via public libraries and the State Library of New South Wales.

The Health Information Service provides community information on health and wellbeing to the New South Wales community, again through public libraries. During the year a highly successful meeting with the NSW Health Participation Council established links to promote community interests and the need for health information. The Service is supported by NSW Health to June 2004, whose commitment is warmly noted.

**Collection management**

The *Collection Development Policy* defines the Library's collection for Government, stakeholders in other libraries and cultural institutions, the public and for Library staff. It sets collecting priorities and strategies that influence all parts of the Library's work.

The first stage of a comprehensive policy review has been completed. *Documenting Life in New South Wales* comprises detailed subject profiles of research-level holdings of the State Library, and is published on the website at <www.sl.nsw.gov.au/policies/collection.cfm>. The Policy enhances access to the Library's collections with direct links to major items and resources.

**Virtual collections**

The digitisation program aims to provide high quality digital access to the Library's heritage collection. This year 16,398 additional high-quality digital images of original letters and diaries, photographs and paintings have been made available via the website, up from 15,763 images in 2002/03. Digital images are linked to catalogue records, and special exhibition websites such as the *Heritage Collection*, *Miles Franklin* and *This Working Life*.

Historically significant manuscript documents, with accompanying transcripts of text, such as the First Fleet journals of Lieutenant Ralph Clark, have been added this year. Other digitisation highlights for 2003/04 include Miles Franklin's correspondence with Henry Lawson, 1899-1902. A new addition to the digital collection is the audio component with transcripts on the Miles Franklin web page at <www.sl.nsw.gov.au/exhibitions/miles/>.

The Collection Guide to Dance is also now available, published as part of the Jean Garling Performing Arts Project. Miss Jean Garling, who died in 1998, is one of the Library's most generous benefactors. She had a life-long interest in theatre and dance and funding from her bequest has made it possible to enhance access to this area of collection strength.

The guide gives an overview of the Library's dance collection and serves as a starting point for those researching dance with information about the scope and content of the collection. It also provides general guidelines for accessing resources. It is available at <www.sl.nsw.gov.au/collguides/dance/>.

**Significant purchases**

Of the thousands of new purchases this year, *Eighteenth Century Collections Online*, with a perpetual access license, is one of the most important. This dataset provides online access to the complete English language publishing output of the 18th century, with around 150,000 books in full text.

**Awards and fellowships**

Library Council manages two important bequest fellowships promoting the use of the Mitchell Library for research. The 2003 CH Currey Memorial Fellowship was awarded to Mr Jock Given to write a biography of Ernest Fisk detailing his role in the information age. The Nancy Keesing Fellowship for 2003 was awarded to Ms Jeannine Baker to research Australian women war correspondents from World War I to the Vietnamese conflict.

In May, Katie Lahey, Chief Executive, Business Council of Australia, launched the inaugural Blake Dawson Waldron Prize for Business Literature. The Chairman of Partners, Blake Dawson Waldron, Mr Richard Fisher, said the Prize was sparked by a desire to add something new to Australia’s intellectual and cultural life. The Prize worth $30,000 will be administered by the State Library of New South Wales.

![Richard Fisher, Chairman of Partners, Blake Dawson Waldron, the Hon. Mahla Pearlman AO (judge) John Atkin, Managing Partner, Alan Cameron AM (judge), photo by Kate Pollard](image-url)
Two new honorary fellowships have been established this year under the auspices of the Council of Australian State Libraries and the Library Council of New South Wales. They are for the best short-listed candidate for the CH Currey Memorial Fellowship and the Nancy Keesing Fellowship respectively. The Council of Australian State Libraries Honorary Fellowship has been awarded to Dr Tony Collins for his research on ‘The Sporting Mirror: Sport and Anglo-Australian relations c. 1870-1970’. The Library Council of New South Wales Honorary Fellowship has been awarded to Dr Annette Bremer for ‘Letter writing and domestic culture in colonial New South Wales. 1788-1850: the Piper correspondence’.

The Milt Luger Fellowships were established in 2004 through the generous support of Ms Roslyn G Luger in honour of her late husband, Milt (Milton) Luger (1924-2001). The Milt Luger Fellowships aim to promote the State Library of New South Wales as a centre of research by and for young people. Applications are open to persons between 18 and 25 years of age. The Milt Luger Fellowships are the first awards established at the State Library specifically for the encouragement of research projects by young people.

Foundation and Friends
Library Council would like to acknowledge its grateful appreciation to all individuals and organisations that supported the State Library of New South Wales Foundation in 2003/04. The Council would also like to acknowledge the commitment and contribution of the Hon. Justice David Levine RFD and members of the Friends Committee.

Library Council committees
The five committees of Library Council continue to play an important role in enabling Library Council to meet its responsibilities. The committees are: the Finance Committee chaired by Mr David Sherbon; the Public Libraries Consultative Committee chaired by Mr Robert Knight; the Grants Committee chaired by Mr Robert Purves; the Currey and Keesing Fellowships Committee chaired by Dr John Barclay; and the Library Act Review Committee chaired by the Hon. Mahla Pearlman AO. Council members also serve on the State Library of New South Wales Foundation Trustees and the Friends of the State Library of New South Wales Committee.

In memoriam
Members of Library Council were saddened this year by the deaths of some significant figures in the library community. Warren Horton AM was Deputy State Librarian from 1975 to 1981. His distinguished career included appointments as Director General of the National Library of Australia and State Librarian in Victoria. Warren Horton made a major contribution to libraries and librarianship through his participation in significant leadership roles, nationally and internationally. His career in libraries commenced with his appointment to a junior library assistant position at the (then) Public Library of New South Wales in 1958. Warren died in November 2003.

Allan Horton, who died in December 2003, was also a former staff member of the (then) Public Library of New South Wales, commencing in 1944 as a junior clerk. He became the University Librarian at the University of New South Wales from 1966 until his retirement in 1988. Allan Horton was very active in his profession, and lobbied on matters of broad professional interest. He was Chairman of the Commonwealth’s Committee of Inquiry into Public Libraries from 1975 to 1976.

Ms Lesley Payne died in May 2004. Lesley Payne was a staff nominated, Government appointed member of Library Council from 1985 to 1989. Lesley Payne worked at the Library from 1964 to 2000 and was active in many facets of the organisation, including coordinating the Library’s Volunteers Program from 1991 to 1997.

Acknowledgments
Library Council acknowledges and thanks all Library staff for their ongoing commitment to delivery of Library services to the community. The generous support received from a large number of individuals and organisations throughout the year is also gratefully acknowledged. The dedication and interest of the Friends of the State Library of New South Wales Committee and the Foundation Trustees is also acknowledged and appreciated.

In February 2004 Mr Wal King AO tendered his resignation from Council due to his other commitments. His resignation was accepted with regret. Library Council members record their appreciation of his contribution to Council and the Finance Committee. Dr Bridget Griffen-Foley, Ms Belinda Hutchinson and Mr David Sherbon were re-appointed to Library Council for three years from 1 January 2004.

Library Council would like to thank the State Librarian Mrs Dagmar Schmidmaier AM for her leadership and her support for the activities of Library Council and the public library network.

Library Council warmly congratulates Dagmar Schmidmaier AM on her appointment as a Member of the Order of Australia for service to librarianship, particularly through the application of new technology and information systems and in the areas of administration and education. Library Council is also pleased to note the election of the State Librarian as Chair of the Aurora Foundation Ltd, a not for profit organisation that provides education, development and training opportunities for leadership in library and information science.

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The Hon. Mahla L. Pearlman AO
President, Library Council of New South Wales
Preservation treatments completed for 32,065 items

A record 38,417 primary school students entered the Nestlé Write Around Australia creative writing program

159 Volunteers contributed 11,600 hours of their time in support of the State Library

The State Library of New South Wales Foundation contributed $0.95 million to Library initiatives
Achievements in 2003/04
Achievements in 2003/04

1. NSW community

Objective 1.1 Simplify and streamline services to improve client access to information

Corporate performance indicator

<table>
<thead>
<tr>
<th></th>
<th>2001/02</th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items retrieved from stack</td>
<td>86%</td>
<td>89%</td>
<td>94%</td>
</tr>
<tr>
<td>Information inquiries</td>
<td>99%</td>
<td>99%</td>
<td>94%</td>
</tr>
<tr>
<td>Interlibrary loans completed</td>
<td>97%</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>Documents supplied</td>
<td>99%</td>
<td>99%</td>
<td>96%</td>
</tr>
</tbody>
</table>

The corporate plan, *Shaping our future together*, identifies strategies for each of our principal client groups with service delivery and priority activities that focus on meeting the demands of clients. The corporate plan’s strategic direction is grounded in the *Library Act 1939* and is based on client research and an acknowledgement of the changing environment in which library and information services operate.

The key Community outcome to 2005 is increased access to information. In 2003/04, the Library continued to achieve this by streamlining services and extending access to collections, and leading to an integrated library and information service in the real and virtual world.

The strategies and outcomes reported highlight how the Library is creating infrastructure and enhancing electronic service delivery to provide access to collections and services. Many of these activities are achieved through cooperation and partnerships. The success of these strategies is indicated in the trends in use of our services and products.

Access to information services

The integration of processes and policies in the Mitchell Library and State Reference Library continued so that clients’ needs can be met at a single service point. Client registration was extended to all State Library clients. In 2005, services will be further improved, based on client research.

Improvement to services for remote clients is a priority. This is being achieved with greater access to online services including through AskNow!, the online live reference inquiry service, sponsored by the Council of Australian State Libraries, and operated jointly by nine national, state and territory libraries. AskNow! clients have access to reference staff who use the web at <www.sl.nsw.gov.au/ask/> to provide information, referral and search assistance using online chat. The service is growing at a rate of 36% per year.

<table>
<thead>
<tr>
<th>Interlibrary loans and copies</th>
<th>2001/02</th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multicultural loans</td>
<td>74,273</td>
<td>76,305</td>
<td>80,608</td>
</tr>
<tr>
<td>Disability collection loans</td>
<td>16,295</td>
<td>15,891</td>
<td>14,928</td>
</tr>
<tr>
<td>Print loans</td>
<td>11,732</td>
<td>11,114</td>
<td>9,238</td>
</tr>
<tr>
<td>Document supply</td>
<td>12,444</td>
<td>7,080</td>
<td>3,123</td>
</tr>
</tbody>
</table>

1 Target achieved in July-September 2003. Incomplete data due to reorganisation of service.
2 As above
Access to collections


Clients can now search an extended range of the Library's print and electronic collections at one public computer, with the State Reference Library scanned card catalogue of pre-1980 printed material now available on 33 public PCs.

The digitisation program is a key strategy to extend the collections to onsite and remote clients. Digitisation preserves rare and valuable original resources, and brings these materials to a wider audience by being accessible online. Over 16,000 digital images from the Mitchell and Dixson Libraries collections were made available online through catalogue records, bringing the total to 333,000. Selected collections of digital copies from analogue videodisc images were rescanned and their quality upgraded. These include 6,918 images from *At work and play*, a pre-1939 rural New South Wales digital collection.

Client use of images in the Pictures and Manuscripts catalogue (PICMAN) continues to grow, with a 15% increase in page requests this year. PICMAN contributed 267,180 images, or 25% of all available images, to PictureAustralia, a national service to access Australian pictorial collections online.

Clients can now also access a wide range of electronic information resources through 34,220 computer catalogue links, which Library staff create and update.

Access through improved skills


The State Library is an important resource for students at all stages of education, with up to 60% of all users undertaking study. Over 2,000 people took part in education programs that seek to increase independent use of the Library. Over 50% of participants were senior secondary students, many of whom were first time visitors.

Education programs increase understanding of Library collections and services and develop information search skills. The Library ran more than 100 education programs including *Introduction to Library Research Skills; Preparing for Research; Researching on the Internet and Seek, Search and Select* workshops. A series of eight Quickstart workshops introduce participants to various collections and services.

Tours and programs for university student groups highlighted specialist collections to support studies in cultural history, natural history, heritage studies and architecture. An introductory program was also developed for undergraduate history students.

Access through targeted services ILANET

<www.ilanet.net.au>

ILANET is a fee-based information service. During the year more than 450 members used the service. Members include public and health libraries, government departments, and educational, legal and financial institutions. In order to simplify client access, the 2004/05 business plan will align ILANET with NSW.net and the Library's overall online service delivery model.
**Legal Information Access Centre (LIAC)**

LIAC is a statewide service that provides plain English access to legal information. The service operates in partnership with New South Wales public libraries and is jointly funded with the Public Purpose Fund. Staff responded to 17,400 inquiries, an increase of 4% over the previous year. Search and selection tools on the LIAC website were further refined and developed to increase client independence. The site received 346,870 page requests, an increase of 12% on 2002/03.

*Hot Topics* is LIAC’s plain language series about the law. Titles published this year were *Water law*, in collaboration with the Environmental Defender’s Office; *Children and families*, *Privacy*, and *You and Your Lawyer*, published in collaboration with the Office of the Legal Services Commissioner. Each issue is distributed free to all 379 public libraries, legal aid offices and community legal centres. The publication is also for sale, see page 78 for details, and selected titles can be accessed on the website.

Renewal of the Library’s partnership with the Trustees of the Public Purpose Fund to June 2006 highlights the benefit the service provides in improving equitable access to quality legal information for the New South Wales community.

**Services to Aboriginal and Torres Strait Islander Peoples**

Library skills and resources were made available through a range of regional and specialist activities. Indigenous record information days were held with State Records of NSW, Department of Aboriginal Affairs and the Department of Community Services at Wagga Wagga and at Kingswood during National Aboriginal and Islander Day of Celebration (NAIDOC week) in July.

Several Indigenous groups including the National Aboriginal and Islander Skills Development Association (NAISDA), Redfern Aboriginal Dance Theatre, Link-Up (NSW) and University of Technology Indigenous Community Management students were introduced to the use of resources and services at the Library.

Our Indigenous librarians also participated with State Records and the Department of Corrective Services in presenting family history training workshops for Indigenous women at the Emu Plains Correctional Centre.

Over 150 specialist information inquiries were answered for Indigenous clients unable to visit the Library. INFOKOORI, the Library’s online index to the *Koori Mail* newspaper and other Indigenous publications, has continued to grow. The addition of 2,750 records in 2003/04 brought the index total to 125,770 and the website received 89,230 page requests <www.sl.nsw.gov.au/infokoori>.

Selections from the life and work of Australia’s first published Aboriginal author, David Unaipon, were exhibited in the *Nelson Meers Foundation Heritage Collection*. The State Library holds a significant collection of Unaipon’s correspondence and writings, which were featured on the ABC’s *7.30 Report* program in June.

During the year, the Library participated in a CASL survey of Indigenous library services and collections, and a review of the Aboriginal and Torres Strait Islander Protocols for Libraries, Archives and Information Services. In December 2004, the State Library and the Jumbunna Indigenous House of Learning, University of Technology, Sydney, with the support of CASL, is hosting a Colloquium on *Libraries and Indigenous Knowledge: a National Forum for Libraries, Archives and Information Services* <www.sl.nsw.gov.au/colloquium>.

**Health and Disability Information Services**

The Health Information Service (HIS) supports community health and wellbeing with quality print and online information and resources. It is a State Library initiative begun with the support MBF, and now operating in partnership with NSW Health and the NSW Nurses’ Association.

Staff answered 1,300 information inquiries from remote users and conducted over 100 specialist research consultation visits. The HealthLinks collection of quality assured health information websites at <www.sl.nsw.gov.au/links/health/> is continuously revised and updated. This popular resource had 38,350 page requests. HIS staff also provided training to public librarians in the access and use of health resources.

**Disability services**

Specialist information and referral to appropriate services agencies are the focus for the Disability Information Service. In 2003/04, the *Disability Action Plan 2003/06* was adopted by the Department of Ageing, Disability and Home Care and its implementation is on target. The Plan’s priority strategies are service delivery, access to the collection and the provision of appropriate resources and facilities for both staff and clients with a disability.

During 2003/04 all Reader Services staff were trained in using adaptive technology and assisting clients with a disability to use the Library’s collections and services. The disability access lending collection grew to 19,902 items.
with the addition of 676 new alternative format titles. This is a high use collection, particularly by public libraries.

Awareness of EEO was incorporated into selection techniques training for staff, a policy for volunteers assisting clients with a disability was implemented and all new and existing web pages meet World Wide Web Consortium (W3C) and OICT website accessibility guidelines.

**Drug Information at Your Local Library (di@yll) <http://diayll.sl.nsw.gov.au/>**

The di@yll service provides quality information and resources through public libraries and the di@yll Internet Gateway. The website is recommended as a key resource for New South Wales primary and secondary schools. In 2003/04 it received 152,970 page requests, an increase of 72% on 2002/03.

di@yll is a collaborative project between the State Library and the Premier's Department, arising from the 1999 Drug Summit. In October 2003, funding was approved for its continuation to 2007. For more information about di@yll in public libraries, see page 24.

**Services for women**

The New South Wales Government *Action Plan for Women* includes relevant strategies for the provision of information and services to women. These strategies support the whole of government approach to meeting the policy objectives of the Action Plan. There are no specific commitments in the plan that refer to the State Library. The Library's mainstreamed services and programs are equally available to women, and significantly benefit women. Women consistently represent about 50% of users of all services, indicating that our inclusive approach facilitates access. Exhibitions and public programs also promote the position of women in society.

Flexible working arrangements and EEO and OH&S policies and practices (reported on page 31) promote the plan's objective that workplaces are equitable, safe and responsive to all aspects of women's lives. Women comprise 67% of staff, with 73% in manager positions and above. Six senior women staff participated in The Stephenson Partnership Executive Women's Development Program, which extends the leadership potential of women managers.

**Consumer response**

Of the 623 written comments received about services and collections, 96% (597) were appreciative. In particular, Library staff knowledge, helpfulness and courtesy were singled out. The collections and quality of staff assistance were acknowledged in several publications and films.

The Library received 26 written complaints including 13 comments about facilities, six about building works, two about faulty equipment and five related to service issues. All complaints have been investigated and addressed as appropriate, being responded to within agreed timeframes.

**Guarantee of service**

- 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 within negotiated deadlines
- Resources held in the State Library's collections are able to be located easily
- Services and resources meet the needs of Aboriginal and Torres Strait Islander clients
- Services and resources meet the needs of clients from non-English speaking backgrounds
- Services and resources meet the needs of clients with disabilities
- Appropriate and well maintained equipment and facilities are available
- Training courses provide participants with appropriate skills
- Fee-based services provide value for money
Through the corporate plan, the Library is developing a model that integrates service delivery in the real and virtual environment. Strategies to achieve this include promoting access to electronic resources and the digitisation program highlighted elsewhere. Collecting and making available electronic publications, and a seamless web presence for our collections, content and services are the means to realise this integrated service.

Access to the Library’s website continues to grow rapidly. Page requests again increased, by 19%, maintaining the trend of the past five years, and one that will continue with our strategy of increasing the availability of information content.

The Library subscribes to 130 electronic databases and 7,328 full text journal publications following a major review of databases and a doubling of expenditure on electronic resources in 2004. New titles include: ProQuest 5000; ProQuest Historical Newspapers; EBSCO Academic Search Premier; Australia and New Zealand Newsstand; PsycINFO with Full Text and PsycARTICLES; Business Source Premier; Columbia Granger’s World of Poetry; British Humanities Index; Film Indexes Online, and International Index to Performing Arts Full Text.

Eighteenth Century Collections Online was purchased with a perpetual access license. This is an online collection of nearly 150,000 English and foreign language titles published in Great Britain during this period.

Government information is also being increasingly published in electronic only format. As the New South Wales library of record the State Library collects and archives important electronic government publications, making links accessible through the catalogue. The Library is a significant contributor to the New South Wales eGovernment strategy. A research project is in progress to assess the use of online government information in public libraries and the State Library, and will report in November 2004.

Integrated online access

The number of resources digitised and made accessible on the Internet continued to grow with 16,083 images created in 2003/04. The majority were from the Mitchell and Dixson Libraries’ collections and included manuscripts with accompanying transcripts of text, such as the First Fleet journals of Lieutenant Ralph Clark, and collections of letters of William Waterhouse, David Blackburn and Margaret Catchpole.


The Collection Guide to Dance came online during the year. It is a model that sets standards and directions for improving access to our collections. It provides access to all of the Library’s dance formats and resources. It was developed through funding from the Jean Garling Bequest.

Access to two major microfilm collections of manuscript materials in Pacific, British and Irish archives was enhanced with the creation of 2,024 electronic records on PICMAN. Clients can now search online for content details of 2,000 microfilm reels.

### Objective 1.2 Develop an integrated information service, real and virtual

#### Corporate performance indicator

<table>
<thead>
<tr>
<th>Significant heritage and current resources in electronic form</th>
<th>2001/02</th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pages and pictorial images digitised</td>
<td>7,854</td>
<td>15,763</td>
<td>16,398</td>
</tr>
<tr>
<td>Web publications preserved</td>
<td>176</td>
<td>421</td>
<td>730</td>
</tr>
<tr>
<td>Live links to e-resources in the online catalogue WEBCAT</td>
<td>7,300</td>
<td>20,235</td>
<td>34,223</td>
</tr>
<tr>
<td>Full text electronic journal titles held</td>
<td>n/a</td>
<td>4,953</td>
<td>7,328</td>
</tr>
</tbody>
</table>

- **Electronic Reference Team (back)** Cathi Joseph, David Berg, Edvard Vesterberg (second row) Philippa Airmfield, Martin Hagous, Edith Ho, Suzette Bruggemann (front row) Kathy Loukakis, Wendy Holz and Andy Carr, photo by Scott Wajon

- **Web page requests 2000/01 to 2003/04 (millions)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>2,534,470</td>
</tr>
<tr>
<td>2001</td>
<td>7,321,178</td>
</tr>
<tr>
<td>2002</td>
<td>16,490,166</td>
</tr>
<tr>
<td>2003</td>
<td>19,616,749</td>
</tr>
</tbody>
</table>


  The high use of the website Internet Links page highlights the value to the community of quality reviewed and Library refereed sites. A team of experienced librarians select and evaluate all sites before they are added. During the year 91 sites were added for a total of 1,333 and the layout and structure of the links were continuously reviewed to make access easier for clients.

- **Objective 1.2 Develop an integrated information service, real and virtual**

  The Library subscribes to 130 electronic databases and 7,328 full text journal publications following a major review of databases and a doubling of expenditure on electronic resources in 2004. New titles include: ProQuest 5000; ProQuest Historical Newspapers; EBSCO Academic Search Premier; Australia and New Zealand Newsstand; PsycINFO with Full Text and PsycARTICLES; Business Source Premier; Columbia Granger’s World of Poetry; British Humanities Index; Film Indexes Online, and International Index to Performing Arts Full Text.

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Objective 1.3 Ensure staff have the skills to meet our strategic priorities

Corporate performance indicator

<table>
<thead>
<tr>
<th></th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff hours in formal learning activities</td>
<td>6,744</td>
<td>7,588</td>
</tr>
</tbody>
</table>

Skills to meet strategic priorities

Access to the skills and knowledge of staff is a key component of our users’ library experience, and ensures services are consistent and high quality. Library-wide staff training focused on developing expertise and addressing learning needs across the organisation. Support was provided for individual staff to attend a wide range of training programs, seminars and conferences to maintain and improve professional knowledge and skills.

Staff from across the Library are also contributing their skills and expertise to the development of our new model that integrates real and virtual service delivery.

Targeted training

Training priorities in 2003/04 included the development of managers and supervisors, occupational health and safety training for staff, managers and executive, and enhancing client service skills. Some 475 participants took part in the training sessions.

An information and communication technology skills training program was completed with 185 staff improving skills in word processing, spreadsheets and creating presentations. Self-paced training is also available for staff on the network.

Leadership development programs

Six senior staff completed The Stephenson Partnership’s Executive Women’s Development Program. A further 33 staff participated in leadership courses. The programs aim to develop the leadership potential of staff already in, or moving to managerial positions. Further training programs will be delivered throughout the Library in 2004/05. These are important programs for succession planning and for sharing and developing staff skills, knowledge and expertise.
Objective 1.4 Extend the reach of the collection

Corporate performance indicator

<table>
<thead>
<tr>
<th>Number of uses of the collection (onsite and offsite)</th>
<th>2001/02</th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiries responded to</td>
<td>1,846,463</td>
<td>3,539,204</td>
<td>3,386,716</td>
</tr>
<tr>
<td>Uses of collection items</td>
<td>2,110,037</td>
<td>2,174,922</td>
<td>2,140,765</td>
</tr>
<tr>
<td>Exhibition visits</td>
<td>223,421</td>
<td>153,177</td>
<td>153,706</td>
</tr>
<tr>
<td>Public program participants</td>
<td>34,058</td>
<td>37,825</td>
<td>40,603</td>
</tr>
<tr>
<td>Requests for State Library webpages</td>
<td>7,321,178</td>
<td>16,490,166</td>
<td>19,616,749</td>
</tr>
</tbody>
</table>

Number of citations of the collection

<table>
<thead>
<tr>
<th>Applications for reproduction of State Library material</th>
<th>556</th>
<th>601</th>
<th>565</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection items approved for reproduction</td>
<td>1,673</td>
<td>1,938</td>
<td>2,193</td>
</tr>
</tbody>
</table>

Extending reach

The exhibitions and public events program aims to increase access to collections and reach new audiences. Over 20 exhibitions and displays attracted 124,672 visitors to the Library, an increase of 15% on 2002/03. A further 29,034 visited the Matthew Flinders and Miles Franklin exhibitions that toured regional areas. All exhibitions have an online presence and exhibition web pages received 190,180 page requests, an increase of 7% over 2002/03.


Highlights for 2003/04 included exhibitions in the Project 2001-2010 program, our ten-year plan that celebrates collection strengths as the Library moves towards the centenary of the Mitchell Library in 2010. Commencing with Matthew Flinders in 2001, and Antarctica in 2002, Sport and Literature were celebrated in 2003 and 2004 respectively.

In 2003 the sporting collections were featured in Champions: Australian Sporting Greats. Run the Ball! Australian Rugby was presented in partnership with the Australian Rugby Union to coincide with the 2003 Rugby World Cup and included display of the Webb Ellis (World) Cup. Champions featured unique photographs of Australian sportsmen and women and sports memorabilia from the earliest days of white settlement to today.

Literature is celebrated in 2004 through Miles Franklin: A Brilliant Career?, an exhibition of Miles Franklin’s life and work, the digitised Miles Franklin Collection at <www.sl.nsw.gov.au/franklin/> and an extended series of public events and activities. The exhibition features letters and manuscripts from this acclaimed Australian writer.

The Library’s photography collections will be celebrated in 2005 and will highlight their significance to the documentary knowledge of the lives of people in New South Wales.

The Nelson Meers Foundation Heritage Collection exhibition continued to attract visitors to a unique and changing range of material including manuscripts, rare books, coins and works of art. The exhibition is linked to education programs, public events and the digitisation program.

The Freeman Studio exhibition was presented in The Picture Gallery while Max Dupain’s Australians was the third State Library exhibition featuring the photographic legacy of this celebrated photographer. This Working Life drew on the Library’s business archives and presented a rich picture of working life in New South Wales. The contribution of French people from 1788 onwards was highlighted in Vive la différence! The French in NSW.

Guest exhibitions during the year included Tracings: Architectural and Urban Memories which provided an innovative insight into the built and social history of Newcastle, and World Press Photo 2004.

Lighting was upgraded in the Mitchell Galleries and a new Mitchell Vestibule Display Case to show new acquisitions and items that highlight special events was established with the generosity of State Library Foundation supporters Dr Alex Robertson, Ms Dorothy Peake and Mrs Zeny Edwards.
Visitors enjoy the Nelson Meers Foundation Heritage Collection exhibition, photo by Scott Wajon

Touring exhibitions
Taking State Library exhibitions to regional communities is an important part of extending the reach of the collection to the people of New South Wales. Supported by a Commonwealth Government Visions of Australia grant, Miles Franklin: A Brilliant Career? attracted over 25,000 visitors at Tweed Heads, Kempsey, Port Macquarie, Cessnock, Scone, Muswellbrook and Darwin. The exhibition will continue to tour New South Wales country public libraries in 2004/05. A feature of the tour was over 30 public presentations by senior curator, Paul Brunton.

Matthew Flinders: The Ultimate Voyage returned to the Mitchell Galleries in December 2003 after drawing 207,000 visitors to venues across seven states and territories over a two-year period.

Exhibition loans
The Library loaned 153 collection items to cultural institutions throughout Australia and the United Kingdom. These included:
- watercolours by William Hodges (1773) to the National Maritime Museum, London
- Captain Cook’s instructions to observe the Transit of Venus in 1769, to the Sydney Observatory
- Shakespeare’s First Folio to the Wagga Wagga City Library
- nine works to the Queen Victoria Museum, Launceston for the Bicentenary of white settlement in Tasmania
- 17 works to the Bathurst Regional Art Gallery exhibition, More Easily Imagined: Crossings of the Blue Mountains
- 14 works to the major travelling exhibition John Glover and the Colonial Picturesque organised by the Tasmanian Museum and Art Gallery.

Reproduction of collection material
In 2003/04, 2,193 collection items were approved for reproduction in journals, books and film productions. Approximately 55% of requests came from New South Wales and 12% from overseas. Library material has appeared in diverse publications including the international documentary maker Ken Burns’ story of the Tommy Burns vs Jack Johnson boxing match of 1908; the ABC’s forthcoming History Detectives series; a Canadian documentary production The world in art; the Folio Society’s edition of Charles Darwin’s The voyage of the Beagle; and The art of war series by Betty Churcher AO.

Events <www.sl.nsw.gov.au/whatson/events.cfm>
An innovative range of Library events continued to develop partnerships and highlight the role of the collections in cultural development and expression in New South Wales.

Several events were held in association with the exhibition Miles Franklin: A brilliant career? The Written Word series of talks and panel discussions with young writers was very successful in attracting new visitors aged between 18-35 years. A daytime series of classic literary biography was also very popular.

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The State Library acknowledges the Sydney Morning Herald for its generous media sponsorship of the Miles Franklin exhibition and Literature 2004 public events.

In April 2004, the Library participated in a New South Wales Government initiative Museums Light up Sydney, a late evening opening of the exhibitions and displays of 26 cultural organisations around the city.

With the Festival of Sydney and the Australian Film Television and Radio School (AFTRS) the work of AFTRS graduates in The Next Generation: New Directors Film Festival was screened in January.

Professor Martin N Nakata delivers the Ben Haneman Memorial lecture on Indigenous knowledge

Media coverage

Media coverage attracts first time and repeat visitors and increases awareness of the Library’s collections and services. In 2003/04, a record 32 different aspects of the Library’s collection were highlighted in media coverage, primarily through the Nelson Meers Foundation Heritage Collection, This Working Life exhibition, Sport 2003 and Literature 2004 activities. Favourable coverage rose by 5% and by 130% in ethnic media compared to 2002/03.

Sports media coverage and a partnership with Radio 2KY for Champions: Australian Sporting Greats contributed significantly to attracting 40% of first time visitors to the exhibition. Through Radio 2KY and the participation of sporting identities including Shane Gould, Liz Ellis, Jeff Fenech, Les Murray and Johnny Warren, Champions extended the Library’s profile to sportspeople and sports enthusiasts.

Media interest in the Library’s Online Collection Guide to Dance was generated through a special viewing of dance material with dance legends Graeme Murphy, Janet Vernon and David McAllister.

The use of targeted media coverage and email promotion of exhibitions and events contributed significantly to attracting record levels of new and younger visitors aged 18 to 35 years.

Reaching into schools

Infocus, the Library’s Higher School Certificate resource service, supplied a record 11,250 items to 432 school and public library members. The Library thanks Duke Energy International for their support of this targeted service.

Forty-eight schools are now members of iSELECT for Schools, an ILANET initiative which provides Infocus school members with convenient access to selected online information services.

The Nelson Meers Foundation Heritage Collection education kit, developed to assist teachers planning a class visit, has been updated to reflect changes to the exhibition <www.sl.nsw.gov.au/heritage/students.cfm>.

Library Shop

The Library Shop extends the reach of the collections through sales of cards and products based on collection images and exhibition themes, and books and other products about Australia. Library cards are also distributed wholesale and online purchasing will be available to Library Shop customers from November 2004.
Achievements in 2003/04

2. NSW public library network

Objective 2.1 Maintain and develop an integrated network to deliver shared services across New South Wales

Corporate performance indicator 2003/04

Shared service delivery enhanced across New South Wales

- Internet access for the community installed at 88 public libraries
- 50 library services purchased 106 subscriptions to online databases via the NSW.net purchasing cooperative
- Rural Link installations in 75 towns and over 185 buildings completed

An integrated network

Public libraries and the State Library work together to provide library and information services to people throughout New South Wales. This partnership promotes community development and sustainability and meets the objectives of the Government's Principles for Regional Programs through sharing resources and expertise, and supporting programs that could not be developed alone.

The Library administers the Public Library Grants and Subsidies Program, provides consultancy and policy advice to local authorities and oversees compliance with the Library Act 1939.

Public library statistics and reporting are an important part of compliance and evaluation. A new statistical database is being implemented in 2004/05 to provide the public library network with up-to-date and comparable information on services to clients and the community. It will streamline the collection of statistical information from local library services, and speed up reporting.

In partnership with local government

The strong relationship between the State Library and local authorities continues to support the success of the New South Wales public library network through the 99 library services across the State. In 2003/04 the State Government allocated $21,988,000 to public libraries, $2,000,000 of which was for the continued operation of NSW.net.

Public library projects are awarded Library Development Grants through a competitive process. This year $3,385,094 was awarded to 46 projects. Of these 13 were for collection improvements, 13 for new and renovated buildings and five were for services to children and young adults. A complete list of grants awarded is on page 49.

State Library staff contributed to reviews of Riverina Regional Library and Upper Hunter Regional Library, and assisted Holroyd City Library and Parramatta City Library with strategic planning workshops.

Opening of the new Eden library, supported by a Library Development Grant, Bega Mayor Clr David Hede and Dagmar Schmidmaier AM

A survey supported by the NSW Department of Commerce to document information about digitisation initiatives of New South Wales public library services was completed. The outcome, PictureNSW, is an online directory of local history collections in New South Wales public libraries and is available at <www.sl.nsw.gov.au/localhistory>.

NSW.net

NSW.net enhances access to electronic information through Internet connections, public access terminals and online services to local councils, libraries and community facilities in New South Wales.

During its first year of recurrent funding, NSW.net continued to improve services and maintain its position as preferred provider of connectivity and online resources to councils and libraries. Most community facilities were upgraded to faster broadband connections and new connection choices, including mobile satellite, were trialled in towns where available services are limited. Internet access for the community was installed at 88 public libraries.
Free access to four online full text databases was extended to all New South Wales public libraries and 46 libraries offer patrons the opportunity to use the databases from home. There are now 50 library services purchasing 106 subscriptions to online databases via the NSW.net purchasing cooperative. Database training is conducted regularly, and over 300 staff from 60 libraries participated in training in Sydney and regional centres.

**Rural Link**

The Rural Link satellite and wireless network provides cost-effective fast connections for community facilities in small rural towns without alternative broadband Internet access.

By December 2003 Rural Link had completed its installations in 75 towns and over 185 buildings were connected. Key clients include shire councils, community technology centres and 48 public libraries. Rural Link was funded by the Commonwealth Government’s *Networking the Nation*, and the NSW Office of Information & Communications Technology (OICT).

**BHP Billiton Skills.net NSW**

An essential element of the Rural Link strategy is the information literacy program, Skills.net, which delivers free Internet training to rural and regional communities via public libraries. The project is jointly funded by Rural Link and BHP Billiton, whose support is acknowledged.

In 2003/04, 85 public library staff were trained to present nine Skills.net courses. More than 1,500 community members have participated in Skills.net workshops in 90 locations across the State. Project support materials and workshop resources are available through the Skills.net website, [www.skillsnet.sl.nsw.gov.au](http://www.skillsnet.sl.nsw.gov.au).

**Access to legal information**

The LIAC public libraries program provides legal information to local communities at public libraries across New South Wales.

A record 78 library services entered service agreements with LIAC. As a result, 52 public librarians completed LIAC's trainer program leading to on-training of a further 276 staff at the local level. All training materials were made available on LIAC’s website.

**LIAC public library service partners**

<table>
<thead>
<tr>
<th>Year</th>
<th>96</th>
<th>99</th>
<th>00</th>
<th>01</th>
<th>02</th>
<th>04</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
<td>33</td>
<td>50</td>
<td>61</td>
<td>70</td>
<td>78</td>
</tr>
</tbody>
</table>

LIAC collections in all public library services were updated and 15 government and legal agencies now supply multiple copies of their key publications to public libraries on a regular basis.

*Law @ your library* promotional materials were distributed to all public libraries to promote awareness of the service. Libraries further promoted the service at more than 60 events during Law Week in May, an 80% increase over the previous year.

Inverell Shire Library and Upper Murray Regional Library received LIAC Centre of Excellence Awards for excellence in promoting community awareness of the service, at the annual Law and Justice Foundation of NSW Justice Award in October 2003.

**Access to health information**

The Health Information Service (HIS) continued to support public libraries’ provision of quality print and electronic health information. This included collaborating with Baulkham Hills Shire Library to develop a health information service for the Castle Hill community and participating in health database training for public library staff.

**Drug Information at Your Local Library (di@yll)**

di@yll continued to support New South Wales public libraries in the provision of quality drug information resources. Many local libraries formed partnerships with their local Community Drug Action Teams (CDAT) and promoted awareness among local community representatives to improve access to drug information for communities across New South Wales.
Multicultural services

The State Library's EAPS Plan focuses on initiatives that promote access to library and information services, collections and programs for culturally diverse people at the State Library and in public libraries.

The research report, *Culturally diverse communities and the public library*, was published in February 2004 and launched by the Chair of the Community Relations Commission for a Multicultural NSW, Mr Stepan Kerkysharian AM. It investigated non-English speaking clients’ use and perceptions of public library services and included responses from 10 community language focus groups and public library staff serving multicultural communities. Prioritising of the research recommendations for integrated planning of services will be finalised in late 2004.

A review of the services and management of the Multicultural Purchasing Cooperative is underway and will report in 2004. This year the Cooperative provided 24 public libraries with 31,820 items in 41 languages, and six of the Cooperative Cataloguing libraries catalogued 12,993 items in 10 languages.

The multicultural collections of the State Library are regularly reviewed to ensure currency and relevance. More than 4,000 items in 40 languages were acquired in 2003/04 and new collections were developed in Kurdish and Singhalese. The most requested languages were French, Spanish, Italian and German.

Other EAPS achievements in 2003/04 include:
- **Vive la différence! The French in NSW and World Press Photo 2004 exhibitions**
- Nelson Meers Heritage Collection featured the Quong Tart collection, the Library Shop published a facsimile copy of *The Life of Quong Tart*, and events were held to recognise the centenary of his death
- favourable coverage in the ethnic media rose by 130% compared to 2002/03
- two Skilled Migrant participants gained work experience in the reading rooms
- the Multicultural Consultant, Oriana Acevedo presented a paper on providing and promoting culturally diverse library services at the International Federation of Library Associations (IFLA) Satellite Meeting on Public Libraries and Multicultural Collections in Utrecht, The Netherlands
- an ATOM (Awards in Transit Outdoor Media) award was received for the multilingual bus promotion campaign, *Go to your Local Library*.

Initiatives for 2004/05 include a CASL project for a national electronic multicultural library service portal as well as priority strategies that promote equity and mainstreamed access to collections and services. Development of collections in Macedonian, Croatian and Greek will be a particular focus. These strategies meet the EAPS Key Accountabilities of Social justice, Community harmony, and Economic and cultural opportunities.

Public library research program

The research program supports the evaluation, planning and development of public library services. It manages the links in the research interests of public libraries and the State Library, to maximise the investment in research and to achieve common goals. The program is endorsed by the Public Libraries Consultative Committee (PLCC).

Research projects this year included: culturally diverse communities, the impact of online government information on public libraries and a review of the Multicultural Purchasing Cooperative.
In 2004 the State Library continued to work with the Ministry for the Arts on the review of the Library Act 1939, providing further analysis and advice. Library Council affirms its commitment to free and equitable community access to library services, and to consolidating the partnership between the State Library and public libraries across the State.

Building and Planning Advisory Service
Authorities planning new library buildings continue to seek the specialist services of the Building and Planning Advisory Service. A number of interstate projects were undertaken in 2003/04, including Palmerston City Council in the Northern Territory, the Australian Capital Territory Library Service and the City of Bunbury in Western Australia. The Library Building Consultant, Dr David J Jones, was also engaged by Edith Cowan University to help plan a new library facility on its Joondalup Campus. He also provided assistance with library designs, space planning or site selection for Blacktown, Singleton, Wollongong, Eden, Wagga Wagga, Tea Gardens, Nowra, Sanctuary Point, Lake Macquarie, Auburn and Mosman.

Dr Jones’ contribution to Australian librarianship through his research, writings and work on library planning was recognised by the Australian Library and Information Association (ALIA) when he was conferred with the award of Fellow in November 2003.

Visits to public libraries
The State Librarian & Chief Executive, Dagmar Schmidmaier AM, visited public libraries at Narooma, Mathoura, Orange, Wollongong, Eden, Wagga Wagga, Tea Gardens, Nowra, Sanctuary Point, Lake Macquarie, Auburn and Mosman. She also attended the annual conferences of the Country Public Libraries Association in Tweed Heads and the Metropolitan Public Libraries Association at Homebush.

As part of the commitment to providing support and advice to public libraries, the Assistant State Librarian, Public Library Services, Kathleen Bresnahan and other staff visited 73 public libraries in the following areas: Auburn, Bombala, Canberra, Casino, Condobolin, Coonabarabran, Dubbo, Evans Head, Fairfield, Goulburn, Griffith, Holroyd, Hurstville, Inverell, Kingscliff, Ku-Ring-Gai, Leichhardt, Lithgow, Muswellbrook, Mudgee, Nambucca, Narellan, Narromine, Newcastle, Nowra, Nyngan, Parkes, Parramatta, Port Macquarie, Port Stephens, Quenby, Rockdale, Singleton, Strathfield, Temora, Trangie, Wagga Wagga, Willoughby and Young.

Training
More than 600 public library staff participated in training programs on leadership, benchmarking multicultural library services and cross-cultural awareness and seminars on public library buildings, reference services, local studies, indigenous family history, young adult services and marketing. In addition, Library staff conducted eight programs for 136 public library staff on State Library services for the New South Wales community.
Managing resources
Efficient and effective management of resources, including the State Library collection, is a Government priority. Our resources and capabilities determine the success with which we can achieve our corporate priorities. Our financial management strategies continue to be streamlined to ensure the best use of resources within our existing budget. A Results and Services Plan for 2004/05 was developed according to Treasury guidelines. The approved funding formula for collection purchases is now being applied annually.

A priority for 2005 is to find an effective long-term solution for collection storage.

Financial management
Budgetary strategies to align funding with measurable outcomes were enhanced and continued into 2003/04 with a budget neutral result for the year. Other key performance results were:

- 88% of accounts paid on time
- legislative requirements met on time
- strategic financial objectives achieved within budget.

Two key projects were completed:

- Online ordering was implemented allowing automatic generation and approval of purchase orders, resulting in improved purchasing efficiencies.
- Online credit card validation was implemented allowing prompt payment of accounts by customers and improved debtors management.

Investment performance
The investments of the State Library of New South Wales Foundation which had previously had its medium term funds managed by Maple-Brown Abbot were sold in October 2003 and re-invested in Tcorp Hour Glass Investment Facilities, a prescribed investment as per the Public Authorities (Financial Arrangements) Act 1987.

For the 2003/04 year, the average rates of return were:

- Tcorp Short term investments 4.95% (4.85% in 2002/03)
- Tcorp Medium term growth facility 6.31% (4.63% in 2002/03)
- Maple-Brown Abbot (to Oct 2003) 5.50% (-1.6% in 2002/03)

Human resources
Payroll management was streamlined to comply with audit and finance guidelines, and efficiencies were achieved in electronic payment and transmission of funds.
The Human Resources management plan is being revised, and priorities for policy review being developed. All human resources policies, guidelines and forms are available on the intranet.

Human resources management will be further improved in 2004 with implementation of KIOSK through which staff will have direct access to personal information and pay details, and managers will have online access to leave approvals and information.

Risk management

Significant risk management strategies were achieved this year. The credit card policy and procedures were revised and implemented. Security policies and procedures were updated and work has begun towards information security certification, under Australian standard AS7799. Policies and procedures on the hiring of contractors were strengthened, and the occupational health and safety risk assessment recommendations are being implemented.

IAB Services completed internal audits during 2003/04 in accordance with the three year strategic plan. Reviews were conducted on:

- Public libraries grants and subsidies administration
- Purchasing and tendering
- Security and network management (IT)
- Disaster recovery plan (IT)
- Library shop operations.

These reviews were finalised to the satisfaction of IAB Services and any recommendations have been implemented.

Management of information technology

Information and communications technology infrastructure is a core capability, underpinning our strategic priorities – in particular the development of our integrated service delivery strategy. A new IM&T strategic plan is being prepared that takes into account the growth of digital resources, greater availability of electronic products and online service delivery. It includes a web presence strategy – the means by which the Library's services and collections are accessible to clients, and will identify the required level of technology systems and resources.

Expansion and protection of the Library's information technology infrastructure was achieved in 2003/04. The capacity to store digital images and electronic resources increased three-fold to three terabytes. This increases client access to resources and enables preservation of the Library's digital collections. An upgrade of the Library's Internet link doubled the speed of access and improved security and reliability. Protection of email and electronic information from viruses was enhanced. The installation of two uninterruptible power sources in the Computer Room supports the extra storage capacity and enhances the security of equipment and facilities.

Key priorities for 2004/05 include the implementation of integrated printing, copying and faxing services for clients and staff.

Total Asset Management Plan

Priorities in the Total Asset Management Plan in 2003/04 were: upgrades to air conditioning and lifts, replacement of Domain Terrace pavers and maintenance works to ensure that State Library buildings comply with the Building Code of Australia requirements. Public venues in the Mitchell Wing were refurbished and electronic lockers installed for clients and visitors.

Upgraded water detection and air conditioning systems were installed in the Computer Room under the Minor Works Program. A lighting upgrade in the Galleries was completed and staff work facilities were improved.

All the objectives in the Total Asset Management Plan were completed on time and on budget.

Energy Management Plan

The Energy Management Plan has been operating for four years and sets the mechanisms, rationale and strategies for energy management adopted by the Library, so that effective processes are integrated into ongoing activities.

Sustained energy management principles underpin the Plan which aims for ongoing savings in energy use. This is realised where cost effective and feasible.

The Library is committed to achieving savings in energy usage. The Library operates as one large site that purchases electricity on the contestable market, of which 6% is from renewable sources. The purchase of electricity on the contestable market has achieved a reduction of greenhouse gas emissions by purchasing a percentage of green power. State Parliament House supplies the State Library with heated and chilled water for the air conditioning system.

The Energy Performance Contract with Honeywell completed its fourth year of operation in May 2004. Achievements include:

- improving the energy efficiency of the Library's air conditioning system resulting in an average reduction of 1.58% in electricity consumption
- installation of power saving devices including timer controlled light switches
- installation of water saving devices.

Waste avoidance and resource recovery

Recycling achievements during the year were as follows:

Reducing generation of waste:

- A4 paper purchases reduced by almost 4%

Resource recovery:

- approximately 61% of toner cartridges purchased were recycled, an increase of almost 10% over 2002/03

Recycled content:

- 9.3% of toner cartridges purchased contained recycled content
- purchases of paper with recycled content increased by 1%
Compliance with the NSW Heritage Act 1977, Section 170A(4)

State Heritage inventory number 5 045 212
Name State Library of NSW, Mitchell Library
Location Shakespeare Place, Sydney
Level of significance (local or state) State
Heritage Council endorsed CMP (yes or no) Yes*
Date of Heritage Council endorsement 10 April 2002
On State Heritage register (yes or no and #) Yes; 01071
Last inspection date April 2000
Condition (good, fair, poor) Fair
Comment on condition Maintenance funding has been limited
Item in use? (yes or no) Yes
Item occupied? (yes or no) Yes
If not in use or occupied, measures to protect? n/a
Activities (repairs, alterations, re-use, occupancy change) Maintenance and alterations

Statutory Applications
Heritage Act Section # Nil
Approval granted? (yes or no) n/a
Date of commencement n/a
Works progress update n/a

*The Conservation Report for the State Library's Mitchell Wing is due for review in 2007

Energy consumption and costs of fuels used

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<tbody>
<tr>
<td>Black electricity consumption (kWh)</td>
<td>5,085,822</td>
<td>4,544,981</td>
<td>4,588,820</td>
<td>4,822,406</td>
<td>4,746,446</td>
<td>-1.58%</td>
</tr>
<tr>
<td>Black electricity cost</td>
<td>$508,582</td>
<td>$283,590</td>
<td>$288,126</td>
<td>$314,000</td>
<td>$323,259</td>
<td>2.95%</td>
</tr>
<tr>
<td>Green power consumption (kWh)</td>
<td>0</td>
<td>290,105</td>
<td>292,903</td>
<td>307,813</td>
<td>302,965</td>
<td>-1.58%</td>
</tr>
<tr>
<td>Green power cost</td>
<td>$0</td>
<td>$24,660</td>
<td>$25,054</td>
<td>$27,304</td>
<td>$28,735</td>
<td>5.24%</td>
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<tr>
<td>Petrol consumption (L)</td>
<td>3,491</td>
<td>1,911</td>
<td>3,362</td>
<td>2,841</td>
<td>1,023</td>
<td>-64%</td>
</tr>
<tr>
<td>Petrol cost</td>
<td>$2,831</td>
<td>$1,550</td>
<td>$2,534</td>
<td>$2,223</td>
<td>$786</td>
<td>-64.66%</td>
</tr>
</tbody>
</table>

External consultants engaged

Over $30,000: None
Under $30,000: Five consultants were engaged to assist with various projects amounting to $76,970 for electronic library services and $9,545 for human resources for a total of $86,515.
Managing the collection
The State Library takes a life cycle approach to managing the collection.

Information life cycle

Select and acquire
The first phase of the Collection Development Policy Review, Documenting Life in New South Wales, was completed. It describes the Library’s research collections that document aspects of life in New South Wales and Australia and was undertaken by subject experts from across the Library.

The first stage of a review of the Library’s online resources was completed and resulted in expenditure on electronic resources doubling over the year 2002/03, to 10% of the collections budget. More than 13,900 electronic records with links to electronic resources were added to the WEBCAT catalogue, bringing the total to 34,220. This increases client access to a multi-disciplinary selection of high quality electronic resources.

Organise and store
Approximately 20% of all items in the collections have an electronic record, of which 626,840 are for heritage items (printed and original material) and 834,215 for current material.

The Mitchell Bequest Project will identify, record and preserve David Scott Mitchell’s original bequest of 61,000 items by the centenary of the bequest in August 2007. The Project is supported by the State Library Foundation. Outcomes to June 2004 include:

- 17,275 titles catalogued

Preserve or dispose
Library catalogue users can now access 6,320 Australian online resources through PANDORA, the collaborative online national archive managed by the National Library of Australia. In 2003/04 the Library contributed 897 web publications to PANDORA, including 730 new titles.

Preservation treatments were completed for 15,220 collection items and seven pictures in the Mitchell and Dixon collections were fully treated. This year 320 items were preserved for Library exhibitions and displays.

Newspapers
The Library’s strategic program for preservation of New South Wales newspapers continued as part of the National Plan for Australian Newspapers (NPLAN) with a total of 1,194,077 pages microfilmed.

Seven New South Wales newspapers first published and received on legal deposit in 2003/04 are Jenta: Japanese Weekly (Sydney); Korean Times (Campsie); Kurd: the Voice of the Australian Kurdish people (Fairfield); O Kathimerinos Kirikas (Marrickville); Northern News (Castle Hill); Wentworth Courier Central (Sydney); Wollondilly Advertiser (Camden).
Improving the work environment

Our ongoing focus to 2005 is to improve the Library’s working environment, comprising the physical environment and conditions and opportunities for staff.

Occupational Health and Safety (OH&S)

The management of Occupational Health and Safety was updated in light of new legislative requirements and the outcomes of the risk assessment audit completed in 2002/03. A new OH&S strategic plan was prepared and new procedures are in place.

Audit recommendations implemented this year include: a regular Workplace Inspection Program; improved documentation of OH&S matters; strategies to prevent injury; Library-wide training in manual handling; OH&S awareness for staff, managers and executive; fire safety preparation and first aid.

OH&S improvements were made in managing and reducing the use of hazardous substances, preparing for evacuation of buildings, and upgrading work furniture and equipment. These are ongoing strategies.

Equal Employment Opportunity (EEO)

The EEO Management Plan was updated, and priorities included improving development opportunities for target group members through training in information technology, customer service and presentation skills. Awareness of EEO issues was included in training for supervisors and selection committee members. Staff sessions on cultural diversity and disability awareness will be conducted in 2004/05.

Community languages spoken by staff were reviewed to ensure that language assistance is available for clients or visitors: assistance in 14 languages is available. Two participants from the Skilled Migrant Placement Program completed work placements in the reading rooms.

The new classification structure under the Librarians, Library Technicians, Library Assistants and Archivists award was implemented and a review of the Security Officers Award completed.

### Workers Compensation

<table>
<thead>
<tr>
<th></th>
<th>2002/03</th>
<th>2003/04</th>
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<tbody>
<tr>
<td>Total number of claims*</td>
<td>19</td>
<td>9</td>
</tr>
<tr>
<td>Number of claims per employee*</td>
<td>0.048</td>
<td>0.023</td>
</tr>
<tr>
<td>Average cost per claim**</td>
<td>$2,002</td>
<td>$1,828</td>
</tr>
<tr>
<td>Average cost per employee</td>
<td>$95</td>
<td>$42</td>
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</table>

* Refers to new claims in the accident year reported

** Based on actual and estimated costs calculated at 31 March in the accident year reported

### Trends in the representation of EEO groups

<table>
<thead>
<tr>
<th>EEO Group</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>50</td>
<td>67</td>
<td>66</td>
<td>66</td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Islander peoples</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>People whose first language was not English</td>
<td>20</td>
<td>24</td>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td>People with a disability</td>
<td>12</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>People with a disability requiring work-related adjustment</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

### Trends in the distribution of EEO groups

<table>
<thead>
<tr>
<th>EEO Group</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>100</td>
<td>105</td>
<td>111</td>
<td>110</td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Islander peoples</td>
<td>100</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>People whose first language was not English</td>
<td>100</td>
<td>86</td>
<td>90</td>
<td>89</td>
</tr>
<tr>
<td>People with a disability</td>
<td>100</td>
<td>92</td>
<td>85</td>
<td>81</td>
</tr>
<tr>
<td>People with a disability requiring work-related adjustment</td>
<td>100</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Notes: Staff numbers are as at 30 June 2004, excludes casual staff. A Distribution Index of 100 indicates that the centre of 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.
Objective 3.4 Use information and the knowledge of staff for the benefit of the Library

Corporate performance indicator results

<table>
<thead>
<tr>
<th></th>
<th>2002/03</th>
<th>2003/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff participate in cross-divisional project teams</td>
<td>319</td>
<td>313</td>
</tr>
</tbody>
</table>

Using information and staff knowledge

The Library’s service model builds on the knowledge and expertise of staff. Cross Library communication and project teams encourage the sharing of information and the development of a Library-wide approach to planning.

The research and evaluation program collates and provides information about clients, usage of collections and trends in service delivery. Ongoing analysis of key services and the evaluation of client satisfaction inform decision-making about service priorities and quality.

A client satisfaction and community awareness survey is a priority for 2004/05. An understanding of client segments and the diverse information needs and knowledge seeking strategies of clients informs the development of relevant and strategically focused services.

Organisational information

The Records Management Program improves internal record keeping practices to support management and decision-making. The program moves the Library towards compliance with the State Records Act 1998. Significant steps have been made, with the outcomes of an implementation audit being addressed within the available budget.

In 2003/04, a new corporate thesaurus has been instituted using standardised terms across filing systems. The thesaurus and records database is accessible via the Intranet, making it easier for staff to improve their record keeping and comply with records management requirements.

The Intranet has been redeveloped to provide improved access.

Working in project teams

New programs and projects require staff to share specialist knowledge and expertise. In 2003/04, 313 staff members participated in cross divisional project teams that contributed to the Library’s achievements. Major project teams are working on the Mitchell Bequest project, the review of the Collection Development Policy and electronic resources, digitisation projects, service improvement, and strategic planning activities.
Achievements in 2003/04

4. State Library partners and advocates

Objective 4.1 Implement collaborative ventures and services

Corporate performance indicator results 2003/04

Ventures meet agreed targets

- A record 38,417 primary school students entered the Nestlé Write Around Australia creative writing program
- BHP Billiton Skills.net project worked with Country Women’s Association of New South Wales to provide members with improved Internet skills
- State Library allocated second highest commitment of resources and totals achieved for archiving of websites and web publications to PANDORA
- AskNow!, a jointly operated online live reference inquiry service, is growing at a rate of 36% a year

Collaborative ventures
A wide range of partners and advocates enables the Library to develop and nurture mutually beneficial relationships that support our strategic objectives through services and programs.

Public events
Partners who supported public events in 2003/04 include the Independent Scholars Association of Australia (NSW Chapter), the Goethe Institute, the Quong Tart Centenary Committee, Festival of Sydney, Australian Film Television and Radio School, Australian Broadcasting Corporation, Bangarra Dance Theatre, New Mardi Gras, University of Sydney, History Council of New South Wales and the James Joyce Foundation.

Talks were given by C H Currey Fellows, Dr Sylvia Martin and Jan Roberts, and Keesing Fellows, Caroline Jones and Dr Maria Nugent.

Guest speakers included Eva Cox AO, Professor Jill Roe, Professor Elizabeth Webby AM, Phillip Adams AO, Richard Woolcott AC, Peter Chapman, John Gascoigne, Dr Ann Moyal AM, Shirley Fitzgerald and Don Watson. International speakers included maps scholar David Woodward and Retired Bishop John Shelby Spong.

Nestlé Write Around Australia

A record 38,417 primary school students entered the Nestlé Write Around Australia creative writing program and 18,500 participated in creative writing workshops at more than 50 public libraries across the country. Nestlé Write Around Australia is coordinated by the State Library and supported by state and public libraries throughout Australia.

During the summer break, primary school students were attracted to creative writing workshops while older students participated in workshops on story and scriptwriting development.

This year the Library’s 10-year partnership with Nestlé Australia Ltd will be celebrated with a special national presentation and acknowledgment of finalists and winners from 1994 to 2004.
Working with other government and community agencies

The Health Information Service continued to attract funding support from NSW Health and NSW Nurses’ Association.

The partnership between the State Library and the Premier’s Department for d@yli was renewed for a further four years.

In addition to the Trustees of the Public Purpose Fund, the Legal Information Access Centre continues to work collaboratively with legal and government agencies including the Law and Justice Foundation of NSW, Family Court of Australia, Public Interest Advocacy Centre (PIAC), Legal Aid and the Environmental Defender’s Office (NSW) to improve access to legal information across New South Wales.

The Office of Information and Communications Technology funded the PictureNSW Project, to identify the digitisation initiatives in New South Wales public libraries. Invaluable information on the status and features of public libraries’ pictorial digitisation has been identified, which will inform future developments for a statewide archive.

The BHP Billiton Skills.net NSW project and the Country Women’s Association of New South Wales have worked together to the mutual benefit of all parties. Skills.net workshops have provided CWA members with improved Internet skills and CWA networks have extended Skills.net’s reach across the State.

The Working Group on Multicultural Library Services of the Metropolitan Public Libraries Association of New South Wales (MPLA) and the State Library developed the multilingual ‘Bus’ promotion campaign, Go to your Local Library. The campaign won the Best Integrated Transit Media Strategy award by ATOM (Awards in Transit Outdoor Media) in 2004.

Register of War Memorials in New South Wales

The Register at <www.warmemorialnsw.asn.au> records the State’s commemorative heritage. It is developed and hosted by the State Library on behalf of the Returned and Services League (NSW), the New South Wales Premier’s Department, New South Wales Department of Education and Training and Clubs NSW. Contributions are received from public libraries, local history societies, religious organisations and members of the public. The Register recorded 381 memorials and 40,059 veteran names at June 2004.

Collaborating with other libraries

A PANDORA (Preserving and Accessing Documentary Networked Resources of Australia) benchmarking survey showed that the State Library was the second highest contributor of web publications. In 2003/04, the Library preserved 897 web publications including 730 new titles.

The Australian Pictorial Thesaurus (APT) provides Australian terminology for subject indexing of image and heritage collections. This Council of Australian State Libraries (CASL) initiative is managed by the State Library. It has 858 users in libraries, museums and archives, an increase of 25% over 2002/03, and page requests increased by 50%.

The Thesaurus Coordinator, Allison Kingscote, conducted training sessions in New South Wales, Western Australia and Queensland. <www.picturethesaurus.gov.au>

The State Library is collaborating with CASL libraries and the National Library of Australia, in developing an exhibition, Untold Treasures from Australia’s National, State and Territory Libraries which will tour nationally from December 2005 to September 2007.
Objective 4.2 Strengthen personal affiliations

Corporate performance indicator results 2003/04

Retained Foundation memberships
- Foundation memberships show a net increase of 30% from 2002/03
- Capital Campaign established

State Library of New South Wales Foundation
The State Library of New South Wales Foundation (the Foundation) was established in 1987 to attract individual and corporate financial support for projects and programs not funded from the annual Government allocation.

The Foundation continues to support the Library through fundraising and by encouraging individual donors.

A key priority for 2004 is the development of a Capital Campaign.

Major achievements include:
- a revitalised Bequest Program saw the number of ‘Living Bequestors’ increase from two to 28 donors. Twenty ‘Living Bequestors’ were inducted into The Library Circle, which honours Library supporters who have made a gift in their Will to the State Library of New South Wales.
- Mr Graham Bradley was appointed as Chairman of the Capital Campaign which aims to raise substantial funds for the digitisation of the iconic collections.

In 2003/04, the Foundation contributed $0.95 million to the Library. Major projects undertaken with this funding include the following:

Nelson Meers Foundation Heritage Collection
The Heritage Collection is a changing exhibition of rare and famous treasures of the State Library. Since opening in January 2003 it has attracted approximately 150,000 visitors to the Library. In 2003/04, 11 aspects of the Heritage Collection were highlighted in the media, including David Unaipon, World War One Diaries, Dorothea MacKellar and Seven Little Australians. In 2004, the Nelson Meers Foundation will enable 93 treasures in the Library’s collections to be exhibited in 30 displays.

Mitchell Bequest Project
This project has created 22,145 electronic records for printed volumes and a further 479 records for 550 manuscripts and pictorial items from David Scott Mitchell’s original bequest.

Digitisation
Significant digitisation projects make the Library’s collections available online to increase client access, and protect original sources.

Jean Garling Bequest
The Garling Conservator provided the Library with an additional 1,290 conservation hours. This enabled the treatment of 566 items including 235 J C Williamson theatre posters, three J C Williamson press books and 328 manuscript items from the Peggy Glanville-Hicks Papers.
Friends of the State Library of New South Wales
The Friends’ program continued its buoyant promotion this year with the opening of the new Members’ Room and a range of new events and activities.

For the first time in a number of years, the Program had an increase in its member base (9%) and continued promotion of the new facilities throughout the year should continue this trend.

The alignment of Friends’ member renewals, which will occur in February each year from 2005, was a further step in providing a more streamlined structure of the Program.

The year ahead
The major focus in 2004/05 will be the Capital Campaign fundraising program to be launched in October 2004. Other priorities include the continuing development and expansion of the Custodian program, the Friends of the State Library of New South Wales, the Bequest Program and The Library Circle.

Volunteers program
The Library’s dedicated community of 159 volunteers contributed 11,600 hours of their time to support staff and assist clients and visitors. Thirteen new volunteers with public speaking experience, computer skills and LOTE joined the program in October 2003.

Volunteers helped make the collections more accessible by:
- sorting collections of photographic and performance programs
- transcribing original materials for digitisation
- sorting and filing ephemera
- indexing photo albums
- logging oral history tapes
- distributing free information to public libraries.

They also continued to provide support for several special projects:
- locating items from David Scott Mitchell’s collection for the Mitchell Bequest Project
- identifying and locating pre-1900 sheet music for the Music Australia Project
- collating and sorting entries for Nestlé Write Around Australia.

Volunteers are great advocates for the Library and enjoy the opportunity to promote it to visitors and help clients to use resources. In 2003/04 they guided 1,700 visitors on tours of the Library, welcomed visitors daily to the exhibition galleries and assisted clients with a disability to use Family History resources.

The Library Council, Executive and staff recognise the special contribution made to the State Library by our volunteers and thank them for their dedication and commitment.

Professional leadership
State Library staff delivered a range of education and training programs to library and information professionals which shared Library expertise, assisted public library staff to better understand Library collections and services, and provided training in skill-specific activities.

Presentations by several leading members of the international information community provided development opportunities for staff from the Library, public libraries and the wider profession.

For the fifth year, the Library delivered a postgraduate subject, *Virtual Information Collections, Resources and Services*, for the Department of Information Studies, University of Technology Sydney. A total of 31 students completed the subject and 22 Library staff contributed to its delivery.

Programs for library studies students included Information Industry Case Study sessions for TAFE Library and Information Services Associate Diploma students and presentations to Charles Sturt University and University of Technology Sydney students. A number of presentations were made to district groups of teacher-librarians.

The Memorandum of Understanding between the State Library and the University of Technology, Sydney has been renewed. The partnership focus for 2003/04 is on Indigenous knowledge and library services and will culminate in a Colloquium on Indigenous Knowledge in December 2004.
Awards and Fellowships

Jean Arnot Memorial Fellowship
The 2004 Jean Arnot Memorial Fellowship, for a paper by a women librarian or student of librarianship, was awarded to Karen Williams for her paper, *A call to arms: what in the world is happening to information?*

C H Currey Memorial Fellowship
The C H Currey Memorial Fellowship was established under the terms of a bequest made by the late Dr Charles Herbert Currey, and aims to promote the writing of Australian history from original resources held by the State Library. The 2004 C H Currey Memorial Fellow is Jock Given who is researching *Ernest Fisk and the Information Age.*

Jeannine Baker, Nancy Keessing Fellow and Jock Given, C H Currey Memorial Fellow, photo by Kate Pollard

Nancy Keessing Fellowship
The Nancy Keessing Fellowship was established by former Library Council President, Dr Mark Hertzberg AO, in honour of the late Nancy Keessing, and aims to promote the State Library as a centre of research into Australian life and culture. This year Jeannine Baker was awarded the Fellowship to research Australian women war correspondents.

Blake Dawson Waldron Prize
The Blake Dawson Waldron Prize for Business Literature was launched in May 2004 by Katie Lahey, Chief Executive, Business Council of Australia. The Library will administer the Prize of $30,000.

Council of Australian State Libraries Honorary Fellowship
The inaugural Council of Australian State Libraries Honorary Fellowship was awarded to Dr Tony Collins for research on sport and Anglo-Australian relations from 1870 to 1970.

Library Council of New South Wales Honorary Fellowship
Dr Anette Bremer was awarded the Library Council of New South Wales Honorary Fellowship for research into *Letter writing and domestic culture in colonial New South Wales 1788-1850: the Piper correspondence.*

National Biography Award
The National Biography Award was presented to Barry Hill (the 1997 Currey Fellow) for *Broken Song.* This award is administered by the State Library on behalf of its benefactor, Dr Geoffrey Cains.

The State Librarian’s Metcalfe Scholarship
The State Librarian’s Metcalfe Scholarship is awarded to a postgraduate UNSW student to advance the profession of information management. The 2004 scholarship was awarded to Mary Anne Kennan.

International affiliations

Overseas visitors
Dr Shu-hsien Tseng, Taipei Public Library
Ms Melissa McKenzie, New Zealand Treasury
Library and Information Studies students and staff, Ramkhamhaeng University, Bangkok
Ministry officials, teachers and teacher educators, Daechun Metropolitan Office of Education, Republic of Korea
Mr Ramdzan Haji Saman from Pustaka Negeri Sarawak in Malaysia

Overseas travel
Elizabeth Ellis
Assistant State Librarian, Collection Management Services & Mitchell Librarian
21 June to 13 July 2003, USA, UK and France
Investigated and assessed current management practices and collections in reference and research libraries, with particular reference to pictorial holdings.
Costs met by Gordon Darling Foundation Travel Grant – Global 2003.

Rosemary Moon
Manager, Events and Exhibitions
2 July to 12 July 2003, UK
Courier returning Matthew Flinders exhibition loan item to UK lending institution.
Part of air fare sponsored by Singapore Airlines.

Oriana Acevedo
Consultant, Multicultural Services
8 August to 27 August 2003, The Netherlands, Spain
Presented paper at the IFLA satellite conference *Public Libraries & Multicultural Collections*, Utrecht.
Conference attendance fee sponsored by IFLA.

Maggie Patton
Coordinator, Reading Rooms and Collection Access, Reader Services
11 May to 18 May 2004, UK
Courier returning Matthew Flinders exhibition loan items to UK private lender.
Part of air fare sponsored by Singapore Airlines.
The Library’s collection contains over 5 million items, including books, journals, newspapers, government publications, maps, pictures, manuscripts, ephemera, oral histories and audiovisual materials. Special format materials for people with a disability and resources in 40 community languages are also acquired.
Additions to the collection
The value of the State Library’s collection is enhanced every year by material received as deposits, donations and bequests. In 2003/04:

- under the provisions of Premier’s Memorandum, 00-15, New South Wales Government agencies deposited 1,676 books; 1,309 journals including 99 new titles. The Library identified and archived 534 electronic titles from New South Wales Government agencies.

- under the Legal Deposit Provisions of the Copyright Act 1879-1952 (NSW) SS 5-7, commercial and private New South Wales publishers deposited 5,307 books and 7,078 journal titles including newspapers, posters, calendars and programs.

- Donors of collection material in original formats presented donations valued at $116,384. Donations given under the provisions of the Cultural Gifts Program comprised 18% of the total at $20,881. Donations of printed material accepted into the collection included 114 new journal titles and 998 books.

Select list of donations and deposits

The South Eastern portion of Australia; compiled from the colonial surveys, and from details furnished by exploratory expeditions, by John Arrowsmith. The 19 counties of New South Wales, lakes, rivers, ‘routes of travellers into the interior’, 1817-1840, and the Australian Agricultural Company’s one million acres of land are shown on this 1842 map. Presented by Gavin Gatenby. ML M3/806/1842/1

Australian gamepro: St. Leonards, N.S.W.: IDG Communications, 2003-. Reviews of computer games available in Australia are featured in this new journal. Current information about conferences, game hardware, issues and developments relating to computer games is included. Legal Deposit by IDG Communications. ML Q794.805/1

Archives and publications from the Church Missionary Society-Australia Inc: Records such as minute books, correspondence, photographs and private papers of missionaries and clergymen, ca 1890-2000 are included in this deposit. Of the journal titles contained in the deposit, eight are new to the State Library’s collection and others are complementary, adding to the State Library’s holdings.

A journal title not previously held: The Round World. ML 266.05/11 Presented by the Church Missionary Society-Australia. ML MSS 6039, ML MSS 6040 and ML MSS 7298

The indicator map of Sydney. Sydney, N.S.W.: The Indicator Map Co. Ltd. ca 1925. The dial on this circular map of the City of Sydney is divided into 60 sectors and has a metal indicator hand used to find any of the 1,300 streets, parks and buildings indexed on the reverse. It was sold on behalf of the Women’s Hospital, Crown Street, Sydney. Donated by Marjorie Rayner. ML M2 811/17/1925/1

Letters from Damien Parer to Alan Anderson, 1942. Written from New Guinea, the letters provide fascinating insights into Parer’s life as a war photographer. Presented by Neil McDonald. ML MSS 7391

Proposal for the creation of the Peel Regional Council. Nowra N.S.W.: Department of Local Government, 2003. One of five proposals emanating from the review of local government in the Peel region of New South Wales, this proposal describes a preferred model for the establishment of a new local government area to serve a large area around Tamworth. New South Wales Government Deposit from Department of Local Government. Find link to electronic version through WEBCAT; Also at SRL NQ 320.80994/4; ML 320.80994/4

Harry Seidler and Associates. The website of Harry Seidler and Associates, this electronic resource contains information on current projects and the history of the company, including an illustrated history of their buildings as well as the company’s vision, methodology and philosophy of architecture and design. Collected in Australia’s Web Archive. Find link under title in WEBCAT.

Special Commission of Inquiry Into the Waterfall Rail Accident: interim report headed by the Honourable Peter Aloysius McInerney. Sydney: Ministry of Transport, 2004. This electronic version of the report on the investigation into the rail accident at Waterfall on 31 January 2003 shows the terms of reference, witness transcripts, exhibits and has links to the online report of the Glenbrook Inquiry. Collected in Australia’s Web Archive by the Library as a depository for the New South Wales Government. Find link to electronic version under title in WEBCAT. Also at SRL NQ363.12209/4; ML Q363.12209/4
Collection of photographs of Swain’s bookstore and staff. This collection of 43 photographs dating from 1908 to 1963 documents the well-known Sydney bookstore, Swains. It includes portraits of staff and rare photographs of the interior of the bookstore, as well as images of book trade activities. Presented by Mrs Joy Bryan. ML PXE 914

Papers of Lorna Thomas concerning Australian women’s cricket, 1936-2000. After playing cricket for New South Wales Lorna Thomas went on to manage five Australian national teams. The collection of scrapbooks, photographs and correspondence records Thomas’s long involvement with the game. Presented by Mrs Lorna Thomas. ML MSS 7277

Collection of political cartoons by John Tiedeman. This collection of 45 cartoons spans a ten-year period from 1993. Commenting on Australian political life, Tiedemann has gradually moved from black and white cartooning to coloured illustrative work. Presented by John Tiedemann. ML PXD 949

Patrick White’s Library. Nobel Prize winning author Patrick White’s personal library, consisting of literary, art, travel, historical and biographical works as well as a large collection of his own published works including various editions and translations. Bequeathed by Patrick White.

Major purchases

Collection material is purchased to meet the information needs of clients and to develop and enhance the Library’s heritage collection. Developing the collection to meet these two aims supports the Library’s dual roles of providing information to people in New South Wales and documenting life in the State.

Purchases of printed, electronic and original materials for the Library’s collection during 2003/04 included:

Printed and electronic resources


The beauties of nature and art displayed, in a tour through the world. London: printed for G. Robinson, 1774-75. This 13-volume set, illustrated and embellished with copper plates, includes one of the earliest published accounts of James Cook’s second voyage, appearing in the same year as the official account. This title complements the Library’s research level collection of material about James Cook. ML MRB/40-52

Brill’s new Pauly: encyclopedia of the ancient world. Leiden: Brill, 2002-. The first English edition of the authoritative German-language encyclopedia of ancient history, this work focuses on Greek and Roman antiquity and the interaction of Greco-Roman culture with Celtic, Christian, Jewish and Slavonic cultures. The first three published volumes of the 20-volume set have been received. SRL REF/N930.003/2 SET

Catalogus plantarum Angliæ, et insularum adjacentium: tum indigenas, tum in agris passim cultas complectens … by John Ray. Londini: Typis E.C. & A.C.; impressis J. Martyn, Regalis Societatís typographi: 1670. The first edition of the first catalogue of British plants by John Ray who was a member of the Royal Society and one of the most important natural historians of the era. RB/2574

Les deux convicts [The two convicts] by Frédérick Gerstacker. Paris: Hachette, 1858. A French translation of the German novel Die beiden Sträflinge. The novel reflects the author’s Australian experiences in the Murray district of New South Wales and in the German settlements near Adelaide. ML 833.7/1

Business Source Premier. Ipswich, MA: EBSCO Publishing. This online database indexes and makes accessible the content of over 5,200 full text business periodicals, scholarly journals, company profiles, country economic data, and monographs in subject areas including management, economics, finance, accounting, marketing and international business. Accessible via Databases link on PCs in the reading rooms.

Eighteenth Century Collections Online. Detroit, MI: Gale Group. Electronic resource providing digital images of each page of 150,000 English language books published between 1701 and 1800. Subjects include history, geography, literature, religion, law, art, science, travel and more. Accessible via Databases link on PCs in the reading rooms.

Les Fureurs de l’amour, ou Histoire et correspondance authentiques de James Hackman et de miss Martha Ray, assassinée d’un coup de pistolet par son amant à la sortie du théâtre de Covent-Garden. Paris: Chez Anne-Denise Petit, 1809. The first French edition of Sir Herbert Croft’s novel Love and Madness, including a detailed description and engraved portrait of Omai, one of the first Polynesians to visit London. He travelled to England with the crew of Captain Cook’s second Pacific voyage and became an overnight sensation. ML MRB/56-57

A general history of quadrupeds: the figures engraved on wood, by Thomas Bewick. Newcastle upon Tyne: T. Bewick and S. Hodgson, 1807. Early images include seven marsupial species from New South Wales with the first published depiction of the ‘wombach’; one of the very earliest depictions of the as yet unnamed platypus, the ‘New South Wales wolf’ (dingo) and several species of possum. ML MRB/ 39

A general synopsis of birds by John Latham London, Printed for Leigh and Sotheby, 1781-1802. The author intended to describe all known birds around the world. While he did not succeed, his text was one of the most influential ornithological publications of its time, largely because of the attempt at comprehensiveness.
Its significance to Australian ornithology was the publication of a pamphlet intended for a mass audience. It tells the story of the Kelly Gang and the notorious bushranger, Captain Moonlite. ML MRB/37

Grzimek's animal life encyclopedia. 2nd ed. Detroit: Gaeke, 2004. Completely revised and updated 17 volume work covering the evolution, distribution and characteristics of all groups of the animal kingdom. SRL NQ590.3/f1 SET

De historia piscium libri quattor by Francis Willughby, Oxoni, E Theatro Sheldoniano, 1686. The first edition of this significant work on fish was published after Willughby's death. John Ray, a member of the Royal Society, edited the work, and publication was sponsored by members of the Royal Society. It contains 186 full page engravings. SRL RB/F434

Historical Abstracts; and America: History and Life, Santa Barbara, CA and Oxford: ABC-CLIO. Online versions of the two pre-eminent, complementary abstracting publications on historical subjects. Historical Abstracts covers the world from 1450, excluding the United States of America and Canada, which are covered from prehistory to the present in America: History and Life. Scholarly and comprehensive coverage of historical and related social science literature is provided with emphasis on English-language journal articles and book titles published internationally. Accessible via Databases link on PCs in the reading rooms.


International encyclopedia of the social and behavioural sciences. 1st ed. Amsterdam: Elsevier, 2001. This 26 volume work is the first major encyclopedia in the social and behavioural sciences since 1968. It reflects the growth and specialisation of knowledge since the 1960s with the rapid development of interdisciplinary fields and the impacts of information and communication technology. SRL REF/NI300.3/6 SET

International Index to Performing Arts Full Text. Cambridge: Chadwyck-Healey. This database indexes, abstracts and provides access to the full text of key journals in the performing arts including dance, film, drama, opera, stagecraft, pantomime, puppetry, magic and television. Accessible via Databases link on PCs in the reading rooms.

Journal of Australasian mining history. Crawley, W.A.: Australian Mining History Association, 2003-. This new, scholarly journal focuses on historical aspects of mining history, mining archaeology and heritage and other topics of interest to mining historians including records, relics, sites and materials. ML 622.099405/1

The origin, career and destruction of the Kelly gang; also, the adventures of Captain Moonlite by F. Hunter. Adelaide: Hodgson, 1900. The rare fourth edition of a pamphlet intended for a mass audience. It tells the story of the Kelly Gang and the notorious bushranger, Captain Moonlite. ML MRB/37

New atlas of Australian birds by Geoff Barrett, et al. Hawthorn East, Vic.: Royal Australasian Ornithologists Union, 2003. This colourful atlas presents 4,000 distribution maps relating to over 650 bird species in Australia. SRL REF/NQ598.0994/8 and ML Q598.0994/10

Ornithorhynchi Paradoxii: descriptio anatomica by Frederico Meckelio Lipsiae, Gerard Fleisher, 1826. Sir Everard Home published the first scientific article on the platypus in the Philosophical Transactions for 1802, but Meckel's book was the first monograph on the most curious of Australian mammals. This is the first major description of the platypus, and is illustrated with eight fine etchings. MRB#10

A plan for extending the commerce of this kingdom, and of the East-India-Company by Alexander Dalrymple. London: printed for the author, 1769. A rare copy of a pamphlet in which the influential Dalrymple argues the potential of extending trading networks further to the east, encompassing New Holland. It provides more evidence that trading possibilities were one of the reasons the British Government decided to establish a Colony on the east coast of Australia. ML MRB/S5

Recherches sur les ossements fossiles: où l'on rétablit les caractères de plusieurs animaux dont les révolutions du globe ont détruit les espèces by Georges, Baron Cuvier. Paris, G. Dufour et E. d'Ocagne, 1821-1824. Cuvier is known as the founder of comparative anatomy and palaeontology. In 1812, however, his writings supported the notion of biblical creation. Later discoveries forced him to conclude that the creation took longer than six days. Subsequently, Cuvier used fossils to show that entire species of animals had become extinct. As a key work of scientific history, Cuvier's work is especially relevant to the Library's natural history holdings. SRL RB/Q608-613

Reveille. Get up! Get up! Your Vita-Brits are ready. Start the day right with Vita-Brits Breakfast Biscuits by Percy Trompf. A poster c.1945 by one of Australia's most accomplished poster artists, from an advertising campaign for a famous Australian breakfast food. ML POSTERS 1718

Tasmania colonial collection 1803-1923. Kiama, Kiama Family History Resource Group, 2003. This microfiche index provides access to 180,000 records relating to Tasmanian events including baptisms 1830s to 1920s, church records, musters, court records, passenger lists, convict records, hotel licences, hospital, prison and land records. Most of the information comes from original records held in the Mitchell Library and parish records held at the Archives Office of Tasmania. SRL REF 10/RAV/FM6/631 and ML REF 1/MAV/FM6/828

Works by Alexander Pope. London, printed for Bernard Lithot, 1717. This is the first published collection of Pope's work and includes many of his most important poems including The Rape of the Lock first written in 1712. SRL RB/Q607
Original materials

**Asiatischer Archipel und Neu Holland, 1849, a map after Carl Christian Franz Radefeld.** This map of Australia, New Guinea and Indonesia is from Joseph Meyer’s *Meyer’s Zeitungs und Groschen-Atlas*, published in Germany for the European market in 1849. Two inset maps show the 19 counties of New South Wales and the division of the South Coast into Nuytsland, Flindersland, Baudin’s Land and Grant’s Land, as well as the south-west corner of Western Australia and the Swan River Settlement. ML M2/406/1849/1

**Sketchbook belonging to Edmund Blacket.** Compiled by leading colonial architect Edmund Blacket immediately after he landed in Sydney in November 1842, the 19 watercolour sketches record buildings around Sydney, from churches through to modest residences. The sketchbook was accompanied by some drawings by Blacket's daughters, including fascinating 1860s and 1870s views of Glebe and Balmain. ML PXE 925

**Collection of photographs of Maroubra, by Paul Blackmore.** In this series of 10 photographs, Blackmore, an Australian photographer of international standing, documents Maroubra Beach's surf culture. It includes a portrait of the big wave surfer, Koby Abberton, and records the recreational activities of the surfers. ML PXE 847

**Journal of Henry William Downes on the yacht Wanderer describing a voyage from Plymouth to Sydney, 1841-1842.** The *Wanderer* was owned by Ben Boyd who became one of the colony's wealthiest and most colourful characters through his interests in whaling, shipping, pastoralism and politics. ML MSS 7388

**Two illuminated addresses presented to Sir Arthur Conan Doyle, 1920-21.** The creator of Sherlock Holmes visited Australia from September 1920 to February 1921 as part of his campaign to further the cause of Spiritualism around the world. Both addresses were presented to Doyle by Spiritualist organisations in Australia. ML MSS 7387

**Hémisphère Oriental map.** This c.1740 French eastern hemisphere map shows ‘Nouvelle Hollande’ hypothetically joined to Nlle Guinée and Nlle Terre de Diemen, with a pre-Cook eastern coastline. It notes ‘Cap de Circumcision decouv. en 1739’, an early reference to the Antarctic continent. ML M2/110/1740/1

**Lady Desolie Hurley archive.** Lady Hurley was the Chief Executive Designer for Berlei Limited between 1954 and 1970. This archive focuses on one of her most famous designs, the 1962 fifty guineas ‘Mink outer-wear’ bra. It includes publicity photographs and press-clippings relating to the bra, and an example of the bra itself. ML PXA 961 vol.7; R 946; R 947

**Account of a journey of exploration with Leichhardt’s second expedition of 1846-47 by Henry Turnbull.** The text of a lecture delivered by Turnbull in Launceston in 1857, giving his account of Ludwig Leichhardt's failed attempt to cross northern Australia from the Darling Downs to Perth. ML MSS 7363

**Journal kept by Arthur Manning on a voyage from Plymouth to Sydney on the Earl Grey, 1839-1840.** A revealing record of life on an early emigrant ship from the perspective of a cultivated first class passenger. ML MSS 7390

**Mort family collection of photographs.** This collection of thousands of photographs was compiled by a member of the prominent Mort family in the nineteenth century. It includes many significant items including a rare William Blackwood album of Sydney views of 1859. At that time Blackwood’s prints were considered to be the best available in Australia. ML PIC5

**A new and accurate map of Asia, drawn from the most approved modern maps and charts, after Thomas Bowen.** Engraved for Thomas Bankes's *New, royal and authentic system of universal geography … of the whole world*. This map was published in London in 1787, and issued in 90 weekly parts, with revisions and reissues. It shows the Indian Ocean from Africa to Australia and the eastern Pacific to New Zealand. ML M2/400/1789/1

**Report of a Journey of two thousand two hundred miles to the Tribes of the Coast and Eastern Interior during the year 1844 by George Augustus Robinson.** The account of the former Chief Protector of Aborigines extends over a six-month journey and includes descriptions of the tribes, stations, townships and terrain encountered in south-eastern Australia. ML MSS 7335

**Portrait of Quong Tart, by a Chinese artist.** This strong portrait of Quong Tart is a rare oil painting of one of the most significant Australian-Chinese figures of the late nineteenth century. A wealthy Sydney merchant and philanthropist, Tart straddled two cultures and was significant to both. This portrait dating from the 1880s, along with an ancestral portrait of Tart's mother, was acquired from a descendant. ML 1346 & ML 1347

**Papers of A. G. Stephens relating to John Shaw Neilson, 1907-1931.** In his role as a literary editor, Stephens greatly influenced the development of Australian literature, encouraging writers as well as editing and criticising their work. These papers include original poems and correspondence to Stephens from Neilson, widely regarded as one of Australia's finest lyric poets. ML MSS 7386

**Photographs of Sydney by Satoshi Kinoshita.** Taken by Japanese-born photographer Kinoshita immediately after he arrived in Sydney in 1986, they record aspects of Sydney that have since vanished, including the City Bowling Club, and the prominent Anti-Monorail Protests. ML PXA 713

**A Topographical plan of the settlements of New South Wales, including Port Jackson, Botany Bay and Broken Bay, surveyed by Messrs. Grimes and Findlers, communicated by Lt. Col. Paterson. London: March 12th 1799 by A. Arrowsmith, with Additions to 1815.** This fine example of Arrowsmith's map, showing the limits of settlement, was revised in 1815 to include an inset map of George William Evans's route west of the Blue Mountains in 1813-1814. The map belonged to Louis de Freycinet, who sailed from France in 1817 in command of the Uranie, reaching Sydney in November 1819. Freycinet annotated the
map in pen and pencil, giving French alternatives to English place names and locations. ML M3/811/1/1815/2

**Totius orbis terrarum tabula, ejusque post diluvium divisio inter filios Noachi [A map of all the Earth and how after the Flood it was divided amongst the sons of Noah] by Joseph Moxon.** This rare map is one of a series of biblical maps produced by Moxon in 1671. Moxon divides the world into 50 countries of which ‘29’ is Hollandia Nova. In his scheme Eden and the land of Nod, with figures of Adam and Eve in the Garden, are located between the Caspian Sea and the Persian Gulf. ML M2/100/1671/1

**Watercolours of Newcastle, and an echidna, by John Lewin.** The two Newcastle views dating from c.1807 and a natural history illustration of an echidna were commissioned by Governor William Bligh, and purchased from his descendants. The Newcastle views are some of the earliest depictions of that settlement to have survived. ML PXD 942

**Watercolour of a Rock Lily of NSW, by Richard Read Junior.** This large and splendid portrait of a rock lily – a then common and much admired local orchid – was painted in Sydney in 1822. It was conceived more as a work of art to be displayed on a wall rather than as a diagnostic botanical illustration. Using a composition derived from one of the high points of European botanical illustration – the Temple of Flora – the watercolour suggests how a confident colonial society incorporated its distinctive natural history to promote itself. ML 1341
Additions to the collection at a glance 2003/04

Number of items added this year (excluding manuscripts) 75,095
Linear metres of manuscripts acquired this year 169.42
Current serial titles (physical formats) 14,841
Full-text online serial titles 7,328
Web publications preserved 730
Pages, pictorial images digitised 16,398

The Library’s collection contains over 5 million items, including books, journals, newspapers, government publications, maps, pictures, manuscripts, ephemera, oral histories and audiovisual materials. Special format materials for people with a disability and resources in 40 community languages are also acquired.

State Reference Library

<table>
<thead>
<tr>
<th>Category</th>
<th>Additions 01/02</th>
<th>Additions 02/03</th>
<th>Additions 03/04</th>
<th>Total as at 30.6.04</th>
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1 See the index for further information about the collections on page 82
## Mitchell Library

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<tr>
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<th>03/04</th>
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## Dixson Library (a closed collection)

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<th>Category</th>
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<th>03/04</th>
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<td>Pictures</td>
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<td>Maps</td>
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<td>Realia</td>
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<td>268</td>
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The multicultural campaign provides library services to NSW diverse communities. Shown at Waverley Library are Kerrie Wood, Manveer Dhillon, Tania Wood, Goran Kuzmanovic and Kris Farias, photo by Scott Wajon

Public library grants and subsidies
In 2003/04, the Minister for the Arts approved the allocation of $21,988,000 in grants and subsidies to local authorities according to the Library Regulation 2000 and the 1990 Funding Formula:

**Base grant – 5%**
Allocated equally to councils that comply with the Library Act, 1939 ($808,500).

**Population grant – 69.5%**
Allocated to councils according to population figures as published each year by the Australian Bureau of Statistics as Preliminary Estimates ($11,238,150).

**Disability loading – 4.5%**
Allocated according to each council’s weighted population derived from the Grants Commission disability factors ($727,650) for:
- isolation 1.5%
- population distribution 1.5%
- demographic composition 1.5%.

**Local special projects – 5%**
In 1995/96 the Minister approved the Funding Formula Review Committee’s recommendation that the Contribution Incentive be replaced by Local Special Projects. Local Special Projects were available under the following categories:
- Technology
- Building
- Collections
- Promotion
- Research.

The funding was allocated equally to all eligible councils ($808,500).

**Library development grants – 16%**
Allocated by the Minister for the Arts upon the recommendation of the Library Council for the following purposes:

a) Cooperative and networking activities supported by the Library Council up to a maximum of 2% of the total funds:
- Multicultural Purchasing Co-operative ($62,000)
- email and website support ($6,000)
- interlibrary loan van subsidy ($20,000)
- statewide network ($80,000)
- continuing education ($65,000)
- research projects ($89,200).

b) Royal Blind Society ($150,000)

c) Library development grants available on application for the purpose of improving library services to the people of New South Wales ($2,115,000).

**Additional funding**
The Minister for the Arts approved allocation of funding for:
1. NSW.net
   Statewide connectivity for public libraries – $2,000,000
2. Library Development Grants
   In addition to (c) above – $1,250,000

**Special Purpose Grants**
Special Purpose Grants were made to local authorities providing library services under the categories of technology, building, collections, research and promotion. These grants comprise the three components listed below:
1. Local Special Project funds as detailed above
2. Collections funding – $250,000
3. Additional funding in 2003 and in 2004 – $2,158,000.

Local Special Project and Collection funds are equally allocated to all local authorities providing public library services. The third component is allocated using the base, population and disability components of the 1990 Funding Formula.

**Statistical and financial reporting**
Investigation and purchase of software and licences to allow the online collection, collation and dissemination of public library financial and statistical data ($69,000).

**State Library services for public libraries**
State Library services to local authorities in support of the provision of public library services ($91,000).
### Library development grants 2003/04

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<tr>
<th>Council</th>
<th>Project</th>
<th>Amount Recommended ($)</th>
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<tbody>
<tr>
<td>Auburn</td>
<td>The Children’s Escape Project</td>
<td>8,723</td>
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<tr>
<td>Ballina</td>
<td>Update to Omni-Directional Scanners and Receipt Printers at Ballina, Alstonville and Lennox Head Libraries</td>
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<td>Baulkham Hills</td>
<td>Up to Date, in Demand and @ Your Library Now!</td>
<td>79,149</td>
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<td>Bega</td>
<td>Newspapers on Microfilm: Here and Now</td>
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<td>Blacktown</td>
<td>Automated Circulation System</td>
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<td>Bland</td>
<td>Bursting at the Seams – Extension of Bland Shire Library</td>
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<td>Bogan</td>
<td>Library Building Extensions/Renovations</td>
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<td>Broken Hill</td>
<td>Outback Letterbox Library</td>
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<td>Cabonne</td>
<td>Refurbishment of the Canowindra Library</td>
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<td>Canterbury</td>
<td>Pictorial Canterbury</td>
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<td>Establishment of a Core Collection of DVD Material</td>
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<td>Youth Focus: Youth Resources Upgrade</td>
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<td>After Hours Return Bin</td>
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<td>The Value Proposition of Library Models in New South Wales</td>
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<td>Development of DVD Core Lending Collection</td>
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<td>DVDs for the Mid North Coast Cooperative</td>
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<td>Aussie Fiction</td>
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<td>The Hang Out – A Place for Young People</td>
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<td>West South West Sydney Community Language Collection</td>
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<td>Manly Library Wireless Network</td>
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<td>Mudgee</td>
<td>A Library for the Future</td>
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<td>Newcastle</td>
<td>Wallsend District Library Building Development</td>
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<td>Orange</td>
<td>Powering Information into the Future</td>
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<td>2004 @ Your Library … and Beyond</td>
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<td>New Look, New Feel – Orange City Library</td>
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<td>Discover the Depression: Manly, Mosman, Pittwater and Warringah in the 1930s</td>
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<td>Access and Assets: Self Check and Security for Port Stephens Library</td>
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<td>What’s a Good Book to Read?</td>
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Public library subsidies, special purpose grants and voted expenditure 2003/04

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<td>14,246</td>
<td>8,438</td>
<td>163,486</td>
<td>32.20</td>
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<td>Orange</td>
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<td>10,790</td>
<td>171,060</td>
<td>13.30</td>
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<td>329,968</td>
<td>61,587</td>
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<td>23,641</td>
<td>2,520,576</td>
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<td>25,915</td>
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<td>26,967</td>
<td>10,545</td>
<td>171,060</td>
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<td>Queanbeyan</td>
<td>63,304</td>
<td>16,915</td>
<td>838,816</td>
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<td>Quirindi</td>
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<td>8,467</td>
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<td>232,625</td>
<td>44,565</td>
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<td>Richmond Valley</td>
<td>44,223</td>
<td>13,529</td>
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<td>34,937</td>
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<td>10,104</td>
<td>194,261</td>
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<td>8,969</td>
<td>123,219</td>
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<td>Walcha</td>
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<td>7,963</td>
<td>151,765</td>
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<td>198,330</td>
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<td>8,053</td>
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<td>9,670</td>
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</table>

On 8 May 2003 parts of Leichhardt and South Sydney Councils were incorporated into the City of Sydney. Therefore per capita calculations for these library services have not been included.

For further information see Public Library Statistics 2002/03, page xiii.
Council, staff and friends

The former Mitchell Reading Room, refurbished for use by Foundation members and Friends, photo by Kate Pollard
Members of the Library Council of New South Wales
as at 30 June 2004

The Library Act 1939, as amended by the Cultural Institutions (Miscellaneous Amendments) Act 1989, provides that there shall be a Library Council of nine members nominated by the Minister and appointed for a three-year term by the Governor.

The Hon. Mahla Pearlman AO
BA, LLB(Hons)
President
Appointed 1996; current term ends December 2004

Ms Belinda Hutchinson
BEc, FCA
Deputy President
Consultant, Macquarie Bank Ltd
Appointed 1997; current term ends December 2007

Dr John Barclay
BA, DipEd, DipLib, MEd, PhD, GradDipEmpRel
Director, Personnel Relations & Equal Opportunity, Australian Catholic University
Appointed 2002; current term ends December 2004

Dr Bridget Griffen-Foley
BA(Hons), PhD
ARC Queen Elizabeth II Fellow in Modern History and Politics, Macquarie University
Appointed 2003; current term ends December 2007

Mr Wal King AO
BE, MEngSc, Hon DSc, Hon FIEAust, CPEng, FAIM, FAIB, FTSE
Chief Executive Officer, Leighton Holdings Limited
Appointed 2002; resigned February 2004

Mr Robert Knight
BA
Manager, Recreation and Cultural Services, Wagga Wagga City Council
Appointed 2003; current term ends December 2005

Mr Paul Murnane
BEc, MBA
Executive Director, Goldman Sachs JBWere
Appointed 2003; current term ends December 2005

Mr Robert Purves
BCom
Chairman, DCA Group Limited/President, WWF (Australia) Limited
Appointed 2000; current term ends December 2005

Ms Dagmar Schmidmaier AM
BA, DipLib, MLib, Hon DLitt, FALIA
State Librarian & Chief Executive and Secretary to the Library Council
State Librarian from 1995

Mr David Sherbon
BA Econ(Hons)
Director Corporate Development, Committed Capital Pty Ltd
Appointed 1997; current term ends December 2007

Council attendance record
10 meetings were held in 2003/04

<table>
<thead>
<tr>
<th>Name</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Hon. Mahla Pearlman AO, President</td>
<td>9</td>
</tr>
<tr>
<td>Ms Belinda Hutchinson, Deputy President</td>
<td>10</td>
</tr>
<tr>
<td>Dr John Barclay</td>
<td>10</td>
</tr>
<tr>
<td>Dr Bridget Griffen-Foley</td>
<td>9</td>
</tr>
<tr>
<td>Mr Wal King AO (to February 2004)</td>
<td>2</td>
</tr>
<tr>
<td>Mr Robert Knight</td>
<td>8</td>
</tr>
<tr>
<td>Mr Paul Murnane</td>
<td>10</td>
</tr>
<tr>
<td>Mr Robert Purves</td>
<td>8</td>
</tr>
<tr>
<td>Ms Dagmar Schmidmaier AM, Secretary</td>
<td>10</td>
</tr>
<tr>
<td>Mr David Sherbon</td>
<td>6</td>
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</table>
Standing committees of the Library Council of New South Wales as at 30 June 2004

Finance Committee
In accordance with the Library Act 1939 Section 7B, the Finance Committee is delegated Council’s powers of investment, makes decisions concerning the management of Council and Library Foundation funds, and refers them to Council for information.

Members
Mr David Sherbon (Chair)
Ms Belinda Hutchinson
Mr Wal King AO (to February 2004)
The Hon. Mahla Pearlman AO
Mr Robert Purves
Ms Dagmar Schmidmaier AM, State Librarian & Chief Executive

In attendance
Mr Paul McKinnon

Grants Committee
Assesses applications for Library Development Grants received from local authorities in New South Wales; defines priority areas for grants and makes recommendations to the Council about the allocation of these grants, for approval by the Minister for the Arts.

Members
Mr Robert Purves (Chair)
Dr John Barclay
Ms Kathleen Bresnahan, Assistant State Librarian, Public Library Services
Mr Cameron Morley, A/Manager, Public Library Services

CH Currey Fellowship and Nancy Keesing Fellowship Committee
Assesses applications for the Currey and Keesing Fellowships, and makes recommendations to the Council about the award of the Fellowships.

Members
Dr John Barclay (Chair)
Dr Bridget Griffen-Foley
Ms Elizabeth Ellis, Assistant State Librarian, Collection Management Services & Mitchell Librarian

Library Act Review Committee
Reviews and makes recommendations for the amendment of the Library Act 1939.

Members
The Hon. Mahla Pearlman AO (Chair)
Ms Dagmar Schmidmaier AM, State Librarian & Chief Executive
Ms Kathleen Bresnahan, Assistant State Librarian, Public Library Services
Ms Bronwyn Coop, Manager, Policy & Research
Mr Cameron Morley, A/Manager, Public Library Services

Public Libraries Consultative Committee
Provides a consultative framework for the Library Council, the State Library and key stakeholders in local government concerning public library services.

Members
Mr Robert Knight (Chair), Library Council of NSW
Mr Noel Baum, Local Government Association of NSW and Shires Association of NSW
Mr John Cumberford, Secretary, Country Public Libraries Association (CPLA)
Councillor Beverley Giegerl, Local Government Association of NSW
Ms Anne Hall, Secretary, Metropolitan Public Libraries Association (MPLA)
Councillor Kath Knowles, Chair, CPLA
Mr Paul Murnane, Library Council of New South Wales
Councillor Sonya Phillips, President MPLA
Ms Jan Richards, CPLA
Ms Frances Sims, MPLA
Mr Greg Smith, Local Government Managers Australia (LGMA), NSW Division
Ms Kathleen Bresnahan, State Library of New South Wales (SLNSW)
Ms Bronwyn Coop, SLNSW
Mr Cameron Morley, SLNSW
Mrs Dagmar Schmidmaier AM, SLNSW

State Library of New South Wales Foundation Trustees
The Trustees were established by resolution of the Library Council, with a role to provide strategic direction, policy and financial management of the Foundation funds.

Members
The Hon. Mahla Pearlman AO (Chair)
Ms Belinda Hutchinson
Mr Paul Murnane
Mr Robert Purves
Mr David Sherbon
Mrs Dagmar Schmidmaier AM, State Librarian & Chief Executive

In attendance
Mr Adam Check, A/Executive Director, SLNSW Foundation
Mr Paul McKinnon
Friends of the State Library of New South Wales Committee
Promotes Library events and activities and advocates for membership of the Friends.

Members
The Hon. Justice David Levine RFD (Chair)
Mrs Pamela Bell OAM
Mr Arthur Easton
Captain John Faulkner AM
Emeritus Professor Brian Fletcher
Mrs Maureen Fry
Dr Bridget Griffen-Foley
Ms Roslyn McDonald
Ms Margot McKenzie
Mrs Margaret Whitlam AO

In attendance
Mr Adam Check, A/Executive Director, SLNSW Foundation

LIAC Advisory Board
To guide LIAC’s strategic development.

Members
The Hon. Mahla Pearlman AO (Chair)
The Hon. GE Fitzgerald AC
Mrs Dagmar Schmidmaier, AM, State Librarian & Chief Executive, State Library of NSW
Professor Gordon Stanley, President, Board of Studies NSW
Mr Bill Grant, Chief Executive Officer, Legal Aid Commission of NSW
Mr Geoff Mulherin, Director, Law and Justice Foundation of NSW
The Hon. Ruth McColl AO, Judge, Supreme Court, Court of Appeal
Mr Mark Richardson, Chief Executive Officer, Law Society of NSW
Ms Megan Thomas, Director, LawAccess NSW

In attendance
Ms Helen Vasilevski, A/Manager, Financial Services, State Library of NSW
Ms Sue Walden A/Manager, LIAC
Committees of the State Library of New South Wales as at 30 June 2004

Executive Committee
Strategic policy development and corporate management of the Library.

Members
Dagmar Schmidmaier AM, BA, DipLib, MLib, Hon DLitt UNSW, FALIA
State Librarian & Chief Executive (Chair)
Lucy Arundell, BA, DipLib
Assistant State Librarian, Electronic Library Services
Kathleen Bresnahan, BA, AALIA
Assistant State Librarian, Public Library Services
Elizabeth Ellis, BA, DipLib
Assistant State Librarian, Collection Management Services & Mitchell Librarian
Therese Lake, BA (LibSc), Grad Dip Comm Mgmt
Assistant State Librarian, Reader Services
Wilma Norris, BA, AALIA
Assistant State Librarian, Education & Client Liaison Services

In attendance
Bronwyn Coop, BA (Hons)
Manager, Policy and Research
Paul McKinnon, MBA CPA

Copyright Committee
To provide advice on copyright law reform initiatives and developing State Library policies on copyright.
Chaired by Elizabeth Ellis.

Counter-Disaster Management Committee
To maintain awareness of potential threats to the collection and update counter disaster plans.
Chaired by Heather Mansell, Manager, Collection Preservation.

Exhibitions Advisory Committee
To plan the Library’s exhibition program and develop related policies, procedures and promotional strategies.
Chaired by Wilma Norris.

Expert Reference Group for di@yll
To provide strategic advice on the management of the di@yll information service.
Chaired by Leanne Perry, Manager, Health Information Service.

External Exhibition Loans Committee
To review requests, policy and procedure for external loans to institutional exhibitions.
Chaired by Richard Neville, Manager, Original Materials.

Health Information Service Advisory Committee
To provide advice and support on strategic directions of the Health Information Service.
Chaired by Josefa Sobski, Chief Information Officer NSW Health.

Heritage Collection Exhibition Working Party
To provide direction and planning for the Nelson Meers Foundation Heritage Collection project.
Chaired by Wilma Norris.

Innopac Management Committee
To ensure effective management of the Innopac library management system across the Library.
Chaired by Christine Edwards, Systems Librarian.
Mitchell Operations and Planning Group
To coordinate operational matters for the Mitchell Reading Room and collections.
Chaired by Therese Lake and Elizabeth Ellis.

New Datasets Evaluation Committee
To evaluate and select electronic databases and services.
Chaired by Jim Tindall, Senior Librarian, Collection Services, and Philippa Armfield, Senior Librarian, Reader Services.

Occupational Health & Safety Committee
To identify and implement occupational health and safety programs and monitor outcomes according to the Library’s OH&S Strategic Plan.
Chaired by Shauna Miller, Coordinator, Multicultural Purchasing Cooperative.

OPAC Committee
To develop the computer catalogue’s interface and content, and improve access to the collections both in the Library and through the website.
Chaired by Mark Hildebrand, Dixson Librarian.

Preservation Microfilm Steering Committee
To raise awareness, resolve issues, develop policies and make recommendations about preservation microfilming.
Chaired by Heather Mansell.

Project 2001 to 2010 Steering Committees
To develop a strategic, integrated approach to celebrating Project 2001 – 2010 and to advise on the planning, development and implementation of each year of the program.
Chaired by Wilma Norris.

Public Library Network Research Committee
To undertake quality research and evaluation to inform the promotion, planning, development and review of New South Wales public library services.
Chaired by Kerrie Burgess, Research Coordinator.

Stack Management Committee
To implement stack management including offsite storage.
Chaired by Jerelynn Brown, Manager, Collection Services.

State Library Industrial Consultative Committee
Forum for discussion of industrial relations issues within the Library.
Chaired by Gabrielle Avery A/Manager, Human Resoures and Trish Leen, Chair, Workplace Committee.

Volunteer and Staff Council
To coordinate and promote the State Library Volunteer Program.
Chaired by Val Noake, Manager, Community Programs.
Representation on key external committees as at 30 June 2004

Adult Learners’ Week NSW Working Group
– Adult and Community Education
Oriana Acevedo, Consultant, Public Library Services

Aurora Foundation Ltd
Dagmar Schmidmaier AM, State Librarian & Chief Executive (Chair)

AusHeritage Ltd Board of Directors
Heather Mansell, Manager, Collection Preservation

Australasian Innovative Users Group
Christine Edwards, Systems Librarian
Susanne Moir, Coordinator, Bibliographic Access

Australia on the Map NSW Steering Committee
Cheryl Evans, Curator of Maps

Australian Academic and Research Libraries Editorial Board
Dagmar Schmidmaier AM

Australian Dictionary of Biography New South Wales Working Party
Warwick Hirst, A/Curator of Manuscripts

Australian Digital Alliance
Dagmar Schmidmaier AM (Director)

Australian Institute for the Conservation of Cultural Material Inc (AICCM): 2004 Conference Organising Committee
Tegan Anthes, Conservator
Anna Brooks, Senior Conservator
Heather Mansell
Catherine Thomson, Senior Conservator

Australian Institute for the Conservation of Cultural Material Inc (AICCM): NSW Committee
Heather Mansell
Catherine Thomson (Treasurer)

Australian Libraries Copyright Committee
Dagmar Schmidmaier AM

Australian Library and Information Association (ALIA) Education Reference Group
Niki Kallenberger, Manager, Education and Training

ALIA Expert Group on Government Publications
Cheryl Grant, Senior Librarian, Collection Services

Australian Library Journal Editorial Board
Dr David J Jones, Building Consultant, Public Library Services

Australian Womens’ Archive Project Local Joint Committee (NSW)
Elizabeth Ellis, Assistant State Librarian, Collection Management Services and Mitchell Librarian

ALIA Research Committee
Kerrie Burgess, Research Coordinator, Policy and Research

Australian Pictorial Thesaurus Management Committee
Allison Kingscote, Thesaurus Coordinator
Richard Neville, Manager, Original Materials (Convenor)

Council of Australian State Libraries (CASL)
Dagmar Schmidmaier AM (Chair)

CASL Working Groups
State Library staff are represented on various CASL working groups

CISH (International Congress of Historical Sciences) 2005 Conference Organising Committee
Elizabeth Ellis

Community Technology Centre Program Regional IT Advisory Group
Charles Jago, Principal Project Coordinator, Rural Link

Geographical Names Board of New South Wales
Cheryl Evans

History Council of New South Wales Management Committee and Executive
Elizabeth Ellis

Justice Sector Metadata Standards: LIAC Subject Headings Working Group
Sue Walden, A/Manager, LIAC

Kinetica Advisory Committee
Elizabeth Ellis (representing CASL)

Kinetica Users Group (NSW)
Susanne Moir (Convenor)

Local Government Association of NSW and the Shires Association of NSW, Library and Information Services Reference Group
Kathleen Bresnahan, Assistant State Librarian, Public Library Services

Local Government Association of NSW and the Shires Association of NSW, Community Planning and Services Committee
Kathleen Bresnahan (Observer)

Local Government Association of NSW and the Shires Association of NSW, Cultural Agencies Steering Committee
Kathleen Bresnahan

Metropolitan Public Libraries Association (MPLA)
Kathleen Bresnahan (Observer)
Metropolitan Public Libraries Association (MPLA) Working Group on Multicultural Library Services
Shauna Miller, Multicultural Cooperative Coordinator (Secretary)
Oriana Acevedo

Miles Franklin Literary Award Judging Panel
Dagmar Schmidmaier AM

Museums Australia, Performing Arts Special Interest Group
Jerelynn Brown, Manager, Collection Services

Museums Light Up Sydney Committee
Rosemary Moon

National Museums and Galleries Association
Avryl Whitnall, Curator of Exhibitions

National Plan for Australian Newspapers
Jerelynn Brown (Convenor)

National Resource Sharing Working Group
Therese Lake (representing CASL)

NSW Department of Lands: Biographies of NSW Surveyors-General Reference Group
Cheryl Evans

NSW Law Week Committee
Sarah Condie, Librarian, LIAC

NSW Legal Referral Forum
Sue Walden

NSW Public Libraries Marketing Working Group
Victoria Anderson, Consultant, Public Library Services

NSW Public Libraries Evaluation Group (PLEG)
Sue Parkinson, Consultant, Public Library Services

Nita B Kibble Literary Awards
Paul Brunton, Senior Curator, Mitchell Library

Oral History Association of Australia
Rosemary Block, Curator of Oral History (President)

PANDORA Consultative Committee
Lucy Arundell (from April 2004)

PictureAustralia National Participants Committee
Richard Neville

Quong Tart Centenary Commemoration Committee
Jennifer O’Callaghan, Librarian, Original Materials

Sydney Curatorial and Custodial Institutions Disaster Preparedness Group
Heather Mansell (Chair)

Tourism New South Wales Working Forum
Rosemary Moon

University of New South Wales Information Management Program Advisory Committee
Dagmar Schmidmaier AM


Brunton, P 2004, ‘I did but read her passing by [The Diaries of Miles Franklin]’, Sydney Morning Herald, Spectrum, 28-29 February, p. 2.


O’Callaghan, J 2004, This working life [exhibition catalogue], State Library of New South Wales, Sydney.


Presentations and conference papers


‘Working as an archivist/manuscripts librarian’, Graduate Careers Forum, University of NSW Arts and Social Sciences Expo, August.


Oral history workshops and presentations to associations, societies and clubs in Sydney and regional New South Wales.


‘Australian literary luminaries’, State Library, November.


‘The real Miles Franklin’, 18 presentations in Sydney, Darwin, Shepparton, Goulburn, Gosford, and Orange, March to June.

‘The diaries of Miles Franklin’, 15 presentations in Sydney, Melbourne, Darwin, Newcastle, Goulburn, Port Macquarie and Wollongong, February to June.

‘The voyages of Abel Tasman’, 15 presentations in Sydney, Melbourne, Darwin, Newcastle, Goulburn, Port Macquarie and Wollongong, February to June.


“James Cook and the Transit of Venus”, Sydney Observatory; Institution of Surveyors, Sydney, June.


Jones, DJ 2003/04, ‘Bunbury City Library Site’, Bunbury City Council, Western Australia, July.

“The Civic Place Project and Willoughby Library”, Addresses to community groups, Willoughby Town Hall, July.


“The place to be: challenges and trends”, The Place To Be: The Public Library Building Renaissance seminar, State Library, February.

‘Planning library buildings’, Edith Cowan University, Western Australia, May.

Kahabka, D 2004, ‘Re-housing the Miranda map’ poster presentation AICCM Sydney Symposium, Art Gallery of New South Wales, April.


“The Australian Pictorial Thesaurus for local studies collections”, Western Australia ALIA Local Studies Group workshop, Perth, September.

“The Australian Pictorial Thesaurus and local studies collections’ Queensland local studies librarians and State Library of Queensland staff, November.

‘PictureNSW and the Australian Pictorial Thesaurus’, Public libraries seminar, State Library of New South Wales, March.

Larkin, M 2004, ‘Biographical research using original materials’, University of Technology Sydney, post-graduate students in writing and journalism, April.


Mansell, H 2003, ‘Maintaining the muse’ presentation, two sessions, to members of the State Library Foundation, October.

Mansell, H & Thomson, C 2003, ‘De-dramatising disasters’ two-day workshop, State Records Authority (NSW), Kingswood, October.


‘Arranging and managing original material collections’ Charles Sturt University Bachelor of Arts, Library and Information Science, October.

‘Using images for historical research’ Independent Teachers Association History Teachers Annual conference, March.


‘Quong Tart’, Dixon Room, State Library, December.

This Working Life exhibition lectures, State Library, March and May.


Schmidmaier, D 2003/04, Metropolitan Public Libraries Association Seminar, November.

Speaker at the Celebration of Warren Horton’s Career, National Library of Australia, March.

Occasional address at Graduation Ceremony, Faculty of Science and Agriculture, Charles Sturt University, Wagga Wagga, April.


‘Photographic preservation’, St. George Regional Museum, September.


‘LIAC in partnership with the Public Interest Advocacy Centre (PIAC)’ at launch of Protecting Human Rights in Australia, State Library, June.

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Mrs Kay Sweeney
Dr John L Symonds
Ms Mary-Lynne Taylor
Mr Phillip Thompson
Ms Sue Thomson
Mr Kenneth W Tribe AC
Dr David G Walker AM
& Mrs Leonie Walker
Mr Stuart Walkerden
Mr Richard Weavers
Mr Roy H Whitecross
Mr Ian Wilkey
Mr David L Williams AM
Mrs Katie Young JP
Mrs Margaret Phelan
Mr John Baker
Dr Stephen Barratt
Mr John Benaud
Mr John L Brooker
& Mrs Elizabeth Brooker
Ms Roslyn Burge
Mr Barry Casey
Mr Tullio Cofrancesco
Mrs Kay Cox 
Ms Audrey Cummins
Mrs Marta Daniel
Ms Margaret A Griffiths
Mrs Margaret Henry
Mrs Joan M Hooper
Ms Patricia Kerr
Dr S Kerr OAM
Mr Henryk Kitaszewski
Mrs L H Macfarlane
Mrs Margaret J Mashford
Mr Terry G Matthews
Mrs J B McKenzie
Mr Dusty Miller
Mr Lewis Morley
Dr Gordon Myall
Mrs Trudi O’Neil
Dr Peter Sainsbury
The Hon Gordon J Samuels 
AC CVO QC & Mrs Samuels 
Ms B E Sanders
State Library Volunteers as at 30 June 2004

Mr Mahir Akaltun
Mr Alan Anderson
Ms Yvonne Asquith
Mr Malcolm Atkinson
Mrs Patricia Ball
Mrs Joan Barr
Ms Marcia Bass
Mr Leslie Bassett
Dr Kathrine Becker
Mrs Ingrid Beeren
Rev Grahame Bickford
Mrs Jan Bransgrove
Mrs Helen Breekveldt
Mrs Margaret Broadfoot
Mrs Mercia Bunting
Mrs Diane Burgess
Mrs Mary Clark
Mrs Robyn Clarke
Mrs Jeannette N Clarke
Mrs Margaret C Conlon
Mr William Coupland
Miss Rosemary Cox
Dr Helen Bashir Crane
Mrs Joyce Crooks
Ms Carmel Cummins-Bezzina
Mrs Gwyn Curran
Mrs Janice D’Ambra
Mrs Moya Daly
Mrs Rosalind Davie
Mrs Enid Davis
Mrs Judith Dawson
Mrs Marjorie Day
Ms Dorothy Disher
Mrs Patricia Donnelly
Mrs Mary Driver
Mr Brian Dymock
Mrs Mina Elron
Ms Nancy Essex
Miss Berenice Evans
Ms Ruby Faris
Mr Maurice P Farrell
Mrs Sandra Faulkner
Mr Robert Fawcett
Miss Marie Flanagan
Mrs Elizabeth Franklin
Mrs Dorothy Gibson
Miss Judy Gimbert
Mrs Jane C Gray
Dr Ken Gray
Mr Basil Griffin
Ms Els Groenewegen
Miss Helen Halse-Rogers OBE
Mrs Paula Hand
Mrs Joan Hansell
Ms Jane Harris
Mrs Eileen Harrison
Mrs Barbara Harvey
Mrs June Harvison
Mrs Sylvia Hayman
Mr Peter Hayman
Mrs Elizabeth Heffernan
Mr Kevin W Hewitt
Mr James Hillier
Mrs Jennifer Hindmarsh
Ms Evelyne Hoctor
Mrs Jean Hogden
Miss Hazel Hoss
Mrs Edna Hutton
Miss Wendy James
Ms Muriel Jardine
Mrs Allanah Jarman
Mrs Elizabeth Jewsbury
Mrs Gwen Kemmis
Mrs Ji-Yeon Kiddie
Mr Raymond King
Mrs Mona King
Mr David G Lambert
Ms Olive H Lawson
Ms Carolyn Leafe
Mrs Thelma Long
Ms Cheryl Low
Mrs Jean Lyall
Mrs Betty MacLean
Ms Elise Malcolm
Mrs Mary Maltby
Mrs Margaret Mandeno
Mrs Joy Marchant
Mrs Robin Mathews
Mrs Betty McGregor
Mr Douglas McKay
Ms Margot McKenzie
Mrs Shirley McClachlan
Mr E John Mereweather
Mrs Jackie Mewing
Mrs Zoe Middleton
Mr Rex Minter
Mrs Juanita Minter
Mrs Helen Monaghan
Mrs Joy L Moran
Mrs Lottie Mottram
Mrs Joan Murphy
Mr Otto Neumann
Miss Judy Nicklin
Mrs Nancy Nineham
Mrs Phyllis Oakes
Mrs Pauline Ongley
Mrs Eniko Oszvar
Mrs Lynne Palmer
Dr Gregory Pauline
Mrs Nancy Percival
Mr Kelvin Perks
Mrs Beth Pooley
Mr Ian Porteous
Mrs Lorna Pufflett
Miss Dorothy Ramsay
Mr Alex Ramsay
Mrs Cecile Ramsay-Sharp
Mrs Joan O Reed
Miss Susan Remington
Mrs Lorraine Rook
Ms Margaret Russell
Ms Patricia Ryan
Mr John Ryrie
Mr Harold Schultz
Mrs Billie-Jean Scoppa
Mrs Allison Sharpe
Mrs Rosemary Shepherd
Mrs Tynny Silvestro
Mrs Norma E Simes
Mrs Gwendoline Skewes
Mrs Betty Smith
Mrs Mary Smith
Mrs Beverley Smith
Mr John Smith
Miss June Somerville
Miss Dorothy C Spratt
Mrs Barbara Stacey
Mr Peter Stark
Mrs Betty Stark
Mrs Thelma Stead
Miss Sylvia Stone
Mrs Margaret Suthers
Mrs Berry Symons
Ms Angela Thompson
Mr Colin Thompson
Ms Lilia Towie
Miss Nancy Tuck
Ms Gaenor N Vallack
Mr George Verey
Mrs Norma Wales
Dr David G Walker AM
Mrs Peggy Wallis
Mrs Pauline Walsh
Mrs Charmian Warden
Mrs Wendell Watt
Miss Peg L Webster
Mrs Wendy Wheelwright
Mrs Marcia Whibley
Mrs Margaret Whitlam AO
Mr Milton Whitmont
Mrs Coral Williams
Mrs Eve Wurth
Mrs Sylvia Yeates
Staff list as at 30 June 2004

Janette Abonado
Anatta Abrahams
Oriana Acevedo
Martha Aguadlo
Barbara Ahrens
Michael Alchin
Marie Alcorn
Kathleen Alexander
Jeffrey Alexander
Steve Alford
Victoria Anderson
Jim Andrichetti
Louise Anemaat
Tegan Anthes
Ruth Arentz
Philippa Armfield
Lucy Arundell
Megan Atkins
Connie Attard
Gabrielle Avery
Suzanne Ayoub
Iris Ayoub
Joyce Azzopardi
Tom Bailey
Rajesh Bandar
David Barclay
Abdul Barekzai
Phillipa Barlow
Cathryn Bartley
Kirk Beattie
Martin Beckett
Sue Beckett
Steven Bell
Susan Bellenger
Helen Bencek
Suzanne Bennett
David Berg
David Berry
Jennifer Berryman
Kinga Biedronksa
Lynne Billington
Kylie Bishop
Peter Bjekic
Margaret Bjork
Rachel Blackbourn
Rosemary Block
Marisa Bofoo
Gosia Bojanowski
Vanessa Bond
Martin Bongiorno
Ania Boniecki
Dan Boreland
Dennis Boyd
Tony Bramble
Kathleen Bresnahan
Ronald Briggs

Anna-Louise Brooks
Karen Broome
Jennifer Broomhead
Jerelynn Brown
Suzette Bruggemann
Paul Brunton
Catherine Bryant
Lea Buchanan
Jeanell Buckley
Kerrie Burgess
Greg Burns
Maria Burns
David Butler
Jason Cameron
Mary Cannataci
Wendy Cao
Grace Carmona
Guy Caron
Andy Carr
Chris Carr
Alison Cavill
Amanda Chahine
David Chan
Sue Chapman
Matthew Chapman
Lisa Charleston
Richard Chester
Alexander Chew
Belinda Christie
Ela Chylewski
Helen Clark
Janice Clark
Ben Clark
Noel Clifton
Joe Coelho
Sarah Condie
Bronwyn Coop
Leanne Cooper
Richard Corey
Anthony Corral
Ragan Cratchley
Helen Cumming
Andrea Curr
Margaret Daly
Veronica Dartnell
Alan Davies
Jan Davies
Dan Day
Rachelle De Casanove
Des De Mello
Josephine De Monchaux
Aileen Dean-Raschilla
Raouf Debsie
Jane Deen
Anne Doherty
Chris Donnan

Joanne Drogitis
Elaine DSilva
Lyndell Dunne
Arthur Easton
Christine Edwards
Yennifer Elgueta
Elizabeth Ellis
Nicole Ellis
Cameron Emerson-Elliott
Anthony Estorffe
Cheryl Evans
Christopher Fagan
Christine Fam
Alice Farrell
Michael Fegan
Karen Flynn
Ellen Forsyth
Sau Foster
Leonna Franco
Mee-ling Fung
Vince Godfrey
Orlando Godinez
Ted Goldsmith
Aaron Goldsworthy
Katarina Golik
Raji Gopal
Nina Gosford
Perry Goulder
Nicole Graham
Cheryl Grant
Emma Gray
Denis Green
Cathy Greiss
Ganga Guentner
Pascale Guillaume
Sudhi Gupta
Gail Guyatt
Helen Halfpenny
Cathy Hammer
Rosie Handley
Chris Hannan
Ingrid Hansen
Martin Hargous
Moira Harper
Helen Harrison
Cecilia Harvey
Susan Hawksford
Robynne Hayward
Lynne Hewitt
Mark Hildebrand
Mark Hinde
Warwick Hirst
Edith Ho
Andrew Hogan
Wendy Holz
Danielle Hopkin
Darren Hopton
Mary Hounslow
Teresa Hughes
Lien Hung
Charles Hunt
Kay Hynes
Nada Ilic
Tracey Isitt
Di Jackson
Melissa Jackson
Charles Jago
Lynne James
Greg James
Kaye James
Patricia Johnson
Jane Johnson
Gwendra Johnston
Sarah Jones
David Jones
Annette Jordan
Cathi Joseph
Dana Kahabka
Lillianna Kalinowska
Niki Kallenberger
Dorothy Karakatsis
Nelly Karatzetzos
Chuck Kavalec
Jane Keehn
Melissa Kervella
Assiye Keskin
Hea-Sook Kim
Daniel King
Allison Kingscote
Therese Lake
Geoffrey Large
Maryanne Larkin
Meredith Lawn
Kevin Leamon
Trish Leen
Graeme Leith
Simon Leong
Emanuel Lieberfreund
Elizabeth Little
Kong Liu
Susan Lloyd
Suvapen Lo
Lisa Loader
Jana Longauer
Katherine Loukakis
Stephen Lucca
Clive Luk
May Ly
Ross Macbeth
Jennifer Macdonald
Aneta Magoulas
Paul Mak
Suzanne Mallon
Heather Mansell
Helen Manu
David Marsay
Stephen Marshall
Stephen Martin
Daniele Martin
Virginia Mason
Karin Matas
Gillian McAllister
Diana McBain
Gabriel McCann
Ann McDacy
Peter McDonald
Greg McDonald
Maggie McElhill
Renee McGann
Jeffery McGowan
Craig McIwain
Elizabeth McKibbin
Jason McPherson
Anne Meek
Susan Mercer
Michael Merrigan
Ivan Mihalic
Slobodan Milinovic
Shauna Miller
Susanne Moir
Laura Molino
Rosemary Moon
Jan Morley
Cameron Morley
Kathleen Morrison
Jon Morrison
Brita Mortensen
Saraj Mughal
Susan Mulquin
Daniel Murcutt
Robin Murray
Manjula Naidu
Hatta Nazar
Judy Nelson
Denis Nelson
Peter Nelson
Richard Neville
Lang Ngo
Thi-bich-ngoc Nguyen
Uyenvy Nguyen
Mike Nguyen
Phong Nguyen
Anie Nheu
Val Noake
Wilma Norris
Barry Nunn
Jennifer O’Callaghan
Thomas O’Connor
Jessica O’Donnell
Kate O’Grady
Leo Omodei
Cheng Ong
Jane Owen
Zoe Panay
Vince Panetta
Maria Paranoimos
Sue Parkinson
Daniel Parsa
Nichola Parshall
Maggie Patton
Tim Peach
Ian Pederson
Margarita Peloche
Briony Pemberton
Brendan Peppard
Helen Perry
Leanne Perry
Donald Peters
Lisa Pharm
Max Phillips
Kate Pollard
David Pollock
Royce Propert
Chris Pyke
Vener Puno
Shae Quabba
John Ramnac
Taran Rana
Laura Ravalico
Eve Rebhun
Penuel Reed
Bridget Reilly
Diana Richards
Hana Rihova
Margot Riley
Linda Roberts
Carolyn Ross
Aubrey Ross-Cift
Agata Rostek-Robak
Marion Roubos-Bennett
Edwina Rudd
Carl Runeson
Karen Ryles
Stephanie Salazar
Sue Salvaggio
Christine Samuels
 Dagmar Schmidmaier
Cath Scott
Bob Scott
Jo Searle
Joan Seaton
Renata Shabanz
George Shamayil
Nuala Sharpe
Binam Shivakotee
Julie Short
Andrzej Siedlecki
Iva Simic
Jim Sinclair
Saraswati Singh
Susan Sitku
Karen Small
Leon Smoliar
Durgesh Soni
Kathi Spinks
Marte Sta Elena
Josef Stejskal
Mark Stevenson
Emma Stockburn
Kerry Sullivan
Gordon Swarbrick
Ania Szafjanska
Elly Tan
Paul Taniane
Lesley Targ
Alan Tasker
Bernadette Taylor
Gail Taylor
### Average equivalent full-time staff members

<table>
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<th>2002*</th>
<th>2003*</th>
<th>2004*</th>
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<tr>
<td></td>
<td>389.8</td>
<td>406.05</td>
<td>386.8</td>
<td>388.8</td>
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*Calculation based on average EFT taken from Workforce Profile data

### Senior Executive Service (SES) positions as at 30 June 2004

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<td>2</td>
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<td>1</td>
<td>1</td>
<td>1*</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
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</table>

Number of positions filled by women 2 2 2 2 3

*SES Level 2 position vacant as at 30 June 2003
Publications and information available
Publications 2003/04

@ the Library
Free
Guide to State Library public programs and exhibitions
Bi-monthly

Annual Report
First copy free, also available at <www.sl.nsw.gov.au>

Corporate Plan 2002/2005: Shaping our Future Together

Free gallery guides were published for the following exhibitions:
Champions: Australian Sporting Greats
The Picture Gallery, Freeman Studio
Max Dupain’s Australians
Miles Franklin: A Brilliant Career?
Nelson Meers Foundation Heritage Collection 2004
Run the Ball! Australian Rugby
This Working Life
Vive la différence! The French in NSW

Hot Topics: legal issues in plain language
$17.60 an issue (including GST)
Provided free of charge to all NSW public libraries.
Titles published in 2003/04:
Water Law
Children & Families
Privacy
You & Your Lawyer.

Infocus Topic List
Quarterly
Infocus membership is by subscription of $75 pa plus GST.

LIAC Newsletter
Three issues per year. Incorporated in Public Library News.
Current news relating to access to information about the law for public librarians.

Library Development Grants Guidelines 2003-04
Also available at <www.sl.nsw.gov.au/plb/development/>

Local History in NSW Public Libraries: directory and report of New South Wales public library local history collections and local history digitising projects.
Available at <www.sl.nsw.gov.au/localhistory/>

The place to be: the public library building renaissance seminar, Metcalfe Auditorium, State Library of New South Wales, 11 February 2004.

Public Library News published in July, November and March.


Public Library Directory 2003
$27.50, or free to New South Wales local government organisations.

Public Library Statistics 2002
Free to New South Wales local government organisations.

The State Library Privacy Management Plan
Free

Upfront: Journal of the Friends and supporters of the State Library of New South Wales
Three issues annually.

Volunteers’ Voices
Newsletter of the State Library Volunteers. Three issues annually.
A range of brochures and flyers is also published to support specific programs and services.
Structure and functions of the State Library of New South Wales

The State Library is the major public reference and information service for the people of New South Wales, with over 5,000,000 items in its collections and instant access to electronic information services around the world. Its origins date back to 1826, with the opening of the Australian Subscription Library, which the New South Wales Government took over in 1869 and created the Sydney Free Public Library. From 1895 to 1975 the Library was known as the Public Library of New South Wales. It was renamed the State Library of New South Wales in 1975.


The State Library is managed by an Executive comprising the State Librarian & Chief Executive, five Assistant State Librarians responsible for Collection Management Services, Electronic Library Services, Public Library Services, Reader Services, Education and Client Liaison Services, and the Director, Resource Management. An organisation chart appears on page 5.


Key functions which directly affect the public

All State Library services are designed to meet the diverse range of interests and information needs of the people of New South Wales. Clients who visit the Library in Macquarie Street Sydney have direct access to the collections and services in the reading rooms, exhibitions and displays, Library tours, special events for friends and supporters, education and school holiday programs, the Library Shop, the Glasshouse Cafe, and Cafe Trim.

State Library services are evaluated and monitored by a comprehensive program of surveys and performance measurement. Client satisfaction surveys and qualitative research are conducted in all major service delivery areas. These indicate a high level of satisfaction with Library services, and help to inform ongoing improvements in service delivery strategies. Services are provided directly to people who visit the State Library in Macquarie Street, Sydney, and to remote clients who make contact via telephone, mail, fax, email, live reference, or through the Library's website <www.sl.nsw.gov.au>. The State Library also provides services to clients of the New South Wales public library network including document delivery services.

Arrangements for the public to participate in policy development

The Library Act, as amended by the Cultural Institutions (Miscellaneous Amendments) Act 1989, provides that there shall be a Library Council of nine members of the public, nominated by the Minister for the Arts, and appointed for a three year term by the Governor of New South Wales.

The Public Libraries Consultative Committee and the Grants Committee of Library Council enable representatives of local government to participate in decision making and policy formulation with regard to the provision of public library services.

The Library welcomes public comment and suggestion forms are available for this purpose at the Foyer Inquiry Desks, at service points in the Reading Rooms, and on the Library website. The State Library also conducts extensive client research, the findings of which are used to improve our services and develop standards against which our performance levels in key areas of service provision are measured.

Categories of documents held by the State Library

Documents relating to the exercise of the Library's diverse functions are housed at the State Library in Macquarie Street. These include documents relating to administrative, personnel and financial matters common to most New South Wales government organisations. Other records relate to the provision of library and information services to members of the community, services and support provided by the Library to New South Wales public libraries, and the management of the Library's Collections. Documents containing personal information are described in the Library's Privacy Management Plan, a copy of which is available from the Privacy Contact Officer.

Applications for access to documents under the provisions of the Freedom of Information Act, 1989 should be directed in writing to:

Freedom of Information Contact Officer
State Library of New South Wales
Macquarie Street
Sydney NSW 2000
Tel: (02) 9273 1796
Fax: (02) 9273 1268
Email: foi@sl.nsw.gov.au

A list of publications and information available from the State Library of New South Wales appears on page 78.
Impact on the State Library

The State Library received two requests for information in 2003/04 under the New South Wales Freedom of Information Act, 1989. Both requests pertained to personal information: one was granted in full; the other was granted in part with documents withheld from disclosure in accordance with provisions of Section 25(1)(a) of the Act on the ground of exemption provided at Clause 4(1)(d) of Schedule 1 of the Act.

The impact of the FOI requirements on the State Library has been minimal in the year 2003/04.

Major compliance issues
No issues have arisen.
In April 2004, the State Library participated in the review of the Privacy and Personal Information Protection Act 1998. The Library raised the need to retain an exemption as a cultural institution managing collections for reference, research, exhibition and preservation purposes.

To promote privacy awareness, the Legal Information Access Centre (LIAC) published Privacy, a title in the Hot Topics series. It examines privacy in federal, state and territory laws, common law protections, telecommunications, media, and the workplace.

In June 2004, a Web Privacy policy was drafted outlining how the Library will manage personal information related to the content and use of its website. The policy will be available at <www.sl.nsw.gov.au> by October 2004.

From 1 September 2004, the Library is subject to the Health Records and Information Privacy Act 2002. State Library references to New South Wales privacy legislation will now include health and personal information. The Privacy Management Plan and associated policies and procedures will be updated to comply with the legislation.

A copy of the plan can be obtained by contacting:

Privacy Contact Officer
State Library of New South Wales
Macquarie Street
Sydney NSW 2000
Tel: (02) 9273 1796
Fax: (02) 9273 1268
Email: privacy@sl.nsw.gov.au

The Library did not receive any applications for internal review in the period 2003/04.
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