



Library Board of Victoria Annual Report 2004–2005

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## PRESIDENT'S REPORT



Sam Lipski AM  
President

Welcome to 'The Library of the 21st Century'. Just as the Library's motto of Information, Ideas and Inspiration took on new meaning during the year under review, so did the idea of its digital future. The three I's were reflected in our programs, services and strategic thinking, particularly in the cultural and social enrichment that flowed from the activities, events and exhibitions commemorating the Library's sesquicentenary.

The fourth I, for Innovation, was reflected in our commitment to delivering 'The Library of the 21st Century' in its fullest dual expression—physical and virtual—so it can better enrich the cultural, educational, social and economic lives of Victorians. The guiding principle has been improving and extending access for all our citizens to Victoria's documentary heritage and the Library's information resources from around the world.

Although the celebration of our 150th anniversary began in February 2004 and continued until November 2004, the highlights between July and November 2004—the period which this report covers—were especially noteworthy. They included the celebration of Foundation Week, when Robyn Archer delivered the Redmond Barry Lecture; a Family Day; the launch by Mary Delahunty MP, Minister for the Arts, of the display of the Goldfields Petition at the Bendigo Art Gallery; and the celebrations of young adults and reading—*150 Years—150 Books—150 Words*—at which Jacinta Allen MP, Minister for Employment and Youth Affairs, and Mrs Terry Bracks officiated. The Library concluded its anniversary program with an enduring gift to the people of Victoria—the exhibition *The changing face of Victoria*—in the new Dome Galleries, launched by Bruce Mildenhall MP, Parliamentary Secretary to the Premier. In the course of the 150th-anniversary year more than 55,000 people participated in the program.

Yet a significant reason for celebration, and a long-term achievement for the stewardship of the Library's collection, was not on our original sesquicentenary schedule. In September 2004, the Premier, Steve Bracks, announced that the Victorian Government would fund the construction of a purpose-built, secure and environmentally controlled repository for the Library on the Mt Helen campus of the

University of Ballarat. So after more than 20 years of efforts by previous Boards, staff and friends of the Library to ensure the full collection's integrity, accessibility and longevity, this was indeed a milestone. The Board is both grateful and relieved to have received this support from government. The construction of the repository is well underway and the Library expects to begin relocating collection items to Ballarat in November 2005.

In its oversight responsibilities the Board has had twin preoccupations. The first of these, given the budget pressures, has been the application of disciplined financial management. In response to financial constraints the Board, of necessity but with regret, curtailed expenditure in several areas including audience research and marketing, collection acquisition and certain staff positions. The Board also sought independent advice about a range of governance and financial issues in order to better equip it to tackle its second major concern, strategic planning.

The Board's focus on strategic planning is directed towards the development of 'The Library of the 21st Century' as a reality, and something more than a slogan. This involves an investment of capital and human resources to develop and deliver a range of forward-looking digital services to complement those offered to readers and visitors at 328 Swanston Street. With that goal in mind, the Board welcomed Mary Delahunty MP, Minister for the Arts, to its June meeting for a wide-ranging discussion about the government's vision for culture and the arts.

In my last report I noted that high on the Board's priority agenda was the strengthening of its relationship with the Victorian public library network. The growing collaboration, on matters practical and strategic, between the network, the Board and the Library is therefore particularly encouraging. In August 2004 Board members met the incoming Presidents of Viclink and the Country Public Libraries Group. This was followed, in September, by a meeting of the chief executives of Victorian public library services and corporations, Board members, and the Library's senior managers, under the banner of Delivering Collaboration. In March 2005, Candy Broad MLC, Minister for Local Government, launched the publication

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*Libraries Building Communities.* This report, sponsored by the Board and the Victorian public library network, was the result of two years of research and analysis, and documents the contributions and challenges of public libraries. The report is a pioneering document and has triggered interest nationally and internationally.

Relationships are crucial to building community, business, and philanthropic partnerships. The State Library of Victoria Foundation provides leadership in this role as it continues its dedicated support and advocacy for the Library. The Board welcomed Stephen Kerr's willingness to continue as Chairman and lead the Foundation's enterprising executive committee and sub-committees for a further two years. It was the Foundation that forged the alliance with the sponsors of the 150th Anniversary Program—the Library's principal sponsor, AAMI, as well as Optus, the City of Melbourne, and media sponsors Network Ten and 774 ABC. Among the Foundation's many achievements, two highlights were the launch of the Redmond Barry Society in July 2004, and the Keith Murdoch Oration, delivered by Nobel Laureate Professor Peter Doherty AC, in November. We report on both these events in greater detail in the pages ahead.

As the Library's ongoing major sponsors, the Murdoch Family express their affection and support with their continued involvement, as do Alan and Mavourneen Cowen, whose generosity is expressed in the Library's Cowen Gallery. We are indebted to them, as we are to all our financial donors, and to those who donate collection items, their time and expertise, and their in-kind assistance. In this regard, we joined Victorians everywhere in mourning the death of the Reverend Dr Davis McCaughey AC in March 2005. Dr McCaughey had been a Foundation Patron and a devoted and long-standing supporter and advocate.

The Board welcomed the reappointment to the Board of Catherine Dale, Patricia O'Donnell and Kevin Quigley. It was with regret and gratitude that at its May meeting the Board farewellled Julian Stock, whose eight years and three terms on the Board included serving as Deputy President and contributing his expertise throughout in strategic planning, financial management and reporting.

Looking back on a year that has been financially challenging, strategically significant and extremely busy with the celebration of our history, I want to thank all of my Board colleagues, who serve the Library with enthusiasm, optimism, and a sense of shared values about why the Library matters, even, or especially, when we express disagreement among ourselves. It is indeed a privilege to serve with such a board.

Among the Board's shared values is the recognition that it is the Library's staff who are responsible for the achievements, sense of purpose and professionalism that permeate the Library. In thanking our staff, the Board also records its appreciation of the exemplary leadership that our CEO and State Librarian, Anne-Marie Schwirtlich, has brought to her role in often daunting, complex and uncertain times.

The challenges of the digital age are manifest in many sections of our society. At the State Library we believe that we are in the vanguard of those challenges as information and communications technology change the community's expectations of libraries and the very idea of knowledge itself. We have the opportunity to shape Victoria's response to these challenges and we are determined to do so.

I commend this report on the State Library of Victoria's operations for the last 12 months and the accompanying financial statements.



Sam Lipski AM  
President

## CEO'S YEAR IN REVIEW



Anne-Marie Schwirtlich  
Chief Executive Officer  
and State Librarian

The year concluding on 30 June 2005 has been an important, demanding and successful one for the State Library of Victoria.

### Stewardship of the collection

The Library's collecting aims appear deceptively simple—to ensure that Victorians have access to a comprehensive documentary record of and about Victoria, and access to resources from around the world to enrich their cultural, educational, social and economic lives. This simplicity belies the issues that must be managed in order to meet our aims. These include changes to electronic publishing—be it self-publishing on the web or the purchase of online access to journals and newspapers; the responsible management of the collection so that we only care for items which meet the long-term collecting needs of Victorians; storing, documenting and preserving the State's collection to the appropriate standards; and sustaining collection acquisition despite financial pressures.

Notable additions to the collection are listed in the pages ahead, as is information about the digital resources now available.

The collection is a resource and a source of inspiration available to all. The significance of the collection was underscored by the announcement, in August, that the UNESCO Australian Memory of the World had inscribed the Port Phillip Association Records on the national register of documentary material of national significance. With the generous assistance of the State Library of Victoria Foundation these papers are being digitised to make them easily accessible.

### Improving access and reaching the community

The collection and information resources are made available in many ways—through reading rooms, exhibitions, tours, events and the Internet. Sustaining and improving our performance remains a priority.

The Internet and digital technologies are fundamentally influencing the ways in which libraries provide access. The Library devoted resources to increasing its accessibility in this digital dimension. The focus has been on developing the Library's website, continuing collaboration with the National

Library and state libraries on the online reference service AskNow!, and on contributing to initiatives such as MusicAustralia, which was launched in March to provide access to Australia's musical heritage. The Library continues to make pleasing progress on the digitising of unique collection material, such as the Melbourne and Metropolitan Board of Works plans, in order to extend the amount of material that is fully searchable through the Library's website by anybody at any time.

In parallel with developing digital initiatives the Library has reviewed the services provided in reading rooms to better match resources with usage. As a result, in January, changes were made to evening services, and staff in the Collection Access area commenced a Value Management Project to explore the capacity to improve how we retrieve items ordered in reading rooms.

The Keith Murdoch Gallery turned four this year. 440,000 people have enjoyed the 13 exhibitions featured in the Gallery since the Prime Minister opened the exhibition *Belonging* in May 2001. The Gallery has made an extraordinary difference to our ability to share the collection and has added immensely to the amenity and enjoyment of visitors.

The redevelopment of the Library entered its sixth stage this year. From the public's perspective the major point of interest in this phase will be the opening, in early 2006, of a new cafe, beautifully sited in the gracious Tulk Building with the benefit of the northern aspect on the corner of Swanston and La Trobe Streets.

### Sustaining relationships and partnerships

Success can be achieved, and measured, in many ways; for the Library, collaborations, partnerships and relationships are integral to both. The pages that follow document these collaborations and relationships involving other libraries, the Foundation, donors, volunteers, other agencies in the Arts Portfolio, suppliers and many others. We are very grateful to them all.

A relationship that warrants acknowledgement here is that with Arts Victoria—its Director Penny Hutchinson, Dennis Carmody, and other senior staff supported the Library throughout the year with advice and assistance.

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#### My colleagues

The Library is a large and complex site on which a range of activities are performed involving the use of equipment, machinery and chemicals. Improving Occupational Health and Safety has been a priority. To assess, emphasise and guide future work in this area the Library sought SafetyMap accreditation, at the initial level, of its systems, processes and standards. Following the required external audit the Library gained accreditation in May.

The Library's Executive and Senior Management Team has multiple responsibilities, including understanding our context, leading teams, developing policy, delivering and re-shaping services, managing projects, building partnerships and improving professional standards. I am immensely grateful to them for their energy, enterprise and dedication.

The President has applauded the achievements of the staff of the Library and I emphasise and support his comments. The quality of their work and the pride they take in the Library's accomplishments are striking.

A priority for the Library over the latter half of the year has been the discussion, with the Community and Public Sector Union, about the Enterprise Bargaining Agreement for the 2005–08 triennium.

The Library derives much useful data from the People Matter Survey, conducted by the State Services Commission of Victorian Public Sector employees. The data is used to shape policy and responses in areas such as strategic skills development, job design and recognition. It was immensely satisfying that in the survey, the Library's performance improved against most indices, with a 6 per cent improvement in the area of employee satisfaction.

#### Management framework

The effective deployment of the Library's resources has remained a priority for the Library. The Library reviewed aspects of its structure and, as a result, it distributed the responsibilities of the Preservation and Access Division to the Collection Management Division and the Access and Information Division. The Library assisted the Chief Information Officer with a strategic assessment of Vicnet, the role that it plays in strengthening social infrastructure,

and its capacity and sustainability. This assessment confirmed the contribution Vicnet makes and the appropriateness of its organisational placement, while recognising the challenges of resourcing our work in this area. The third significant assessment was that commissioned by the Board from Ernst & Young.

Under the aegis of the Board's Audit and Risk Management Committee, the Library has reviewed and reassessed its risks and its controls, resulting in a Register of Risks that will enable us to monitor and manage risk more effectively.

The appropriate development of commercial opportunities and revenue streams will continue to be a focus. In the course of the year revenue from the hire of the Library's conference centre and other facilities performed well. The introduction of fee-for-service lockers in March was implemented and has resulted in a more efficient service and savings from running a cloakroom service.

#### The Library Board of Victoria

The Board has continued to provide guidance, good governance, counsel and encouragement to me and to the Library—I acknowledge an immense debt to the Board Members for their unstinting support and their unwavering belief in the contribution the Library makes.

#### Outlook

In the course of the 2004 Keith Murdoch Oration, Professor Peter Doherty AC observed that the basic character of a society is reflected in the strength and relevance of its major public institutions. Professor Doherty exhorted all Victorians to ensure that access to libraries, be it in person or through the marvels of digital technology, is a continuing legacy for young Australians of all backgrounds and economic circumstances. The Library concludes this reporting year with a clear strategic direction and the focus, vigour and determination to deliver on its challenging aspirations.



Anne-Marie Schwirtlich  
Chief Executive Officer and State Librarian

## FINANCIAL SUMMARY

Year ended 30 June	2005	2004	2003	2002	2001
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>SUMMARY OF FINANCIAL RESULTS WITH FOUR-YEAR COMPARATIVES</b>					
Revenue from Government	72,957	68,748	64,737	62,844	52,345
Other revenue	12,127	16,107	11,501	15,679	15,748
Total revenue	85,084	84,855	76,238	78,523	68,093
Result from ordinary activities	6,451	5,421	3,695	8,853	454
Cash flow from operating activities	2,992	6,310	3,573	7,983	2,528
<b>Total assets</b>	<b>728,908</b>	<b>723,240</b>	<b>708,047</b>	<b>572,023</b>	<b>541,383</b>
<b>Total liabilities</b>	<b>7,391</b>	<b>8,175</b>	<b>6,468</b>	<b>6,409</b>	<b>5,767</b>

Increased revenue from Government includes additional depreciation equivalent funding for the Library redevelopment, the Ballarat offsite store, and other capital projects. Other revenue reduction is attributable to a reduction in new project funding managed by Vicnet.

Increase in total assets reflects expenditure relating to the Library redevelopment, the Ballarat offsite store and collection acquisitions.

Historical numbers modified for consistency with the 2004–05 definition of cash flow from operating activities.

## KEY PERFORMANCE INDICATORS

Measure	Actual	Target	Actual
	2003–04	2004–05	2004–05

### QUALITY

#### Library user satisfaction

Satisfaction with overall Library experience	93%	90%	83%
Satisfaction with retrieval services <sup>1</sup>	57%	60%	55%

#### Library professionals satisfaction

Percentage of external librarians rating training as 'very good' or 'excellent'	94.5%	90%	96%
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### THROUGHPUT



Public library service users			
Library onsite visits <sup>2</sup>	783,794	1,000,000	906,316
Library online visits	2,000,759	1,800,000	2,006,323
Searches of State Library of Victoria catalogues	2,314,474	2,400,000	2,067,640
Events and exhibitions visits <sup>3</sup>	383,208	383,290	456,702
Reference inquiries <sup>4</sup>	218,733	200,000	214,850
Digital images created	8,066	8,000	9,504
Catalogue records created/added	42,167	35,000	41,544
Collection loans to other libraries	4,431	4,800	4,610
Items acquired <sup>5</sup>	38,127	47,000	51,883
Items conserved to industry standard	1,315	500	1,514
Lifelong learning participants	26,727	22,499	30,962
Vicnet Victorian community portal users	22,000,000	20,000,000	21,732,747
Vicnet community publishing programs	7,078	6,500	5,024
Community-based training users <sup>6</sup>	2,048	5,000	5,479
Public-library services users <sup>7</sup>	179,500	215,000	306,368
Proportion of collection items stored to industry standard	45%	50%	50%

### Notes

1. This figure refers to user satisfaction with book retrievals for specialist services in areas such as newspapers, arts and music libraries, rare books, maps and manuscripts. The low target figure reflects logistical challenges associated with the large size of the Library building and its extensive offsite storage.  
 2. Target for Budget Paper 3. 3. This figure refers to the total number of visitors to the Library's events and exhibition

programs, conducted by Public Programs. It does not include lifelong learning programs. 4. The figure 214,850 includes all desk, telephone and extended reference inquiries. It does not include AskNow! and email. 5. Figures reflect acquisition of books, journals and newspapers by purchase, donation, exchange and through legal deposit. 6. This total figure includes users accessing the Skills.net Roadshow (2,449).

Department of Health Services Preschools project (2,498) and mc2 (532). 7. This total figure refers to the number of users (user sessions) accessing Victoria's Virtual Library (vvl) portal and associated sites. Within this total figure, users accessing the 'Open Road' portal recorded an actual figure of 97,173 users compared to the target of 50,000.

## HIGHLIGHTS OF THE YEAR



**July** To celebrate both their 150th anniversaries, the Library, in conjunction with the *Age*, mounts *The Age of Cartooning*: an exhibition of the paper's most celebrated cartoonists published in the *Age* since the 1950s.

Library Board of Victoria President, Sam Lipski, signs a Memorandum of Understanding with the Koorie Heritage Trust. The Memorandum supports the Trust and the Library to assist use of the collections, and enables the building of collections and the provision of reciprocal advice on exhibitions and loans for exhibitions.

The State Library of Victoria Foundation's named bequest group, The Redmond Barry Society, is launched by the Hon. Dr Barry Jones AO on 5 July.

**August** The Port Phillip Association Records, part of the Library's Manuscripts Collection, are included in the UNESCO Australian Memory of the World Register at a presentation ceremony on 10 August.

The Victorian Writers' Festival opening reception is held at the Library on 20 August.

**September** The Library's new website is launched. The culmination of more than two years' planning and development, the website represents a significant improvement in delivering information and services to people in Victoria, Australia and around the world.

The Library's *Travelling Treasures* Regional Touring Program takes the 13-metre-long 1853

Goldfields Petition to the Bendigo Art Gallery. Mary Delahunty MP, Minister for the Arts, launches the week-long display of the Petition as part of the lead up to the program of events commemorating the 150th anniversary of the Eureka uprising. The Petition is viewed in Bendigo by 2,500 people.

A landmark meeting on the topic of *Delivering Collaboration* is held between Chief Executives of all Victorian library services, library corporations and members of the Library Board of Victoria, to build understanding of and commitment to the *Framework for Collaborative Action*, endorsed by the Board and Viclink in June.

Twenty members of the Library's staff curate and manage the exhibition *We work together* at 69 Smith Street Gallery in Fitzroy. All artworks are created for the exhibition and draw their inspiration from an aspect of the Library; for example, its architecture, history, role, collections or staff.

The Premier announces in Ballarat on 22 September that the government has allocated \$11.5 million to enable the Library to build a purpose-built store on land leased from the University of Ballarat. Construction of the store advances rapidly, with the target of handing it over to the Library in November 2005. The store has the capacity to meet the Library's storage needs for a decade and provides storage conditions to the highest standards.

**October** *Gardenesque: A celebration of Australian gardening* is launched on 7 October by Dame Elisabeth Murdoch. The exhibition features books, paintings, drawings, prints, magazines and cartoons drawn from the Library's collections.

The State Library of Victoria Foundation financially supports the purchase of six watercolours by Robert Hoddle, and one by Thomas Clarke, auctioned on 11 October. These important works are of scenes around Port Phillip, Melbourne, and Sealers' Cove at Wilson's Promontory.

**November** In partnership with the University of Ballarat, building works commence on the 9,600 sq.m. offsite storage and preservation facility at the university's Mt Helen campus.

Stage One of *The changing face of Victoria* is launched in the new Dome Galleries on 25 November by Bruce Mildenhall MP, Parliamentary Secretary to the Premier, with a Welcome to Country by Joy Murphy Wandin, Senior Wurundjeri Elder. Providing Victorians with a lasting legacy, the opening of this magnificent gallery and the launch of this enduring exhibition brings the Library's 150th Anniversary Program to a close.

The Keith Murdoch Oration is delivered by Professor Peter Doherty AC on 4 November, on the subject of 'Knowledge in the Information Age'.

**JANUARY**



The Multilingual Senior Surfers project is commissioned by the Office of Senior Victorians to introduce older Victorians from culturally and linguistically diverse backgrounds to computers and the Internet

**FEBRUARY**



\$10,000 is raised for the Red Cross Tsunami Appeal by the sale of discarded public-library bookstock, held on the Library Forecourt

**MARCH**



MusicAustralia—an online service which helps people find and access music scores, sound recordings, websites and information about music in Australia—is launched. The State Library is an important contributor, with over 220 pre-1930 digitised sheet-music titles made available

**APRIL**



Family Day activities include a conservation clinic, curators' talks, exhibition tours, storytelling and magic shows

**MAY**



The 2005 *Reading Matters* conference attracts more than 1,400 young people to the Youth Day and more than 300 conference registrations

**JUNE**



The bookcases in the dome of the La Trobe Reading Room are filled once again

**December** The Library captures and contributes the 1000th web-published title to PANDORA: Australia's Web Archive, established by the National Library in 1996. The PANDORA archive collects and provides long-term access to selected online publications and websites that are about Australia or by an Australian on a subject of significance. The State Library's work ensures that a selection of Victorian material published on the web is documented and preserved.

Peter Carey's fourth draft of *True History of the Kelly Gang* is purchased.

**January** Office of Senior Victorians commissions the Library, through Vicnet, to run Multilingual Senior Surfers—a project in metropolitan and regional Victoria which introduces older Victorians from culturally and linguistically diverse backgrounds to computers and the Internet.

**February** \$10,000 is raised for the Red Cross Tsunami Appeal by the sale of discarded public-library bookstock, organised by Victorian public libraries and held on the Library Forecourt on 10 February.

*Melbourne Skyline*, not dated but c.1906, by Ellis Rowan, is purchased.

**March** MusicAustralia, a comprehensive national information resource about music, developed by the National Library of Australia and the National Film and Sound Archive,

is launched. MusicAustralia is an online service that helps people find and access music scores, sound recordings, websites and information about music in Australia. The State Library is an important contributor to MusicAustralia, with more than 220 pre-1930 digitised sheet-music titles made available.

Commissioned by the Library Board of Victoria and the Victorian Public Library Network, the *Libraries Building Communities* research report is launched by the Hon. Candy Broad MLC, on March 9.

The letters of John and Sunday Reed to the artist Jean Langley are purchased.

**April** Adoption of the *Digital Preservation Policy*. New CD-ROMs and other physical items in the collection will be selected for continuing access and long-term preservation.

More than 3,500 visitors attend Family Day on 17 April. To coincide with the opening of Stage Two of *The changing face of Victoria*, activities include a conservation clinic, exhibition tours, storytelling and magic shows.

**May** The Library achieves SafetyMap Initial Level (Version 4) accreditation from 4 May, following an extensive external audit of the Library's Safety Management Systems.

*Ancestry Library Edition*, a vast collection of more than 4,000 searchable databases, becomes available in the Genealogy Centre via a subscription-based website.

The 2005 *Reading Matters* conference has the distinction of being the most successful yet, with more than 1,400 young people attending the Youth Day and more than 300 conference registrations. Speakers and participants are drawn from overseas and from all Australian states and territories.

**June** The *Writers on the Road* literary touring program—a partnership project with the Victorian Public Library Network—comes to a close, after 30 tours to regional and metropolitan libraries for the year.

A collaboration between the State Library of Victoria and Viclink results in PictureVictoria—an online image database that provides a single point of access to thousands of pictorial and photographic collections held in Victoria's public libraries and local historical societies.

The Library hosts a two-day Multicultural Documentary Heritage Workshop, with financial assistance from the National Library of Australia, for associations representing culturally and linguistically diverse groups in Victoria.

The bookcases in the dome of the La Trobe Reading Room are filled once again.