

library board of victoria
annual report 2002–03



State Library
of Victoria



Information. Ideas. Inspiration. For everyone.

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overview and highlights



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Overview and highlights

About the State Library of Victoria

The State Library of Victoria is one of the oldest cultural institutions in Australia, and since 1856 has served the people of Victoria as a centre for scholarship and learning.

Building a knowledgeable society

The Library contributes to the creation of a knowledgeable society by collecting, preserving and making available Victoria's recorded heritage; providing access to the world's information resources; developing the State network of information resources and libraries; and promoting the world of ideas, and the culture and heritage of the state.

Collecting Victoria's heritage

The State Library has statutory responsibility to collect, maintain and preserve Victoria's documentary heritage. The Library is continually expanding the State Collection through purchases, donations, bequests and the legal deposit of items published in Victoria. It also holds a number of very significant heritage collections, including the Australian Manuscripts Collection, the Pictures Collection, and Rare Printed Collections. The Library facilitates public access to its collections through its reading rooms and the expertise of its staff, while the ongoing development of online services and programs helps to bring the Library's information resources to all Victorians.

Promoting learning for life

Promoting a culture of lifelong learning is fundamental to the Library's purpose. Exhibitions in the Keith Murdoch Gallery display treasures from the Library's collections, while permanent displays in the Dome Galleries, due to open in late 2004 and 2005, will celebrate the history of Victoria and of the written word. Grand spaces like the La Trobe Reading Room (formerly the Domed Reading Room) and the Redmond Barry Reading Room (formerly McCoy Hall) have been, or are currently being, refurbished to meet the needs of contemporary users. The magnificent Queen's Hall will become one of Melbourne's leading cultural venues, while Cowen Gallery, due to open in November 2003, will house the Library's art collection, allowing the public to view it for the first time since the 1870s.

The Library's commitment to lifelong learning is also evident through the hosting of talks, seminars and training workshops on a wide variety of subjects. Writers on the Road takes leading authors to their audiences in local libraries across the state. The Australian Centre for Youth Literature runs programs in Melbourne and regional centres to encourage a reading culture for young people. Schools programs, seminars, training and workshops, including specialist help for genealogists and family historians, also help develop people of all ages. Key thinkers stimulate debate about the future of Victoria at the annual Redmond Barry and Stephen Murray-Smith lectures, and world leaders explore global issues at the biennial Keith Murdoch Oration. Every year the Library celebrates the best in Australian writing through the Victorian Premier's Literary Awards.

Adopting new technology

Through its willingness to adopt new technology, the Library is enhancing public access to its collections and services. The Library has digitised more than 180 000 images, mostly from its Pictures Collection, and made them available through the Pictures Catalogue. Through its website the Library offers users throughout the world online access to a range of journals, books and newspapers, statistics and reports. Vicnet, the Library's community network, provides Internet connections for Victorian public libraries, has trained more than 94 000 Victorians through its Skills.net programs and has pioneered multilingual access to online resources through the Open Road website.

The creative and innovative role of the Library will continue with introduction of programs in Experimedia, completed in May 2003. By engaging with emerging technologies and new media, readers, artists and innovators will be able to experience the Library of the future in the magnificent spaces of the past.

President's report

Having just embarked on my second term as President of the Library Board of Victoria, it is a great pleasure to report on the activities and performance of the State Library of Victoria for the 2002–03 financial year.

Executive and Board changes

It has been a year of ongoing change and new beginnings. The Library bade farewell to CEO and State Librarian Frances Awcock in November 2002, and welcomed her successor, Anne-Marie Schwirtlich (formerly Director-General (Acting), National Archives of Australia) in February 2003.

During her five years as CEO, Frances Awcock was a champion of the State Library of Victoria. She guided the Building Redevelopment Program and helped to forge a new direction for the Library, particularly through the coupling of traditional library services with emerging technologies. A tireless advocate for all libraries, Frances Awcock worked to strengthen and develop cooperative national and international links, a prime example of this being the Memorandum of Understanding signed by the State Library of Victoria and the National Library Board of Singapore in August 2002.

At the Board level the Library welcomed the appointment of Mr Greg Hywood and the re-appointment of Ms Hilary McPhee AO, Ms Patricia O'Donnell and Mr Julian Stock. I would like to acknowledge the generous contributions of time and expertise made by all Library Board members, and in particular the sustained and valued contributions made by retiring member Andrew Lemon over the last eight years, especially in the areas of the collection, accessibility and the building redevelopment.

Launch of Creative Capacity +

The launch in May of the Victorian Government's arts policy, *Creative Capacity +*, was significant and welcome. The policy reiterates the government's commitment to developing arts and culture, makes explicit the central role that institutions like the State Library play in the wellbeing of our culture and in the development of knowledge and skills.

The Building Redevelopment Program

The Board's dominant preoccupation over the past twelve months has been the Building Redevelopment Program. While the building works and closures of various spaces for refurbishment have been a source of major difficulties for staff and the public, it is pleasing to note that the Library building project has reached a stage of consolidation. The highlight this year has been, of course, the completion of the Domed Reading Room after four years of refurbishment. The restoration of skylights in the domed ceiling allows natural light to illuminate the room for the first time since 1959.

In May 2003 the Library also completed Experimedia. This new space will offer Victorians the opportunity to learn and explore new technologies in a hands-on environment, as well as providing the Library with a venue in which to showcase the Library's digital collections. Experimedia will also present a calendar of school-specific activities, with the ones held in May and June 2003 proving very popular.

Library services

The Board has encouraged the adoption of smarter work practices and new technologies to enable the Library to adapt to an ever-changing operating environment while maintaining the traditional library values of equity and accessibility. The sheer scope of the building redevelopment, which has tripled the physical size of the Library, has challenged the Library's traditional service model and led to the implementation of new service models in information services, collection development, preservation and access.

New service models for information-service delivery beyond state boundaries have been trialled through the Library's partnership with the Council of Australian State Libraries (CASL) and selected public libraries. The national chat reference service *AskNow!* has proven a great success, adding an interactive dimension to the Library's information services as well as attracting participation from international libraries, notably the National Library of New Zealand and the National Library Board of Singapore.

Later in the year the Library will launch a new Web site. This is a strategically significant development, given the worldwide growth in, and increasing preference for, online access to information. The redeveloped Web site will enhance the ability of users to interact with the Library and its collections in the online environment, and provide a showcase of Victoria's cultural heritage for the enjoyment and enrichment of local and global online audiences. In order to achieve this outcome, considerable time has been devoted to investigating how the Library can best develop a high quality, online gateway to information resources and services.

The State Library of Victoria has continued to build its reputation as the provider of an extensive range of outreach programs that support the development of information literacy skills and connect the Victorian community to the Internet. Highlights include Vicnet's provision of emergency Internet access in the field to support the work of firefighters during the Victorian bushfires in January and February 2003. Mention should also be made of the ongoing achievements of the Skills.net program, which by the end of May 2003 had provided Internet training to more than 94 000 members, well above its target of 80 000.

Public libraries

The Library has continued to partner the Victorian public library network to provide a range of innovative, leadership and professional development projects. The Board's decision to establish an Advisory Committee on Public Libraries is an indication of its commitment to such projects.

Collections

The State Collection is developed by purchase, donation, exchange, legal and government deposit, as well as the creation of material in other formats such as microfilming and digitisation. Significant additions to the Library's collection this year included the diary of the early Gippsland squatter, Patrick Coady Buckley, providing an important record of the violent relationship between early settlers and the Aboriginal people of that area. The Pictures Collection acquired a number of important works through both purchase and donation, with paintings by Henry Short and Percy Leason purchased by the Foundation. A major Foundation purchase for the Library's Rare Printed Collection was *A General Synopsis of Birds*, a 10-volume work by J A Latham, the 'grandfather' of Australian ornithology.

The Library's digitisation program has continued to expand and evolve over the last twelve months. In addition to providing online access to more than 180 000 items, most of which are from the Pictures Collection, the Library has been exploring the potential of digitising a wide range of publication formats, including sheet music, early Victorian pamphlets and audio.

Public programs

The Library has again provided an extraordinary depth of public programs for Victorians this year, ranging from exhibitions, tours and lectures through to the educational and professional development programs provided by the Australian Centre for Youth Literature and School Services. The exhibition *Kelly Culture*, opened by the Honourable Steve Bracks MP, Premier of Victoria, on 27 February, was the most successful exhibition yet held in the Keith Murdoch Gallery. Full details of these events are covered in the body of this report.

The Board welcomes the State Government's increased funding allocation for the Premier's Literary Awards and establishment of the State Library Creative Fellowships. The Fellowships, which are being funded through a State Government grant of \$300 000 over three years, to be matched by funds from the Library and its philanthropic supporters, will cover a wide range of disciplines focusing on the Library's unique collections.

Staff and volunteers

The Board takes pride in the outstanding commitment and expert services provided by Library staff, a judgement validated by the consistently high satisfaction levels recorded by our market research surveys and awards which have also acknowledged the contributions made by volunteers. Award recipients include Ken Fraser, winner of the Arts Portfolio Leadership Award for volunteer contributions; Kerrie Kelly, winner of ALIA Technician of the Year; and Zoe Velonis, winner of the Victorian Association for Library Automation Most Outstanding Student Award. While acknowledging the goodwill, time and effort provided by all volunteers, I would like to make particular note of the work undertaken by Trevor Jacobs for the State Library of Victoria Foundation, who passed away suddenly last September.

The Board acknowledges the vital role played by the State Library of Victoria Foundation in raising funds for the Library, establishing a growing network of sponsors and donors, and increasing community awareness of and support for the Library. The Board also notes the contributions made by the Chair of the Foundation Committee, Stephen Kerr, and the chairs of the Foundation's other committees: John Chalmers of the Business Committee, Rosalie Vaccari of the Events Committee, and Emeritus Professor John Barnes of the *La Trobe Journal* Committee (also journal editor).

The year ahead

In the year ahead the Library will reach a number of milestones, most notably the celebration of its 150th anniversary. While much has been achieved, a number of critical areas will require ongoing attention. These include the next phase of the Building Redevelopment project, which will involve the completion of new facilities for users and staff, the development of exhibition areas in the Dome balcony, and the refurbishment of Queen's Hall. The operation and servicing of new spaces and a review of the Library's strategic directions and storage priorities will be priorities. Another priority will be to assist the teams conducting the three assessments commissioned by the State Government that will focus on cultural tourism, the potential benefits to arts agencies of sharing corporate services, and arts agencies more generally.



Sam Lipski AM
President

Chief Executive Officer's report

Beginning anew in any organisation is both exhilarating and daunting. Since my appointment as Chief Executive Officer and State Librarian in February 2003 I have been inspired by the Library's achievements, detailed in this annual report.

Completion of the Domed Reading Room

While it is difficult to single out individual achievements, the reopening of the Domed Reading Room after a four-year period of refurbishment was undoubtedly a major accomplishment. It was celebrated not just by the Library but by thousands of Victorians. The reinstatement of the skylights to restore the original and spectacular light-source to this enormous room, has been a key feature of the Library's redevelopment. The dome has always been a much-loved and used area of the Library, and promises to be even more so, for it now houses the Library's extensive collection of Australian materials and has been renamed the La Trobe Reading Room in honour of one of the Library's founders.

Public programs

In keeping with our aim to change the notion that a library is just a collection of books, the Library has provided an engaging and thought-provoking calendar of public programs including lectures, tours and exhibitions. *Kelly Culture: Reconstructing Ned Kelly* proved to have enormous appeal attracting almost 100 000 people over three months. The range of public programs planned for next year, which includes the development of galleries in the upper levels of the dome, will further delight and inform a wide audience.

Organisational challenges and opportunities

The State Library's role as Victoria's deposit library and public reference library provides both challenges and opportunities. Some of these challenges are constant and likely to remain so. They include the need to augment resources in order to deliver programs and services in an increasingly complex environment; the need to preserve accessibility and the integrity of our collections for future generations; and the need for changing workforce skills. However, as these challenges are common to libraries and other cultural institutions throughout the world, they also present opportunities for cooperative solutions and partnerships. The State Library of Victoria, together with other library, cultural and educational sectors, but particularly the public and state library networks, has established an admirable reputation for cooperative endeavours across a broad range of projects, which are also featured in this report.

Staff, volunteer and Board contributions

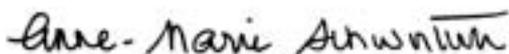
Behind the noteworthy achievements stand a lot of hard work, planning and expertise. Accordingly I would like to express my thanks to my predecessor, Frances Awcock, whose vision and zest for the State Library of Victoria has helped to transform the library building and redefined the provision of library services.

It is with admiration that I acknowledge Library staff and volunteers who have continued to provide the highest levels of service despite the extensive building works and associated inconveniences. Given the protracted nature of the building redevelopment, now entering its thirteenth year, this is testimony to their remarkable commitment and dedication.

Finally I would like to record our debt to the President and members of the Library Board of Victoria, and to the Chair and Members of the State Library of Victoria Foundation. They contribute their expertise, enthusiasm and time with unstinting generosity and grace.

Towards 2003–04

The year ahead is an important one. The redevelopment will return to public use several transformed public spaces that will increase the seating capacity for readers and the number of volumes on open access. The Library will continue to acquire new materials and to make them accessible, it will continue to catalogue and retrospectively catalogue the collection, and to preserve it. Storage is a pressing issue for the Library and it is one on which we will focus. In 2004 the State Library of Victoria, which was Australia's first public-funded library, will also celebrate its 150th anniversary, and we look forward to sharing this milestone with Victorians through a year-long program of events.



Anne-Marie Schwirtlich
Chief Executive Officer and State Librarian

Mission, vision and values

Mission

Creating a knowledgeable society

The State Library of Victoria will help to create a knowledgeable society by:

- collecting, preserving and making available Victoria's recorded heritage and providing access to the world's information resources
- developing the state network of information resources and libraries
- promoting the world of ideas and culture and heritage of the state

Vision

By the year 2004 the State Library of Victoria will have grown in recognition as a world-class cultural resource at the heart of an excellent statewide library and information network, accessible to all Victorians and presenting Victoria to the world.

Values

Access to information

We believe that access to library and information services is fundamental to the development of individual human potential, economic development and the advancement of civilisation and democracy.

Customer service

We strive for service excellence in meeting the diverse needs of the Library's users, based on the skills and expertise of our staff.

Building knowledge

We believe that libraries must be active in the development of their collections; in support of scholarship, which adds value to the collections; and in the implementation of technology to ensure that access to those collections will be available to all.

Respect

We respect the individuality and integrity of each user and each member of staff, and foster an environment in which free inquiry, creativity, productivity and individual responsibility are encouraged, recognised and rewarded.

Teamwork

We, the employees and Board members of the State Library, will work as a team to support our users.

A networked future

We believe that cooperation, networking and sharing of resources among all information providers is essential to maintaining excellence in meeting future user needs.

Lifelong learning

We believe that we must promote lifelong learning for our users and our staff.

Achievements and highlights, 2002–03

- CEO and State Librarian Frances Awcock retired in November 2002, after almost five years in the position. Her successor, Anne-Marie Schwirtlich, was appointed and took up the position in February 2003.
- The Library's Vicnet division responded to an urgent request from the Department of Premier and Cabinet to provide Internet access for firefighters at the Victorian bushfire sites during January and February 2003.
- A total of 453 entries were received for the 2002 Victorian Premier's Literary Awards, the highest number in the history of the awards. The Victorian Government committed additional funding to develop new prizes and to increase existing prize monies. A total of \$180 000 was offered, establishing the awards as Australia's most lucrative and innovative suite of literary prizes.
- The Domed Reading Room restoration was completed after four years. The Dome Festival, held from 14 to 20 June 2003, provided the public with an opportunity to preview the reading room before its official reopening on 9 July 2003. Almost 6200 people attended the festival and associated events, with 5000 participating in the Open Weekend and lunchtime tours.
- The exhibition program in the Keith Murdoch Gallery attracted a total of 147 750 visitors, an increase of more than 100% on the previous year.
- The exhibition *Kelly Culture: Reconstructing Ned Kelly* was a great success, attracting close to 100 000 visitors, the highest number for any exhibition yet held at the Library. The exhibition included a collection of rare material, including the four suits of Kelly Gang armour, the Jerilderie Letter, and Kelly's rifle and death mask.
- Experimedia, a new Library space dedicated to technology and innovative content delivery, was completed in May 2003. Equipped with the latest media, learning and games technology, Experimedia will also host exhibitions and develop events programs linked to the Victorian events calendar and school curriculum.
- The Library launched its Creative Fellowships program, a program offering scholars and writers the opportunity to work closely with the collections of the State Library of Victoria. The fellowships, which are funded by a State Government grant of \$300 000 over three years, to be matched by funds from the Library and its philanthropic supporters, will cover a range of disciplines. A number of State Library Staff Fellowships will also be awarded.
- The State Library of Victoria Foundation continued to increase its networks, relationships and business activity during the 2002–03 financial year, raising record funds to support Library collections and services. The Foundation also achieved a record 20% increase in memberships.

-
- A total of 37 094 printed book and journal volumes were added to the State Collection, along with significant pictures, rare books, maps, manuscripts and items of ephemera. Foundation funds were used to acquire a number of significant works, including Jean-Baptiste Oudry's four-volume folio edition of *La Fontaine's Fables*, and a rare 10-volume ornithological work by J A Latham, *A General Synopsis of Birds*.
 - Library staff delivered service improvements in the areas of reference services, catalogue access, book delivery, document delivery and digital initiatives. Staff also planned and prepared for major service and collection moves as part of the State Library's Building Redevelopment Program.
 - A number of Library staff received significant professional awards, rewarding their commitment and expertise.
 - Ask Now!, a collaborative Web-chat reference service, went online, offering remote users 'real time' access to Library staff.
 - The Library's Digitising Initiatives Team completed the *Argus War Photographs Cataloguing Project*. Close to 60 000 photographs were catalogued, and approximately 16 000 Australian photographs digitised. The material is being accessed by Australian and international users.
 - Vicnet's first business-grade wireless and optical fibre service for library and community customers was installed.
 - The Skills.net Program trained 94 000 members by the end of May 2003, more than 14 000 ahead of target.
 - A Memorandum of Understanding between the State Library of Victoria and the National Library Board of Singapore was signed in August 2002, laying the foundation for a range of cooperative projects.
 - Delegates from Victorian public library services, the State Library of Victoria and the State Government's Department for Victorian Communities attended the Victorian Biennial Public Libraries Planning Retreat in April 2003, discussing key strategic priorities and activities for the next several years.

Performance summary, 2002–03

Key Performance Indicators

Goal 1

To enrich the cultural, educational, social and economic life of all Victorians by collecting, preserving and making available their documentary and published heritage and providing access to the world's information.

Objective	Measure	Target	Actual	Comment
Select and acquire print and electronic material	Total number of items accessioned into the State Collection	45 000	50 840	Target exceeded
	Number of new electronic databases added to the public access system	10	53	Target exceeded
Identify and capture selected sites and provide access through the catalogue and the national database	Number of Victorian sites added to the Pandora database	200	113	Target not achieved due to software problems and web instability.
Continually improve the services and facilities available to users on the site	Annual number of visits	1 500 000	1 100 602	Visitation affected by the Library redevelopment work. Increased online visitation also a factor – users can access the catalogue from home.
	Percentage of users who rate the Library's services and facilities as excellent or very good	90%	86%	The ongoing building program and the closure of the Temporary Reading Room impacted on customer satisfaction.
Continue ongoing maintenance and improvement of the Library website	Number of user sessions	1 200 000	1 766 970	Target exceeded

Goal 2

To ensure that the information needs of all Victorians are met by strengthening the State's library and community-based information networks.

Objective	Measure	Target	Actual	Comment
Coordinate public library professional development activities	Number of participants who attend seminars, conferences and forums	1300	1893	Target exceeded
	Percentage of participants who rate training excellent or very good	90%	92%	Target exceeded
Facilitate connection of public libraries to high bandwidth communication products	Number of public library branches with satellite, radio, microwave or other higher bandwidth data communications	96	100	Target exceeded
Coordinate online public library services	Number of users ('user sessions') accessing Victoria's Virtual Library, <i>librariesvictoria</i> and associated sites	120 000	133 452	Target exceeded
Develop the Vicnet community publishing program	Total of tilde directory, virtual domain and MC ² sites	1000	1000	Target met
Develop the Vicnet Victorian portal Number	Number of users ('user sessions') accessing the Vicnet website	15 000 000	19 897 157	Target exceeded
Provide community-based internet training/familiarisation courses	Number of participants at Skills.net and MC ² training	3000	7369	Target exceeded
Provide member, outreach or regional programs	Number of programs	19	19	Target met

Goal 3

To raise the profile of the Library as an active and relevant cultural institution.

Objective	Measure	Target	Actual	Comment
Develop relationships with individuals, groups, trusts, and corporations	Number of people who attend Foundation tours, briefings and events	3000	3240	Target exceeded
Increase range of strategic partnerships with Government agencies and educational and cultural institutions	Number of strategic partnerships established including signed contracts, agreements and memoranda of understanding	10	15	Target exceeded
Develop relationships with members, friends and volunteers	Number of members, friends and volunteers	736	736	Target met
Develop and implement an events program	Number of participants at events	14 680	25 125	Target exceeded
	Percentage of participants who rate events excellent or very good	85%	95%	Target exceeded
Develop and implement an exhibitions program	Number of participants at exhibitions	59 100	147 750	Target exceeded, even though the Keith Murdoch Gallery was closed for 10 weeks of the year. Largely due to the success of the <i>Kelly Culture</i> exhibition.
	Percentage of participants who rate exhibitions excellent or very good	85%	85%	Target met
Develop and coordinate a Lifelong Learning Program to support independent learners and collection use	Number of participants at lifelong learning, training, tours and talks	9000	13 164	Target exceeded
	Percentage of participants who rate programs excellent or very good	85%	91%	Target exceeded

Financial summary

As in other reporting years, a number of factors impacted on and influenced the financial performance of the State Library of Victoria during the 2002–03 financial year.

Absorption of a \$2.4m revaluation decrement relating to the valuation of building during the year impacted on the Library's result from ordinary activities, which was \$3.7m. Donations and bequests at \$3.6m were significantly higher than the previous year. Revenue from other sources was lower than the previous year, however, with reduced project funding being provided by Multimedia Victoria and the Commonwealth Department of Communication, Information Technology and the Arts.

During 2002–03 the State Library of Victoria undertook revaluations of the collection, land and buildings to meet government reporting requirements. As a result of the higher collection value generated by the revaluations and additional capital expenditure relating to the redevelopment project, total library assets increased by more than \$136m.

Summary of financial results with four-year comparatives

	2003 \$000	2002 \$000	2001 \$000	2000 \$000	1999 \$000
Revenue from government	64 737	62 844	52 345	56 335	37 070
Other revenue	11 501	15 679	15 748	14 901	8695
Total revenue	76 238	78 523	68 093	71 236	45 765
Result from ordinary activities	3695	8853	454	5367	2225
Net cash flow from operations	697	3229	(842)	3407	224
Total assets	708 023	572 023	541 383	520 231	503 274
Total liabilities	6468	6409	5767	5767	5770

services and collections



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Services and collections

Objectives

To enrich the cultural, educational, social and economic life of all Victorians by collecting, preserving and making available their documentary and published heritage and providing access to the world's information.

- to increase the depth and range of resources in the collection
- to increase the useable life of the collection
- to increase access to the collection and the Library's information resources and services

Information services

In 2002–03 the Library focussed on increasing access to its collection and information resources. It improved the services and facilities available to onsite and online users, and also introduced a number of new technology initiatives to enhance access to the Library.

- The State Library was a partner in the national collaborative chat reference service Ask Now!, which was conceived to enhance the provision of interactive library services through the Web. Ask Now!, which is a joint project of the National Library of Australia and the State and Territory libraries, allows users to ask questions online and have immediate 'real time' access to the expertise of the State Library of Victoria. Library staff have answered 3438 inquiries since the service commenced in August 2002, with more than 19 000 inquiries answered by all participating libraries in that period. Ask Now! has greatly enhanced the access of remote users to the State Library's information services.
- Express Information, the Library's fee-based information service, continued to provide in-depth research services to the business and governmental sector and was also contracted to provide educational services to RMIT University. The level of service increased in the reporting period, both in terms of the length and complexity of projects undertaken.
- The Library's Document Supply Service is responsible for managing requests from individuals and other libraries for copies of journal articles and loans of monographs from the Library's collections. Requests increased in the last twelve months, with the supply of copies rising by 17%, and loans by 3%. This increase was partly due to the liberalisation of the Library's Loans Policy in 2001, which allowed for a larger percentage of the Library's collection material to be loaned, therefore making the collection more accessible to remote users.

Acquisitions

Overview

The State Library of Victoria has statutory responsibility to collect, maintain and preserve Victoria's documentary heritage. In 2002–03 the Library continued to develop the collection and acquire new items, allocating \$2.2 million to the acquisition of new material.

- The Library's Collection Development Policy informed the selection and acquisition of print and electronic material, with material also acquired through the legal deposit program and donations. A total of 37 094 printed book and journal volumes were added to the collection, as well as significant pictorial works, maps, rare books, collections of manuscripts, and items of ephemera.
- During the reporting period the Library received donations to the value of \$749 000 (rounded), with a number of significant donations being made by individuals, organisations and government agencies. The Library is grateful for the generosity of its donors.
- During this period the Library also made significant savings to its materials budget, with a major serials review undertaken by Information Services teams resulting in a reduction of the deficit by \$100 000.

Acquisitions statistics

Volumes added to stock, July 2002 – June 2003

Method of acquisition Category	Purchase	Donation	Govt. donation	Legal deposit	Total 2002–03	Total 2001–02
Monographs in series	778	41	969	548	2336	1716
Monographs: Reference	7100	403	3497	0	11 000	12 532
Monographs: AMPA	3018	149	68	4	3239	2706
Monographs: Maps	36	2	10	0	48	82
Monographs: Rare books	132	12	0	0	144	59
Monographs: La Trobe	2112	264	94	2865	5335	8213
Monographs: Children's	331	17	16	1372	1736	444
Monographs: La Trobe rare books	191	20	0	29	240	233
Monographs: Business	15	1	83	0	99	38
Monographs: Genealogy	1042	8	1	0	1051	1510
Total monographs	14 755	917	4738	4818	25 228	27 533
Newspapers	533	160	0	140	833	1400
Other serials	5591	499	2758	2185	11 033	6925
Total serials	6124	659	2758	2325	11 866	8325
TOTAL VOLUMES	20 879	1576	7496	7143	37 094	35 858

Consolidated stock holdings, 2001–03

Stock holdings (volumes)	30 June 01	30 June 02	30 June 03
Newspapers	92 515	93 915	94 748
Monographs and serials	1 738 405	1 783 449	1 809 957
TOTAL	1 830 920	1 866 778	1 904 705
Maps	105 524	106 674	107 924
Sound recordings	17 204	17 479	20 758
Video recordings	1618	1737	2078
Exhibition catalogues	67 771	75 056	76 964
Theatre programmes			
(linear metres)	60.4	65.13	71.45
Ephemera			
(linear metres)	55.4	57.38	58.5
Manuscripts			
(linear metres)	6340	6422	6474
Pictures	642 489	658 689	670 416

Notes

Catalogued items are counted as volumes.

Collections of ephemeral materials include uncatalogued items only and have been estimated.

Final size of additions to the Manuscripts Collection will vary as new collection items are repackaged to meet the Library's standards.

Significant additions to the Library's collections

A number of significant works were acquired by the Library's Arts, Australian Manuscripts, Pictures, Rare Printed and Riley collections in 2002–03. Works were acquired through purchase and donation.

Arts Collection

Donations

- A donation of papers and memorabilia belonging to the late Sylvia Fisher, a Melbourne-born opera singer who had an important international career from the 1940s to 1970s, particularly at Covent Garden and across Europe. Organised through Sylvia Fisher's niece, Margaret McPherson.
- A large selection of books from the personal library of Dr Ursula Hoff, one of Australia's leading fine art experts and writers. Dr Hoff is a longtime friend of, and donor to, the State Library.
- Papers and research notes from the collection of broadcaster, performer and scholar Kevin McBeath. Mr McBeath's research files cover a range of subjects, including music, the recorded sound industry and Thomas' Record Store, which was founded by Mr McBeath's father and managed by the donor for many years.

Acquisitions

- The music-score collection of the late Douglas Gamley, a Melbourne-born musician who had a major international career as a composer, conductor, arranger and performer.

Australian Manuscripts Collection

Acquisitions

- Papers of the Melbourne-born novelist Morris Lurie, including drafts of all his adult fiction.
- The diary of the early Gippsland squatter Patrick Coady Buckley. The diary forms an important record of the violent relationship between early European settlers and the Aboriginal people of that area.

Pictures Collection

Donations

- *William Dargie*, a portrait by Robert Clinch, donated by Dr Joseph Brown AO OBE
- *Railway Pier* by Julian Rossi Ashton, donated by Mrs Agnes Gregory. One of the artist's few watercolours of Melbourne, painted before he left for Sydney in 1883.
- The landscape design archive of Glen Wilson, donated by the designer

Acquisitions

- *Robert Hoddle Dec 1845 near the source of the Yarra River Starvation Creek* (1860) by Henry Short. Short is best known for his still-life paintings. This rare landscape is based on a drawing by Hoddle now in the Mitchell Library, Sydney.
- *Portrait of Clive Hood* (1934) by Percy Leason. One of a series of portraits of Aboriginal people from the Lake Tyers region painted by the artist during the 1930s.
- *Dhurrungile Homestead* (ca. 1876–77) by William Tibbits
- *Sandhurst 1857*, three salted paper prints by Alexander Fox. These photographs of early Bendigo are among the first *plein air* photographs in Australia.
- Final instalment of the photographic archives of Wolfgang Sievers

Rare Printed Collections

Donations

- Artwork and preliminary drawings by Beth Norling for her children's picture book *Sister Day and Sister Night*, acquired as part of the Library's Publishing Archive. Donated by the author-artist.
- A collection of several hundred 19th-century books originally assembled by the Jones family of Bendigo, relating to botany, travel and Australiana.
- A collection of 235 books and pamphlets relating to chess, donated to the Library's MV Anderson Collection by Malcolm Broun OAM QC.

Acquisitions

- J A Latham, *General Synopsis of Birds...[and] Supplement to the general Synopsis of Birds...[and] Index Ornithologicus*, London, 1781–1802. A ten-volume work with numerous hand-coloured plates by John Latham, known as the 'grandfather' of Australian ornithology. Acquired with Foundation funds.
- Jean de La Fontaine, *Fables Choiesies*, Paris, Desaint & Saillant, 1755–1759. A four-volume edition of *La Fontaine's Fables*, including 275 engraved plates by French painter Jean-Baptiste Oudry. Considered one of the greatest illustrated books of the 18th century. Acquired with Foundation funds.
- Publishing archive relating to Pi O's *Ockers: A Poem*, Wayzgoose Press, Katoomba, NSW, 1999. One of the most ambitious private press publications ever undertaken in Australia.
- *John White's Journal of a Voyage to New South Wales* Melbourne, Edition Renard, 2002. A special edition, one of ten numbered copies, of a deluxe new edition of John White's First Fleet journal which contains 65 plates illustrating the natural history of the English colony. This first publication by Edition Renard was awarded two gold medals and one bronze medal in the 20th National Print Awards.

Riley Collection of Political Ephemera

Donations

- One linear metre of political ephemera relating to the Victorian State Election, November 2002, from various donors

Catalogue access

As part of its aim of increasing access to its collection and information resources, the Library undertook a number of new technology initiatives to enhance access, especially to its catalogue. Ongoing work on Voyager, the Library's Integrated Library Management System (ILMS), resulted in significant services improvements for users.

- In 2002 Voyager was upgraded to the latest release. The upgrade allowed for more efficient and accurate access to items in the collection by ensuring that items requested were available. The Voyager upgrade also allowed users to be given regular status reports on deliveries, to save searches between sessions and to customise their preferred interface for the default search.
- Users requesting books from storage through the catalogue are required to register and receive a library card with a barcode. A total of 53 531 Library users registered in 2002–03, with 151 347 requests for material from the Library's collections lodged through the online catalogue.
- Processes for the capture of information and amendment of catalogue records on items to be moved *en masse* from one collection to another were implemented. This involved developing a design and testing methodology for amending catalogue records. Many collection moves were undertaken, and planning continues for the 2003–04 year.
- A number of key acquisition functions came online through Voyager in 2002–03. Monograph standing orders were transferred from manual card records to Voyager. Work commenced to transfer electronically order records created from the Library's Australiana supplier's database to the Voyager system, thus allowing Library users to know which Australian titles are on order.
- Holdings statements for newspapers and serials were simplified, improving access for Library users. A facility allowing for the automatic claiming of missing serials was also implemented.

Digital initiatives

The Library's Digital Strategic Plan (2001–04) sets out key goals and strategies for making Library resources and services available online. In 2002–03 the online environment continued to be an important medium for offering information services to users and for making collection material available to a wider audience.

As part of its aim to improve access to collection material, the Library undertook some key digitising projects in 2002–03. These included converting selected Library material to digital format, providing catalogue access to these materials, and supporting the development of websites that showcase the Library's collections.

- To provide easier access to the Library's digital resources, the Library installed a Storage Area Network. The Library's digital collection now includes more than 200 000 images from its collections, and work has commenced digitising other collection items including objects, Australian sheet music, and audio. Digitised material can be accessed through the Library catalogue, the PictureAustralia website and through OAlster, a project attempting to create a collection of easily searchable digital resources.
- The Digitising Initiatives (DI) Team achieved a significant milestone with completion of the cataloguing of the large and important collection of *Argus* war photographs. A total of 59 597 photographs was catalogued, and approximately 16 000 photographs with Australian content were digitised.
- The DI Team and cataloguers successfully completed two metadata cataloguing projects for Victoria Online, involving the creation of more than 2200 metadata records. The State Library was contracted by Multimedia Victoria to provide metadata cataloguing for local and State government Web sites.
- The DI Team also catalogued and digitised the Herald & Weekly Times portrait collection, images from which are now available on the Pictures Catalogue, and continued to plan and develop a number of text-based digitising projects including Victorian Pamphlets and Manuscript Finding Aid. This included experimentation with software, creation of image file structure and catalogue display aspects.
- The Audio-Digitising Group successfully worked through a complex planning process to establish an audio-digitising station in the new Arts Reading Room. The Agnes Robertson Trust has funded this project, and the new equipment will be part of the Agnes Robertson Music Room.
- The Library entered a partnership with the National Library of Australia, and received funding to catalogue and digitise 368 sheet-music items for the web-based MusicAustralia service that will provide integrated access to Australian music resources and information.
- The Open Archive Initiative Pilot enables the collection or 'harvesting' of metadata from digitised images from the Picture Collection, and provides this information to PictureAustralia and other international metadata collection websites. Through this pilot, the number of channels available on the Web offering access to images from the Picture Collection was increased.
- In partnership with the National Library of Australia and other State Library partners, the Library added a further 113 Victorian websites to the PANDORA (Preserving and Accessing Networked Documentary Resources of Australia) archive.

The State Library website

Increasingly the Library's website is becoming an entry point for users wishing to access State Library services and resources. In 2002–03 a total of 1 766 970 user sessions were recorded on the website, an increase of 566 970 on the previous year.

- With online visitation numbers increasing, in 2002–03 the Library commenced work on a major redevelopment of its website. The aims of the redevelopment project are to simplify access, improve the quality and range of digital content available to online users, and ultimately enhance the Library's reputation as a world-class cultural institution, accessible to all Victorians as well as a global online audience.
- A number of thematic websites were completed during 2002–03, aimed at raising awareness of State Library collection material. *Sister Night and Sister Day* explores the creation of the picture book of the same name, and the collaborative relationship that developed between the author–illustrator and editor. In-house staff and volunteers worked on this project. *Kelly Culture: Reconstructing Ned Kelly* is an online catalogue developed to support the exhibition of the same name. *Eric Thake* is an online exhibition of the work of this little-known Australian artist, featuring many digitised reproductions of works from the Library's collection.

Preservation and conservation

As part of its aim to increase the useable life of the collection, in 2002–03 the Library continued to develop and implement preservation, conservation and storage programs and plans. The Library also provided collection reformatting services, while the work of its conservation team supported the exhibition of collection material in Library and external exhibitions.

- The Library successfully introduced a retrieval service from the high-use main browsing collection while it was temporarily moved into closed-access storage as part of the Library's redevelopment program. The Advance Ordering service was expanded to operate seven days a week.
- The Library improved environmental storage facilities by moving photographic material into cool storage at the Public Record Office Victoria, and moving part of the Coles Myer Archive from the Target building to the Library's store in Mollison Street, Abbotsford.
- A moves plan for the rest of the Library's redevelopment program was validated, and storage for the Library's Arts Collection significantly improved by installing 4.4 km of shelving in the new South-East and South-West Courtyard storage facilities.
- The Library managed large-scale packaging programs for the mixed format collections moving into new storage areas, including 2200 items from the Coles Myer Archive and the WG Alma Collection.

- During 2002–03, more than 3231 books, 323 flat paper items, 10 oil paintings, 554 items of realia and 68 photographs were conserved.
- The Library's paper, book and oil paintings conservators prepared more than 95 items for the exhibitions in the Keith Murdoch Gallery, and supervised installation of *The Banksias*, *Burke and Wills*, *I am Woman*, *Kelly Culture* and *Hothouse*. Conservators also prepared a number of items for loan to offsite organisations. A major program of paintings conservation was commenced in preparation for the opening of the Cowen Gallery, due to open in November 2003, which will feature 150 works from the Library's collection.
- Eight items from the Pictures and Rare Books collections, including Ortelius' *Theatrum Orbis Terrarum*, JP Fawner's telescope, Robert Hoddle's paint box, and a model of Scots church were conserved. The conservation of these items was assisted by sponsorship funds.
- Specialist conservation advice was provided online and via the phone inquiry line, offering responses to more than 250 local, national and international inquiries.
- The public printing system was replaced by a new, simpler Copy Card system, resulting in more than 1.3 million photocopies and prints being made by the public.
- Photographic copies of collection materials continued to increase in 2002–03. More than 32 000 photographs were produced for customers, with historically significant material reproduced for publishers, scholars and historians. A further 6500 pictorial items were photographed for exhibitions and preservation purposes.
- Reformatting of collection items for preservation purposes continued throughout the year. A total of 24 volumes of heritage Victorian newspapers, dating mostly between 1875 and 1930 were microfilmed to preservation standard. Other projects included the microfilming of the *Herald Sun*.

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library networks



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Library networks

Objectives

To ensure that the information needs of all Victorians are met by strengthening the State's library and community-based information networks.

- to increase the capability of the public library network to deliver services
- to increase the interaction/partnership between the State Library and the wider library and information sector
- to increase community involvement in online, library and information resources and programs

National and international activities

In 2002–03 the State Library worked in partnership with a range of Victorian, Australian and international library groups, community groups and other organisations.

- The State Library of Victoria is an active member of the Council of Australian Libraries (CASL), a body consisting of the heads of the state and territory libraries and the National Library of Australia. The State Library also provides the Secretariat for the organisation. Frances Awcock, former CEO and State Librarian, was the Chair of CASL until November 2002. The Library is also an active member of (CAVAL) Cooperative Action by Victorian Academic Libraries.
- A historic Memorandum of Understanding between the State Library and the National Library Board of Singapore was signed in August 2002. The MOU is expected to create opportunities for staff placements, information exchange, benchmarking and cooperative projects. The National Library Board of Singapore also expressed interest in becoming an international partner in the AskNow! online reference service pilot program, as did the National Library of New Zealand.
- The State Library participated in several government inquiries during 2002–03, including the Senate Inquiry into Libraries in the Online Environment and the Victorian Parliamentary Inquiry into Electronic Democracy, both in October 2002. The Library also provided input to the Australian Library and Information Association's (ALIA) LISEKA project exploring career-long education of library and information workers.
- The Library continued to sponsor the Margery C Ramsay and Barrett Reid Scholarships for public library staff and the Pierre Gorman Award for research in the area of library services for people with disabilities.

Public library projects

In 2002–03 the State Library managed a number of statewide projects aimed at developing and implementing public library policies, coordinating professional development activities, and increasing the resources available to public libraries by providing access to the skills and resources of the State Library.

Libraries Building Communities

This project aims to measure the contribution of Victorian public libraries to the development of social capital, undertake a needs analysis of communities not well serviced by public libraries, and develop strategic approaches to advocate the importance of libraries. It will roll out over eighteen months, with the results expected to impact on Victorian public library services for several years. Phase 1 of the project involved an intensive statewide consultation exercise designed to ensure that the public library network had a shared understanding of and commitment to the project, while Phase 2 involved data-gathering.

The SWIFT Initiative

This project aims to investigate the business case for a collaborative library management system for Victoria's public library network. PricewaterhouseCoopers undertook the business case analysis. The business case outlined the steps required to implement SWIFT, requiring further work in 2003–04. The report stated the following:

The SWIFT Initiative is a virtual mandatory requirement of public libraries to meet the needs of the community in the future. It is critical to the continued development and relevance of the Victorian public library network. The initiative presents an important catalyst for achieving equitable user outcomes, shared financial savings and flow-on support benefits which are not achievable singly by any library.

(SWIFT: The future library system for Victoria's communities, March 2003)

Training

The training projects aim to identify priority training needs of staff working across all levels of public libraries in Victoria and provide appropriate training and development opportunities at venues across the State.

- More than 1100 public library staff attended 71 training sessions held throughout Victoria in 35 subject areas. These ranged from staff supervision and business planning, to online reference skills, web design and visual merchandising.
- An additional 600 staff received IT skills training through a grants program to individual library services.
- The popular *Managing Human Resources: A Guide for Public Libraries* was revised to incorporate legislative changes and case studies.
- In 2002–03 the Library Board of Victoria also supported Victorian public librarians who won places in the prestigious Aurora Leadership Institute, held annually in Canberra. Aurora is for librarians with five to ten years' experience who are likely to make a significant contribution to the profession.

Marketing

This project aims to develop and deliver a marketing strategy for Victorian public libraries, including management of the *librariesvictoria* brand. As part of the Marketing Project, boards for public libraries to use to promote opening hours, services and activities were rolled-out to 226 branches across the State, with each board featuring the logo of the relevant library service.

- During the reporting period, Adshan Consulting Group undertook a comprehensive review of the four-year-old Statewide Public Libraries Marketing Project. The resulting recommendations for sweeping change in the marketing strategy, including phasing-out of the *librariesvictoria* brand, were extensively workshopped by the public library network. Outcomes of this process are a renewed commitment to the need for a marketing strategy for all Victorian public libraries and consensus on achieving a revitalised Marketing Project in 2003–04.
- A key component of the 'new look' Marketing Project will be adoption of the *@yourlibrary* tagline and promotional campaign, an international campaign which is managed by the State Library of South Australia in Australia. Buy-in to *@yourlibrary* was a major achievement of this year's statewide Public Libraries Marketing Project.

Local History Digitisation

This project aims to make historical photographic materials available online, and online historical collections readily accessible through a common approach. During 2002–03 a server was designed and developed to provide a secure repository for the digitised photographic materials held in the local history collections of Victorian public library services, and training provided in the digitisation of local history materials.

PC Management

This project aims to provide guidance on managing public use of more than 1000 Internet access and word-processing PCs in Victoria's public libraries, for which over one million bookings are taken annually. During 2002–03 a study was undertaken of current PC management practices in Victorian, interstate and international libraries. The subsequent report, *Managing Public PCs: An Overview for Victoria's Public Libraries*, recommended that Victorian public libraries test a number of the commercial PC management software products that are being used extensively in North American libraries, with a view to collaborative buying.

Vision

Vision is the State Library's extended reference inquiry service for public libraries. The service was reviewed during the year due to a decline in use. The trend reflects the greater number of online databases available to public libraries and the increasing use of the Internet as an information source. Vision will be integrated into the Library's central extended reference inquiry service from 1 July 2003.

Conferences and forums

In 2002–03 the State Library hosted a number of conferences, seminars and forums on issues of relevance to library professionals, aimed at enhancing professional development within the public library sector. These activities facilitated interaction between the State Library and public librarians from across the state, and encouraged information sharing and the development of professional relationships.

- The 2003 Victorian Biennial Public Libraries Planning Retreat was held over four days in April 2003. Eighty-four delegates representing every Victorian public library service, the State Library of Victoria and the State Government's Department for Victorian Communities attended, discussing strategic priorities and library activities for the next few years. In addition, a number of State Library forums held during the year addressed issues of relevance to the public library sector.
- 'Tomorrow at Your Library', a day-long forum held in June 2003, attracted 210 attendees from across Victoria, who discussed demographic and public library usage trends and their implications for service development over the next few years.
- 'Promoting What We Do Best', held in November 2002, attracted 80 delegates from public libraries across Victoria, who shared their knowledge and experience in the marketing of services and resources at the local level.
- A forum to introduce the *@yourlibrary* tagline and promotional campaign to all Victorian library sectors was held in October 2002. Presentations were given by Bronwyn Halliday, the Director of the State Library of South Australia, and Fiona Lange from Lange Hill Marketing, the company that developed the South Australian campaign.

Access services

In 2002–03 the Library's Vicnet division, the aim of which is to deliver Internet services to people across Victoria, worked to increase community involvement with online information resources and programs. Projects aimed at providing Internet access to remote communities and culturally and linguistically diverse groups continued to be a priority. Vicnet also continued to manage its successful community publishing program through the Vicnet portal.

- In January 2003, the Library responded to an urgent request from the Department of Premier and Cabinet to provide Internet access for firefighters at the Victorian bushfires. Four teams from Vicnet, each consisting of a trainer and a technical person, operated in the north east and east Gippsland during January and February.
- The My Connected Community (mc2) project, funded by the Victorian Government through Multimedia Victoria, aims to build online communities using an online application written by Vicnet specifically for that purpose. One funding round was successfully executed in 2002–03, with more than 16 000 users registering for the mc2 application. Development of the mc2 Web site and supporting information continues, and the program has been funded for a further 12 months (ending June 2004).

- The e-gaps program, funded by Multimedia Victoria, aims to establish public Internet access in areas of Victoria currently without it. In 2002–03 e-gaps established more than 80 public Internet access sites across rural, regional and metropolitan Victoria and, working in partnership with local government, delivered approximately 49 000 hours of usage.
- Victoria's Virtual Library (www.libraries.vic.gov.au) was redeveloped and relaunched, with the new site going live on December 2002. Additional modules added to the site included the Victorian Biography Resource Centre and the Reference Bookshelf.
- The Open Road Web site was developed further, providing access to online resources in twelve major community languages, including Arabic, Turkish, Greek, Vietnamese and Chinese. Technical support was provided for public libraries and emerging groups such as African communities.
- Vicnet develops and manages a website to host self-published Victorian content and a portal with links to a wide range of sites. The Vicnet site is one of the busiest government sites in Victoria, with almost 20 million user sessions recorded and 995 links added in 2002–03.

Skills development

In 2002–03 the State Library continued to increase community involvement in online, library and information services and programs, with the Library's Vicnet division offering a suite of community-based Internet training and familiarisation courses.

Skills.net

The Skills.net program, funded by the State Government through Multimedia Victoria, makes grants to community organisations to provide the Internet to its members. Skills.net project members visit and provide ongoing support to projects across Victoria, and this personal support is a significant factor in the success of the program.

- In September 2002, the Hon. Marsha Thomson MP, Minister for Information and Communications Technology, celebrated the 80 000th Skills.net member at an event at the Quang Minh Buddhist temple in Braybrook. The Skills.net program achieved 94 000 members by the end of May 2003, more than 14 000 ahead of the target of 80 000.
- During 2002–03 the Skills.net Roadshow expanded. The Roadshow, which is funded by the State Government through Multimedia Victoria with additional support from BHP Billiton, provides free basic Internet training throughout the state. It has provided training to nearly 9000 Victorians throughout metropolitan, regional and remote Victoria since September 2000. Multimedia Victoria has agreed to fund the program for a further twelve months (ending June 2004).
- The Seniors Skills.net Roadshow, funded by the Department of Human Services' Office of Senior Victorians, visited 20 seniors groups in rural and regional Victoria, providing targeted sessions raising awareness of, and introductory training in, using the Internet.

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- A total of 25 new Skills.net Extension projects became operational across Victoria during the year, providing either advanced Internet training to existing Skills.net members or targeting harder to reach people, in both cases building upon existing Skills.net projects.
 - Skills.net in schools is funded by the Commonwealth Government through the Networking the Nation program. The project team works closely with the access@schools team within the Department of Education and Training.

Other skills development initiatives

- The GO Vic program, funded by the State Government through Multimedia Victoria, aims to raise awareness of resources available on the Internet, particularly among targeted community sectors. The Fact Sheets continue to be extremely popular, with more than 26 000 distributed since 1 July 2002, and the GO Vic website has received 26 344 visits since 1 July 2002. Multimedia Victoria has agreed to fund the program for a further twelve months (ending June 2004).
- The final report for Gippsland Community Training (GCT) has been delivered and accepted by Networking the Nation. GCT offers Internet training and support for those just getting started, through to people who are ready to start publishing online, and its activities increased dramatically during the reporting period. The GCT Roadshow, which travels through Gippsland, is fully equipped with laptops, a digital camera, scanner and digital projector.

Content and information management

Through its Vicnet division, the Library facilitated the connection of public libraries to high-bandwidth communications products. In 2002–03 Vicnet also continued to manage its successful business as an Internet Service Provider.

- Despite working in a very fast moving and highly competitive marketplace, Vicnet Trading continued to grow its broadband business throughout 2002–03 financial year. This now accounts for 43% of the trading business, compared with 9% in 2000–01. This change was a result of Vicnet developing new products and services offering demonstrated value and savings to libraries, community groups, not-for-profit organisations and government agencies. The sales of entry-level products and services aimed at beginners and the disadvantaged also continue to grow.
- Vicnet Trading maintained a Victoria-wide eCommunity broadband network that links a growing number of libraries, community groups, and government agencies. The eCommunity network increases broadband connections to community groups and library branches, reduces community and library sector data costs by removing site-to-site data charges, and allows participating organisations access to a large amount of Victorian community information hosted on Vicnet and to online information residing at the State Library. (*See table on p. 37 for details*)

VICNET eCommunity Broadband Network as of June 2003

eCommunity Network	Organisations	Sites	Locations		Service Type	
Community Groups/ NGOs	26	45	Metro	106	Data only	8
Commercial / Business	6	6	Regional	19	DSL	113
Libraries	18	69	Totals	125	Wireless	3
State Government Agencies	3	3			Fibre	1
Local Governments	1	1			Totals	125
Schools	1	1				
Totals	55	125				

- During 2002–03 Vicnet's first business-grade wireless and optical fibre services for library and community customers were installed, with more than \$120k in new business recorded in the first month. Wireless 'light' trials were undertaken, with the aim of linking community centres and small libraries in difficult-to-access areas.
- The Rural Libraries Online Project (RLOL) is funded by the Commonwealth Government through Networking the Nation and is a joint project with the Country Public Libraries Group. During 2002–03, the final stage of the project (Stage 3) focussed on building wide-area network infrastructure for country public libraries. Gannawarra, Campaspe and East Gippsland Library services now have complete wireless networks, while Upper Murray Regional Library, High Country Regional Library and the Shire of Wellington have individual microwave links. The project also provided assistance to the Portland Televillage Project to enable Glenelg Regional Library Service to use the Hamilton–Portland link.
- In December 2002, Western Murray Online and Mobile successfully completed all its contractual obligations under Networking the Nation's Regional Telecommunications Infrastructure Fund. A detailed report on the project was formally accepted by Networking the Nation in February 2003.
- The Statewide Network Infrastructure Project (SNIP) upgraded Proxy servers in 15 public library services and granted funding to 5 public libraries to build and enhance wireless data links.
- JAWS, screen-reading software that enables visually impaired computer users to have full access to the Internet, was upgraded in the fourteen public libraries that participated in the original Libraries Online Disability project.

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public programs



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Public programs

Objectives

To raise the profile of the Library as an active and relevant cultural institution.

- to increase awareness of the Library and its collections, services and programs
- to increase participation in the Library's cultural and education programs

Events

Literary programs

In 2002–03 the State Library continued its involvement with the Victorian Premier's Literary Awards, and hosted a series of related literary programs and events featuring some of Australia's finest writers.

- A total of 453 entries was received for the 2002 Victorian Premier's Literary Awards, the highest number in the history of the Awards. Seven prizes were presented by Mary Delahunty MP, Minister for the Arts, including the inaugural Village Roadshow Prize for Screen Writing. Winning authors included Richard Flanagan, Brenda Niall, and Meme McDonald and Boori Monty Prior. In 2003 the Victorian Government committed additional funding to develop new prizes and to increase existing prize monies. A total of \$180 000 was offered in ten categories, establishing the Victorian Premier's Literary Awards as Australia's most lucrative and innovative suite of literary prizes. The awards attracted significant positive media coverage.
- Through Writers on the Road, a partnership project between the Victorian Public Library Network and the Victorian Premier's Literary Awards, the Library hosted 46 author tours throughout metropolitan and regional Victoria. Fifty-five authors participated in the program during 2002–03, including Robyn Annear, Morris Gleitzman, Hannie Rayson and Arnold Zable. A total of 84 days were spent on the road, and 242 literary events presented for adults and children. The program reached a total audience of more than 9000 people, and achieved significant local and metropolitan media coverage.
- The successful Writers in Focus series continued in 2002–03, bringing some of Australia's best writers to the Library for readings and discussion. Seven sessions were held, attracting more than 650 people. Participating authors included Janine Burke, Arnold Zable, Stephanie Dowrick, Alex Miller (winner

of the 2003 Miles Franklin Award) and Robert Gray (winner of the poetry prize in the 2002 Victorian Premier's Literary Awards).

- The recipients of the first Digital Ink residency were announced. Digital Ink, a joint venture between the Australia Council's Literature and New Media Arts Board and the State Library of Victoria, offers new media writers and producers the opportunity to work in-residence at the State Library on a collaborative piece. The 2003 residents were Adam Ford and Lisa Gye, who worked on a digital literary work inspired by the Library's comic-book collections.

Forums and lectures

In 2002–03 the Library hosted a series of public forums and lectures on topics as diverse as genetics, business, and Australian society.

- The Redmond Barry Lecture is a free event celebrating the State Library of Victoria's Foundation Day. In July 2002 the lecture was delivered by international science writer and commentator Margaret Wertheim. Her paper, 'Stemming the Tide: Clones, Stem Cells and the Future of Medicine', addressed the subject of stem cells, clones and the future of medicine.
- The State Library Business Forums, a series of three evening sessions sponsored by Optus focusing on dynamic, innovative businessmen and women, were popular in their second year. Held during September and October 2002, the forums attracted more than 500 participants, including 200 for the highly successful 'Women in Business' forum.
- The annual Stephen Murray-Smith Lecture commemorates Stephen Murray-Smith's contribution to Australian intellectual life and promotes research and debate in the broad areas of his interest and influence. Julian Burnside QC delivered the eleventh Stephen Murray-Smith Memorial Lecture in October 2002, speaking on the topic 'Towards a Just Society – Beyond the Spin'.

Exhibitions program

A highly successful suite of public events supported the Keith Murdoch Gallery program in 2002–03. See pp. 43 for details.

The Dome Festival

The Dome Festival, which ran from 14–20 June, gave the public the opportunity to preview the refurbished Domed Reading Room before its official reopening on Wednesday 9 July 2003.

The program included a series of stakeholder events, an open weekend, literary and architectural panel discussions and a comedy debate. Almost 6200 people attended the associated events, with 5000 participating in the Open Weekend and lunchtime tours. The Library's media partnership with 774 ABC Melbourne for the Dome Festival was highly successful, and the event garnered significant media coverage.

Exhibitions

Keith Murdoch Gallery

Four exhibitions were held in the Keith Murdoch Gallery in 2002–03, attracting a total of 147 750 visitors, an increase of 100% on the previous year. This result is remarkable, given that the gallery was closed for building works for the first ten weeks of the reporting period.

The Keith Murdoch Gallery exhibition program for 2002–03 included *Burke and Wills: From Melbourne to Myth*; *I Am Woman Hear Me Draw: Cartoons from the Pen of Judy Horacek*; *Kelly Culture: Reconstructing Ned Kelly*; and *Hothouse: The Flower in Contemporary Art*. *Kelly Culture*, in particular, was a great success attracting 96 052 visitors, most of whom were first-time visitors to the Library. The interest generated by this exhibition provides a strong indication of the popularity of the future Dome Galleries, which will include a section about Ned Kelly.

Burke and Wills: From Melbourne to Myth

Friday 13 September – Sunday 24 November 2002

Total visitors: 27 052

Developed by the National Library in association with the State Library of Victoria, this exhibition featured a number of important items from the State Library's collection including Wills's last note and the Colt revolver owned by Wills, which Burke asked to be placed in his hand as he died. The exhibition was sponsored by AAMI, and received significant media coverage for the Library.

I Am Woman Hear Me Draw: Cartoons from the Pen of Judy Horacek

Friday 13 December 2002 – Sunday 16 February 2003

Total visitors: 14 933

Judy Horacek's work has appeared in numerous newspapers, magazines and books throughout the world. This touring exhibition from the National Museum of Australia featured more than 60 original cartoons from their collections, as well as a group of original Horacek cartoons from the State Library of Victoria's collection of the artist's work.

Kelly Culture: Reconstructing Ned Kelly

Friday 28 February – Sunday 25 May 2003

Total visitors: 96 052

Kelly Culture explored Australia's fascination with Ned Kelly and his enduring presence in Australian literature, visual arts, cinema, performing arts, music and popular culture. Material on display included key historical artefacts such as the four sets of Kelly Gang armour, together with paintings, posters, photographs, manuscripts, textiles, music and film.

Kelly Culture was sponsored by AAMI, BHP Billiton, Fujitsu, United International Pictures, Network Ten, the *Sunday Herald Sun* and 3AW. The exhibition achieved significant national and international media coverage.

A program of ten events complemented *Kelly Culture*. More than 5630 people attended, 4500 of whom participated in the Kelly Kids Day on 23 March 2003.

Hothouse: The Flower in Contemporary Art

Friday 6 June – Sunday 24 August 2003

Visitors to 30 June: 9713

This exhibition included a selection of contemporary works from the Monash University Collection as well as items from the State Library collection chosen to highlight the historical contexts of the works. *Hothouse* was a Monash University Museum of Art Touring Exhibition supported by the State Library of Victoria and the Touring Victoria Program through Arts Victoria.

Other exhibitions

In addition managing the Keith Murdoch Gallery program, the Library hosted or worked towards a number of other exhibitions that linked to its programs and collections.

- Between 19 May and 15 June 2003 the Library hosted *+playengines+*, a major international exhibition of new media art coinciding with the Fifth International Digital Arts and Culture Conference, MelbourneDAC. Held in the newly opened Experimedia space, *+playengines+* explored the phenomenon of play as a way of engaging with and creating digital art. A series of school workshops were developed to support the exhibition.
- Curatorial and design work for the Cowen Gallery neared completion. This space (formerly known as Stawell Gallery) is scheduled to open in late 2003 and will form an important part of the overall exhibition program, showcasing the Library's pictorial collection.
- Curatorial work slowed on the exhibitions planned for the Dome Galleries, *Views from the Dome* and *Beyond Words*, pending resolution of funding issues. However, much of the curatorial research and planning for these projects is complete and the galleries are expected to open in late 2004 and late 2005, respectively.

Lifelong learning

Programs for adults

As part of its mission of building a knowledgeable society, the State Library of Victoria puts lifelong learning at the heart of its strategic and business planning. The aims of the Library's Lifelong Learning program are to develop the use of the Library's collections and facilities to support learning for life, and to develop the community's ability to use information and become independent learners. As part of its Lifelong Learning strategy, the Library hosts structured learning sessions, tours and public programs to encourage access to its collections and information.

- A coordinated approach extended the range and number of the Library's Lifelong Learning programs in 2002–03. More than 13 000 participants attended sessions that focused on learning about the collection, exploring the Library buildings, developing information literacy, using the Internet and the Library catalogue, and developing skills in genealogical research. Teachers and librarians also attended a series of professional development seminars organised by the Library.

- The State Library participated in the celebrations for the Victorian Seniors Festival (March 17–21). A range of activities were offered across the Library, attracting more than 325 participants, many of whom were not regular users of State Library services. Activities included orientation tours of the Helen Macpherson Smith Genealogy Centre, genealogy and Internet training sessions, behind-the-scenes tours of the Library, a display on adaptive technology for the people with visual disabilities, and a special talk on the *Kelly Culture* exhibition. An Internet café was also set up on the Library forecourt for the period.
- The Library's successful ongoing series Talking about Treasures continued in 2002–03.
- Vicnet continued to offer its successful monthly training courses on using the Internet and email.

School programs

In 2002–03, a total of 6389 students and teachers attended 237 program sessions organised by the Library's School Services team. To assist in the increased demand for these new and ongoing programs, the School Services team was expanded to include a Teacher Release to Industry Program (TRIP) placement, assisted by funding from the Trust Company of Australia.

- A total of 1247 students participated in Library orientation programs aimed at improving students' knowledge and understanding of library research skills.
- A total of 370 teachers attended a series of professional development sessions, offered in association with the Department of Education and Training and the Catholic Education Office.
- The ongoing School Services program included tours and workshops associated with exhibitions in the Keith Murdoch Gallery and Experimedia, such as *Burke and Wills: From Melbourne to Myth*, *Kelly Culture: Reconstructing Ned Kelly* and *+playengines+*. The Kelly workshops were particularly well received, with 143 sets of armour being created by 1900 students during the period of the exhibition.
- The profile of the Library's schools programs and services was increased through targeted promotion, advertising and the distribution of the Library's electronic *Schools Link Newsletter* to more than 350 schools and individuals across the state.
- Experimedia, a Library space dedicated to technology and innovative content delivery, opened in May 2003. Experimedia features digital art installations by new media artists, a large media wall showcasing digital content from the collections of the Library and other sources, a learning pod, and a games pod featuring Victorian–designed and produced single and multi-player computer games. Experimedia will host a series of exhibitions and develop events programs linked to the Victorian events calendar and school curriculum.

Youth literature programs

The State Library's Australian Centre for Youth Literature (ACYL) again delivered a wide range of events to promote reading to children, teenagers and professionals. Arts Victoria and the Australia Council continued to support the program. Forty events were presented at the State Library and other venues in Melbourne, Healesville, Geelong and Frankston, with 7450 people attending, a 5% increase on the previous year. Funding from Monash University allowed for Booktalkers for Teenagers programs, involving a total of 1200 teenagers, to be presented at the Clayton and Frankston campuses. ACYL attracted its eleventh publisher sponsor and also managed to increase its generated income. A number of other significant achievements were also recorded in 2002–03.

- The fifth biennial Reading Matters conference, held in May 2003, attracted capacity audiences of 1500 to its youth day events and 230 to the two-day conference. Conference attendees came from across Australia and from the United States, New Zealand and Thailand. The 21 speakers included authors from every Australian state except Tasmania, as well as major writers from Canada and the United Kingdom.
- Publisher Allen & Unwin approached ACYL to design and present events with the Australian writer Odo Hirsch. Events for children attracted 1100 participants, and an evening professional development session involved more than 100 attendees.
- ACYL is increasingly being asked to broker and present events for, or in partnership with, other organisations and to provide advice, information and leadership. Since mid-2002 ACYL has been working with the community-based Lead-On organisation and a group of local teenagers in Bendigo to plan and present a literature festival spanning 2003.

Promotion

The unprecedented high level of positive media coverage* achieved throughout the year reflected the Library's active engagement with the community through relevant exhibitions and events designed to have broad appeal across Victoria. These exhibitions and events attracted widespread print and electronic media attention, highlighting the Library's collection and reinforcing a strong sense of community ownership of the State Collection and the Library's heritage buildings. Significant promotional highlights in 2002–03 included the following:

- Publicity related to the exhibition *Kelly Culture* generated print and electronic coverage valued in excess of \$1.1 million, while the success of the Dome Festival was reflected in coverage about the Domed Reading Room in June 2003 valued at more than \$670 000.
- The Library's media partnerships with the Herald & Weekly Times, Network Ten and Southern Cross Radio for *Kelly Culture*, and with 774 ABC Melbourne for the Dome Festival, were highly successful. Such partnerships will play an increasingly important role in the Library's strategic marketing planning over the coming year.

(*Professional media monitoring valued coverage on the basis of commercial rates in excess of \$4 million.)

Partnerships

In 2002–03 the Library continued to build relationships with groups, trusts and corporations, whose expertise and contributions assisted the Library in the delivery of a range of public programs and initiatives.

- With support from Multimedia Victoria, the Library installed a broadband link connecting it to the Australian Centre for the Moving Image (ACMI) and the National Gallery of Victoria. This will enable greater access to the digital collections of these organisations. Plans for extension to other Victorian institutions are underway.
- The successful exhibition *Kelly Culture* was sponsored by AAMI, BHP Billiton, Fujitsu, United International Pictures, Network Ten, the *Sunday Herald Sun* and 3AW. The Library's media partnerships for *Kelly Culture*, and with 774 ABC Melbourne for the Dome Festival, were highly successful. Such partnerships will play an increasingly important role in the Library's strategic marketing planning in the coming year.
- In a partnership first for an Australian cultural institution, the State Library of Victoria, working with Fujitsu Australia, implemented Fujitsu's TELentice Multimedia Networking Technology as a component of the *Kelly Culture* exhibition. This technology enabled multimedia content specifically created for the exhibition to be displayed on many different devices.
- The work of the School Services team during the reporting period was supported by the Department of Education and Training, the Trust Company of Australia, Perpetual Trustees and Equity Trustees.
- Sponsors, including Panasonic, Sun Microsystems, and Microsoft, co-funded the technology deployed in Experimedia, which will enable the Library to display collection material in innovative ways.

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planning and resources



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Planning and resources

Objectives

To enhance the governance, the organisational, financial and technological capacity and the infrastructures of the Library so as to better fulfil statutory and fiduciary obligations and manage and control the available resources.

- to increase capacity to attract, develop and retain a high-quality workforce
- to increase employee commitment to the Library's Vision, Mission, Values and Goals
- to increase efficiency and effectiveness of operations and transactions
- to increase funding, grants, trading revenue and sponsorship
- to increase understanding of the information needs of users and potential users
- to ensure compliance with statutory, legislative and contractual requirements

To bring the Library's Building Redevelopment Program to the earliest possible completion in order to realise the Library's goals.

- to increase the number and quality of facilities available for users and staff

Financial management

The Library aims to maintain balanced and sound fiscal management in order to fulfill strategic policy requirements within its designated budget parameters. During 2002–03, a number of activities were undertaken to improve financial management and performance.

- An upgraded version of the Library's Financial Management System, Oracle, was implemented, providing improved functionality in purchasing and reporting. The web-enabled nature of the upgrade allows the Library to connect its back-office system to front-office applications, and extends its capability to integrate the finance system with web-based applications from suppliers, customers and stakeholders.
- The Library's chart of accounts was upgraded, providing improved reporting and flexibility, especially in project management. EFT was implemented for the settlement of selected supplier accounts.
- The Library managed the review of the value of the Library's collections, land and buildings in accordance with the Victorian Government's Policy on Revaluations of Non-current Physical Assets.

Library organisation

Human resources and executive

The year 2002–03 was characterised by change at all staffing levels across the Library, and the introduction of a number of human resources initiatives.

- Mrs Frances Awcock retired as CEO and State Librarian in November 2002. Ms Anne-Marie Schwirtlich commenced in the position in February 2003.
- Several new members joined the executive team during the year. Ms Alison Coe, Director, Planning and Resources, joined the Library in August 2002. Ms Repa Patel joined as Corporate Secretary/Senior Legal Officer in September 2002.
- The review of the Library's Enterprise Partnership Agreement (EPA) was initiated and largely completed during the reporting period. The review involved a considerable negotiating period, during which the Library experienced some industrial action. At the end of the 2002–03 financial year the discussions had reached the final stages, with voting scheduled for 1 July 2003.
- The Human Resources Division introduced a number of policy initiatives during the year. A recruitment and selection program was developed and delivered in order to improve the skills of staff participating in recruitment and selection panels. HR policies and procedures were reviewed and updated, and electronically posted on the Library Intranet for easier access by staff. A monthly HR report was also introduced for use by the senior management team. The HR report provides line management with HR data to help them manage their business more effectively. It also provides the Library with the capability to gather data and conduct trend analysis on a range of organisational and HR issues.
- The Human Resources System was upgraded to provide improved functionality, primarily with the Employee Self Service facility.
- A comprehensive internal review of the Preservation and Storage Division was completed, aimed at aligning organisational design with business needs, priorities and resource capability. The review investigated all aspects of the division, including services and functions, organisational design and work processes, interaction with stakeholders and other aspects impacting on the division's capacity to deliver the Library's business requirements. The new Collection, Preservation and Access Division commenced on 1 June 2003.

Other organisational initiatives

A number of other initiatives to enhance the organisation of the Library were delivered during 2002–03.

- After recognising some deficiencies in its corporate record-keeping and document-management practices, the Library piloted an Electronic Document Management System, *Domino.doc*, to assist in the management and control of the Library's electronic documents. The objectives of the Electronic Document and Record Management pilot were to identify organisational requirements for an electronic document and records management system; to configure implement and test a Domino.doc pilot database; and to evaluate the suitability of the system for the Library.

The pilot was conducted across three Library divisions between April and June 2003. Project planning and scoping commenced, with a view to implementation during 2003–04.

- The Library reviewed its strategic planning cycle, encompassing its business planning and budget management processes, and aligned these processes more closely with the Government budget cycle and outputs frameworks.
- A range of technological activities were undertaken during 2003–03 to improve the Library's infrastructure and service delivery, including the installation of an Internet firewall, together with an externally managed firewall service. This electronic security system reduces electronic security risks by preventing unauthorised access to network resources. Having the system externally managed has decreased the administration costs of monitoring the system internally.

Marketing and communications

A number of initiatives related to organisation-wide marketing and communications were delivered during 2002–03.

- A new marketing plan for the Library was accepted by the Board. The marketing plan was underpinned by market research, and was developed in consultation with staff across the organisation.
- A new tagline was developed as part of the marketing plan, and a new corporate look for publications and promotional material will be rolled out over the coming year.
- A marketing consultation group was created, involving key staff from across the Library. The group provided valuable input into the development of the marketing plan, and consultation with individual representatives will continue as marketing strategies are applied across the Library.

Building Redevelopment Program

In 2002–03 the State Library of Victoria continued its Building Redevelopment Program, aimed at providing the Victorian public with extensive new spaces and enhanced services and products. The State Library redevelopment works comply with the Building Act 1993 and the Disability Discrimination Act (DDA).

Redevelopment milestones

A number of major milestones in the Library's Building Redevelopment Program were achieved in 2002–03.

- The handover of the Stage 4 works was completed, including the Arts Reading Room, Experimedia, and the refurbished Domed Reading Room. The completion of the Domed Reading Room marks the conclusion of one of the most significant heritage refurbishments in Australia. Following the completion of the Trescowthick Information Centre, the Domed Reading Room is the second of three main reading rooms completed for public use. The third, known as the Redmond Barry Reading Room, is due to be completed in late 2003.
- The handover of the McAllan Building and the La Trobe Gallery was completed. The McAllan Building will house Library staff in state-of-the-art office accommodation, whilst the Latrobe Gallery will house the Australian Manuscripts Collection.
- Commitment for the next stage of the redevelopment was completed. Stage 6 includes completion of Queen's Hall and the North-West Wing refurbishment, a security infrastructure upgrade, signage, exhibition fit-outs, foundation fit-outs, and the Swinburne refurbishment to Levels 2, 4, and 5.
- Library security systems and infrastructure were reconfigured to meet Victorian and Commonwealth government requirements, and to enhance the safety and wellbeing of the public and Library staff.

Compliance with Building Code

The State Library of Victoria is compliant with the Building Code of Australia and with the relevant Australian standards for all buildings and building works. Essential services are maintained in accordance with the Building Code and the relevant Australian Standards specific to the maintenance of the essential services.

state library of victoria foundation



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State Library of Victoria Foundation

About the Foundation

The role of the State Library of Victoria Foundation is to support the State Library by raising, managing and dispersing the funds it raises through donations, sponsorships, memberships and bequests. Through the voluntary work of the *La Trobe Journal* Committee, the Foundation publishes the biannual *La Trobe Journal*, which is a benefit for members and also offered for sale to the general public. The Foundation also promotes the work of the Library through its networking in the business and philanthropic sectors and in the wider community.

Fundraising

During 2002–03, the Foundation continued to increase its networks, relationships and business activity, raising record funds to support the work of the State Library of Victoria. Significant funds were raised through naming rights sponsorships, project funding, memberships and bookplate donations, sponsorship programs, events and bequests.

Naming rights sponsorship

The Foundation seeks to secure naming rights sponsorship, the funds from which are usually placed in its Capital Fund. Interest and dividends are then distributed to the Library through the Foundation's Development Fund.

- In 2002 the Cowen family generously provided significant support to name the Library's new picture gallery. The Murdoch family continues its strong support of the Keith Murdoch Gallery and the Library is very grateful to both families for their philanthropic leadership.
- The Library remains grateful to its other naming rights supporters: Village Roadshow, the Herald and Weekly Times, the Sir Donald and Lady Trescowthick Foundation, the Helen Macpherson Smith Trust, the Ian Potter Foundation and the Agnes Robertson Trust.

Project funding

The Foundation secures project funding through the corporate and philanthropic sectors for Library projects such as school services programs, digitisation projects, public programs and events, exhibitions and Experimedia. Funds are paid directly to the Library.

- Significant corporate support was secured from AAMI, BHP Billiton, Fujitsu, United International Pictures, the *Sunday Herald Sun*, Network 10 and 3AW for *Kelly Culture*, the exhibition in the Keith Murdoch Gallery that attracted record attendances between 28 February and 25 May 2003. BHP Billiton also continued their sponsorship of the Skills.net Roadshow in 2002–03.

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- Significant cash and in-kind support for Experimedia was received from Panasonic, Sun Microsystems, and Microsoft.
 - Generous philanthropic support was received from the Trust Company of Australia, Equity Trustees, Perpetual Trustees, the AGL Shaw Trust, the Grosvenor Settlement, the RE Ross Trust, the Gandel Charitable Trust, the JB Were Foundation, and Robin and Suzanne Hunt. The funds received benefited a number of Library programs and initiatives, including exhibitions, school and educational projects, the work of the Australian Centre for Youth Literature, and the Library's new Creative Fellowship program.
 - The Library was pleased to welcome two new sponsors for the 2002 Victorian Premier's Literary Awards, Kraft Foods and Village Roadshow.

Memberships and bookplate donations

The Foundation raises funds to support the work of the State Library of Victoria through its membership and bookplate membership programs. Members receive a range of benefits, special entry to events, and, in some cases, privileged access to the State Library collection.

- During 2002–03 the Foundation experienced a record increase of 20% in both memberships and Bronze Bookplate donations. This increase was the result of a number of Foundation marketing and promotional initiatives, such as magazine advertising, special group tours and functions, promotional activities linked to *Kelly Culture*, a special mailout of the *La Trobe Journal*, and special previews of the Domed Reading Room.

Your Place in Our History sponsorship programs

The Seat in History and Light the Dome sponsorship projects are Foundation initiatives to raise funds to support the Library's \$200 million redevelopment program. In particular, individual, family and corporate donors contribute to the cost of the refurbishment of the Domed Reading Room by sponsoring panes of glass from the dome ceiling, or the heritage chairs in the reading room.

- The number of donations received for these programs continued to grow, assisted by publicity from advertising and promotion in the media, the Library's Dome Open Weekend, and the Light the Dome Dinner.

Bequests

The Library continues to receive bequests from patrons that benefit the work of the Library. In 2002–03 the Foundation continued to promote its bequest program to the general public through the media and to its existing members through a series of Planning for the Future Seminars.

- The Library was the beneficiary of the largest single cash bequest in its history, a \$1 million gift from Mrs Doris Sala. This substantial gift will greatly assist the Library in a variety of ways that take into account Mrs Sala's wishes.

Events

In 2002–03 the Foundation hosted a program of exclusive member-only events, as well as offering members privileged access to Library events and exhibitions.

- The Foundation's major event for 2002–03 was the Light the Dome Dinner. Close to 350 guests attended, and speakers included the Hon. John Thwaites MP, the Acting Premier of Victoria; the Lord Mayor, John So; Victorian Director of Optus, Robert Parcell; the President of the Library Board of Victoria, Sam Lipski; and the CEO and State Librarian, Anne-Marie Schwirtlich. The entertainment included the Melbourne Male Welsh Choir, Pro Musica Brass, and contralto Sally-Anne Russell, with Lynne Haultain from 774 ABC Melbourne hosting the evening. The event was generously sponsored by Optus, Melbourne City Council, Jaguar Melbourne and Taltarni, with catering supplied by Food and Desire.
- The Foundation hosted or co-hosted more than 30 formal and informal functions and presentations for its members and potential supporters. These included events for Melbourne Rotary, the Royal Society, Queen Street Legal Precinct, the Australian Garden History Society, the National Council of Women, the Australian Decorative and Fine Arts Society, Birds Australia, the Cultural Tourism Industry Group, and the Antiquarian Book Dealers and Antique Dealers Association. In addition the Foundation held numerous informal luncheons with existing or potential supporters.
- The annual Foundation dinner at the Savage Club was booked out. The Chairman of the Foundation, Stephen Kerr, was the speaker.

Development Fund

Funds raised by the Foundation are put into a development fund used to aid the work of the State Library of Victoria. The State Library of Victoria Foundation Development Fund was utilised by the Library for a number of significant projects and purchases in 2002–03.

- \$40 000 for the printing and distribution of *State Library of Victoria News*
- \$13 500 to purchase a rare 10-volume ornithological work by J A Latham, *A General Synopsis of Birds* (London, 1781–1802)
- \$18 000 to purchase a portrait of Clive Hood by Percy Leason
- \$18 000 to install Fujitsu TELentice technology in the Keith Murdoch Gallery as part of the exhibition *Kelly Culture*
- \$14 880 to purchase Jean-Baptiste Oudry's four volume folio edition of *La Fontaine's Fables*

Foundation executive

Patrons

The Foundation acknowledges the wonderful support of its two patrons, Dame Elisabeth Murdoch AC DBE and Dr David McCaughey AC. Regrettably Dr McCaughey has advised that he will relinquish his position as patron. The Foundation wishes Dr and Mrs McCaughey all the best for the future.

Volunteers

The Foundation relies on the hard work, goodwill and dedication of its volunteers. The Foundation acknowledges the support of its pro bono legal advisors, Freehills; its volunteers from AbaF, Caroline Ralph and Nicholas Cowell; and its Bookplate volunteers, Claire Baillieu and Heather Anne Field.

Committees

The Foundation has four major committees that seek to raise the profile of the Foundation and enhance its fundraising and outreach work. They are the Executive, Business, Events and *La Trobe Journal* committees.

The Foundation is fortunate to enjoy the unfailing support of its committee members, who give their time freely to promote the work of the State Library. Particular thanks goes to the Chair of the Foundation, Stephen Kerr; Chair of the Business Committee, John Chalmers; Chair of the Events Committee, Rosalie Vaccari; and Editor of the *La Trobe Journal*, Emeritus Professor John Barnes.

Executive Committee

Mr Stephen Kerr, Chair (*from July 2002*)

Mr John Arnold

Emeritus Professor John Barnes

Mr David Bennett

Mr John Chalmers

Dr Anne Colman

Mrs Julie Ann Cox

Mrs Kerry Gillespie

Ms Elizabeth Gillies

Mr Robert D. Lang

Mr Sam Lipski AM

Mrs Maria Myers

Ms Dorothy Pizzey AM

Mr Kevin Quigley (*from August 2002*)

Mrs Rosalie Vaccari (*retired May 2003*)

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Anne-Marie Schwirtlich (*from March 2003*), Mr Shane Carmody

Executive Director: Mr Jack Moshakis

Executive Officer: Ms Sabrina Boucher

Business Committee

Mr John Chalmers, Chair
Mr Martin Armstrong
Mrs Janet Calvert-Jones AM
Mr Danny Choo (*from July 2002*)
Mrs Julie Ann Cox
Mr Gary Graco (*from August 2002*)
Mr Stephen Kerr
Mr Sam Lipski AM
Mr John Mortimore
Ms Susie Reece-Jones

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Anne-Marie Schwirtlich (*from March 2003*), Mr Shane Carmody
Executive Director: Mr Jack Moshakis
Executive Officer: Ms Sabrina Boucher

Events Committee

Mrs Rosalie Vaccari, Chair
Mrs Irene Armstrong
Dr Anne Colman
Mrs Julie Ann Cox
Ms Elizabeth Crosthwaite
Mrs Alexandra Grimwade
Mrs Beverly Joyce
Mrs Anne Keck
Mrs Val Lang
Mrs Sally McKenzie
Mrs Leith Richards (*to March 2003*)

Library representative: Dr Dianne Reilly
Executive Officer: Ms Sabrina Boucher

La Trobe Journal Committee

Emeritus Professor John Barnes, Editor
Mr John Arnold
Mrs Yvonne Hurley
Associate Professor Wallace Kirsop

Library representatives: Ms Sandra Burt (Editorial Assistant), Mr Shane Carmody
Executive Director: Mr Jack Moshakis

Sponsors and donors, 2002–03

The Foundation wishes to acknowledge the generosity of the following sponsors and donors in 2002–03.

AAMI
AGL Shaw Trust
Baulderstone Hornibrook
BHP Billiton
City of Melbourne
Consortium of University Libraries
A and M Cowen
Equity Trustees
Freehills
Fujifilm
Fujitsu
Gandel Charitable Trust
Grosvenor Settlement (administered by Equity Trustees)
Suzanne and Robin Hunt
Jaguar Melbourne
JB Were Foundation
John T Reid Charitable Trust
Kraft Foods
La Trobe University
Sir Keith Murdoch's children and grandchildren
Network Ten
Optus
Panasonic
Perpetual Trustees
Public Relations Exchange
Sun Microsystems
Taltarni Vineyards
The Sunday Herald Sun
The Herald and Weekly Times Ltd
The RE Ross Trust
Trust Company of Australia
3AW
United International Pictures
Village Roadshow

people at the state library of victoria



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People at the State Library of Victoria

Library Board and corporate governance

Functions and powers of the Library Board of Victoria

The affairs of the State Library of Victoria are governed by the Library Board of Victoria. The Board is a statutory body corporate established under Section 16 of the *Libraries Act 1988*. The relevant minister is Mary Delahunty MP, Minister for the Arts.

The functions of the Board are set out in Section 18 of the *Libraries Act 1988* and include the following:

- ensuring the maintenance, preservation and development of a State Collection of Library material, including a comprehensive collection of library material relating to Victoria and the people of Victoria
- ensuring that the library material in the State Collection is available to such persons and institutions, and in such manner and subject to such conditions as the Board determines, with a view to the most advantageous use of the State Collection
- ensuring the availability of such other services and facilities in relation to library matters and library material (including bibliographical services) as the Board determines
- arranging the publication and sale of reproductions of any library material in the State Collection
- overseeing the exhibition of material from the State collection for information, education and entertainment
- overseeing co-operation in programs with libraries and information organisations to promote access to library and information services and resources
- exercising leadership and promoting high standards in the provision of library and information services
- providing advice and information to the Minister on any matter concerning libraries and information organisations
- performing any other functions appropriate to the Board as the Minister may approve.

In carrying out its functions the Board must endeavor to contribute to the enrichment of the cultural, educational, social and economic life of the people of Victoria, and has power to do all things necessary or convenient in connection with the performance of its functions.

Board members

The Library Board of Victoria consists of up to eleven members, appointed by the Governor in Council on the recommendation of the Minister. Members represent interests in academia, business, local government, information technology and the humanities. Members are appointed for terms of up to three years and are eligible for reappointment.

2002–03 Membership

Mr Sam Lipski AM, President
Dr Terry Cutler
Ms Catherine Dale
Ms Susan Halliday
Mr Greg Hywood (*from May 2003*)
Mr Andrew Lemon (*to May 2003*)
Ms Hilary McPhee AO
Mr Glenn Mescher
Ms Patricia O'Donnell
Mr Kevin Quigley
Mr Julian Stock
Dr Vicki Williamson

Chief Executive Officer and State Librarian: Mrs Frances Awcock (*to November 2002*),
Ms Anne-Marie Schwirtlich (*from February 2003*)
Corporate Secretary: Ms Repa Patel
Executive Officer: Ms Kate Brown

The Library Board of Victoria met on eleven occasions during the period July 2002 to June 2003.

Pecuniary interests

Declarations of pecuniary interests were duly completed by all Board members and relevant officers.

About the Board members

Sam Lipski AM, President

Sam Lipski, initially appointed as the 21st President of the Library Board of Victoria in June 2000, has just been reappointed for a second term. Mr Lipski is currently Chief Executive of The Pratt Foundation, the philanthropic trust of the Pratt family and the Visy Group of companies, a position which he has held since 1988.

A highly distinguished journalist, Mr Lipski's career has spanned more than 40 years in television, radio, newspapers and magazines. He was recognised as National News Commentator of the Year in 1982 and in 1992 he was the Edward Wilson Visiting Fellow in Journalism at Deakin University, Victoria. In 1993 he became a Member of the Order of Australia (AM) for his services to the media. Mr Lipski has held a wide range of positions in advisory, community and voluntary associations.

Julian Stock, Deputy President

Julian Stock was appointed to the Library Board of Victoria in 1997 and is the current Deputy President. Mr Stock is the former Chief Commissioner of the City of Banyule and Chairman of the Board of the Yarra Plenty Regional Library Service. He has worked in the accounting and finance fields in companies such as Arthur Young & Co (Ernst & Young) and Mobil Oil. Mr Stock is a member of the Australian Shareholders' Association and the Australian Accounting Standards Board Consultative Group.

Andrew Lemon

Andrew Lemon retired from the Library Board of Victoria in May 2003 after eight years of sustained service. A distinguished writer, editor and historian, Andrew Lemon was the inaugural Chair of the Collections Committee and has made significant contributions to the Library, particularly in the areas of acquisition, accessibility and use of the collections, and the building redevelopment. Mr Lemon is a Member of the History Council of Victoria and Fellow of the Royal Historical Society of Victoria. He has received a number of literary and history awards and is currently working on a history of Wesley College, Melbourne.

Dr Terry Cutler

Dr Terry Cutler was appointed to the Library Board of Victoria in June 2002. He is an industry consultant and strategy advisor specialising in the information and communications technology sector. The author of numerous reports and papers, Dr Cutler has served on a range of government boards and advisory bodies. His past roles include Chairman of the Australia Council; Director of Cinemedia, Opera Australia and the Council of the Victorian College of the Arts; Chairman of Australia's Information Policy Advisory Council and Deputy Chairman of the Australian Information Economy Advisory Council. Dr Cutler is currently a member of the International Advisory Panel of Malaysia's Multimedia Super Corridor.

Catherine Dale

Catherine Dale was appointed to the Library Board of Victoria in June 2002. Ms Dale is the Chief Executive Officer for the Nillumbik Shire Council. Her previous appointments include Director of Planning and Development, City of Boroondara; and Manager of Corporate Projects, City of Frankston. Ms Dale brings valuable experience in local government to the Board.

Susan Halliday

Susan Halliday is a management and employment consultant who was appointed to the Board in September 2001. Ms Halliday maintains an active involvement in community and professional associations through her roles as Chairperson of the Victorian Institute of Teaching; Director, Australians Against Child Abuse; Ambassador for the National Breast Cancer Foundation; and Member of the Women Chiefs of Enterprise, and Business and Professional Women.

Greg Hywood

Greg Hywood is the most recent appointment to the Library Board of Victoria, having taken up his nomination in May 2003. Mr Hywood was Publisher and Editor-in-Chief of the *Age* newspaper, and has had a distinguished national and international career in journalism. He was the winner of the Walkley Award for journalism in 1980.

Glenn Mescher

Glenn Mescher joined the Library Board of Victoria in February 2002. Mr Mescher has a background in information technology and is a Fellow of the Australian Computer Society. Mr Mescher has worked for a number of large corporations and currently holds the position of Chief Information Officer for the National Australia Bank Group.

Patricia O'Donnell

Patricia O'Donnell was first appointed to the Library Board of Victoria in May 1999 and reappointed in June 2002. Ms O'Donnell has worked as a teacher and educational psychologist, and was the owner and manager of Mietta's Queenscliffe from 1978 to 2002.

Ms O'Donnell has had an active involvement in a number of community and government bodies, including Lifeline, the Citizens Advice Bureau, the Melbourne Tourist Authority Board, Abbotsford Convent Implementation Group, and the Queenscliffe Carnival of Words.

Kevin Quigley

Kevin Quigley was appointed to the Library Board of Victoria in June 2002. Mr Quigley is a Chartered Accountant with diverse skills and experience in public policy development, management information systems and risk management. Mr Quigley is currently a Director of BDO Consulting, a division of BDO Accountants and Advisers, and specialises in health management and government consulting. He was a Member of the Committee of Management of the Athenaeum Library, Melbourne.

Hilary McPhee AO

Hilary McPhee was initially appointed to the Library Board of Victoria in June 2000 and has recently been reappointed for a second term. Following a distinguished career in publishing, Ms McPhee took up the inaugural position of Vice-Chancellor's Fellow at the University of Melbourne in 1997. Ms McPhee contributes widely to public debate and policy formulation for the arts, culture and the humanities; multimedia content; and broadcasting and publishing. Ms McPhee holds a number of board and advisory positions across the arts, cultural and education sectors. Her many roles include Senior Advisor, Council of Asia–Australia Institute; Board member, Ian Potter Museum of Art, University of Melbourne; Board member, Melbourne Community Foundation; and Council member, Victorian College of the Arts. Ms McPhee was admitted to the Order of Australia (AO) in 2001.

Dr Vicki Williamson

Dr Williamson was appointed to the Library Board of Victoria in February 2002. She is currently the Pro-Vice-Chancellor (Administrative and Academic Support), University of Ballarat. Dr Williamson holds academic and professional qualifications in the arts, information technology and education, and has held positions in higher education management; communication and information technology; quality processes and strategic planning. Dr Williamson is an Associate Member of the Australian Library and Information Association; a Fellow of the Australian Institute of Management; and a Member of the Board of Editors of Library and Information Science Research.

Standing committees

The Library Board of Victoria has a number of standing committees.

Advisory Committee on Public Libraries

Established on 4 June 2003 to act as an advisory group and communication link between the Board and public librarians. No members were appointed, nor meetings held, during the reporting period.

Collections Committee

The Collections Committee advises the Board on issues concerning the acquisition, maintenance and promotion of the State Collection.

2002–03 Membership

Mr Andrew Lemon, Chair (*to May 2003*)
Mr John Arnold (*to December 2002*)
Ms Kay Craddock
Ms Ainslie Dewe (*to July 2002*)
Ms Bridget McDonnell (*from March 2003*)
Ms Patricia O'Donnell
Dr Dianne Reilly (*ex officio member*)
Mr Ian Renard
Dr Richard Travers

Library representative: Shane Carmody
Executive Officer: Margaret Smith

Finance and Risk Management Committee

The Finance and Risk Management Committee advises the Board on the most appropriate and cost-effective ways in which the Board can discharge its financial responsibilities and statutory reporting obligations on financial matters.

The committee holds regular meetings to consider risk management, including the implementation of all internal audit recommendations and the adequacy of risk management policies.

2002–03 Membership

Mr Julian Stock, Chair
Mr Wayne Grant
Mr Glenn Mescher
Mr Kevin Quigley
Ms Julie Shepherd

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Alison Coe (*from August 2002*), Ms Repa Patel (*from September 2002*), Mr Paul Read
Executive Officer: Mr Tony Pignatelli

Major Events Advisory Committee

The Major Events Advisory Committee oversees and advises the Board on the planning and delivery of sesquicentenary and major building redevelopment events. It also advises on the planning and delivery of the State Library's calendar of events, with the aim of positioning the Library as an active, innovative and valuable institution.

2002–03 Membership

Mr Sam Lipski AM, Chair
Ms Jo Bramble
Mrs Julie Anne Cox
Mr Andrew Lemon (*to May 2003*)
Ms Hilary McPhee AO
Ms Ailsa Piper
Mrs Rosalie Vaccari (*to May 2003*)

Library Representative: Shane Carmody
Executive Officer: Giovanna D'Abaco

Project Control Group

The Project Control Group advises the Minister for the Arts and the Minister for Planning on the progress of the Library's redevelopment project.

2002–03 Membership

Mr Sam Lipski AM, Chair
Mr Dennis Carmody
Mr Andrew Lemon (*to May 2003*)
Mr John Weston

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Anne-Marie Schwirtlich (*from March 2003*), Ms Alison Coe (*from August 2002*), Mr Stuart Pickering
Executive Officer: Ms Kate Brown

Remuneration and Appointments Committee

In compliance with the Government Sector Executive Remuneration Panel, this committee is responsible for determining the Library's policy and practice relating to executive remuneration and individual remuneration packages for executives. During the reporting period this committee also advised the Board on the recruitment of the new CEO.

2002–03 Membership

Sam Lipski AM
Susan Halliday
Hilary McPhee
Julian Stock

State Library of Victoria Foundation Committee

The Foundation Committee assists the Board by attracting and retaining interest and financial support for the Library and developing, maintaining and promoting the State Collection. In addition, the Foundation committee advises the Board on and oversees the affairs of the Foundation.

2002–03 Membership

Mr Stephen Kerr, Chair (*from July 2002*)
Mr John Arnold
Emeritus Professor John Barnes
Mr David Bennett
Mr John Chalmers
Dr Anne Colman
Mrs Julie Ann Cox
Ms Elizabeth Gillies
Mrs Kerry Gillespie
Mr Robert D Lang
Mr Sam Lipski AM
Mrs Maria Myers
Ms Dorothy Pizzey AM
Mr Kevin Quigley (*from August 2002*)
Mrs Rosalie Vaccari (*to May 2003*)

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Anne-Marie Schwirtlich (*from March 2003*), Shane Carmody
Executive Director: Mr Jack Moshakis
Executive Officer: Ms Sabrina Boucher

Vicnet Committee

The Vicnet Committee advises the Board on Vicnet's strategic direction, business planning and risk management.

2001–02 Membership

Dr Terry Cutler, Chair
Mr Craig Anderson
Ms Rhonda Galbally
Ms Donna Martin
Mr Glenn Mescher
Mr Colin Morrison

Library representatives: Mrs Frances Awcock (*to November 2002*), Mr Michael Bertie, Mr Stephen Tillman (*to August 2002*), Mr Tony Haeusler (*from November 2002*)
Executive Officer: Mr Stuart Hall

Victorian Library Network Committee

This committee was formally abolished by the Board at a meeting on 4 June 2003.

2002–03 Membership

Dr Vicki Williamson, Chair
Ms Catherine Dale
Mr Bruce Davidson
Mr Graham Dudley
Dr Rod Fyffe
Ms Wendy Greenaway
Mr Earle Gow
Ms Clare Hargreaves
Ms Barbara Horn
Ms Sue McKnight
Ms Patricia O'Donnell
Ms Bronwyn Parsons

Library representatives: Mrs Frances Awcock (*to November 2002*), Ms Anne-Marie Schwirtlich (*from March 2003*), Mr Michael Bertie, Mr Stuart Hall
Executive Officer: Debra Rosenfeldt

Writers and Readers Committee

Formed in February 2003, the Writers and Readers Committee advises the Board on all matters pertaining to the relationship between the State Library of Victoria and the literary community of Victoria.

2002–03 Membership

Ms Hilary McPhee AO, Chair
Ms Louise Adler
Mr Joel Becker
Dr Anne Galbally
Mr Shane Maloney
Ms Patricia O'Donnell
Ms Hannie Rayson

Library representative: Shane Carmody
Executive Officer: Barry Scott

Library executive

Under the direction of the Library Board of Victoria, the State Library of Victoria executive is responsible for the effective management of the Library and its collections, services, programs and responsibilities. The executive comprises the Chief Executive Officer and State Librarian, Anne-Marie Schwirtlich, and three executive officers, each of whom head one of the Library's three departments.

Chief Executive Officer

Anne-Marie Schwirtlich is the Chief Executive Officer. She has overall responsibility for ensuring that the Board's directions are implemented, for sound corporate governance, the management of the State Collection and the operations of the Library. The Chief Executive Officer is specifically responsible for the activities of the Board, for the Building Redevelopment Project Control Group and for the Board's Major Events Advisory Committee.

Staff who provide direct support to the Chief Executive Officer are the Corporate Secretary/Senior Legal Officer, an executive assistant, a policy and research officer and an office assistant. The three departmental heads report to the Chief Executive Officer, as does the Executive Director of the State Library of Victoria Foundation.

Library Directors

The Library has three departments: Collections and Services, Information Management and Planning and Resources.

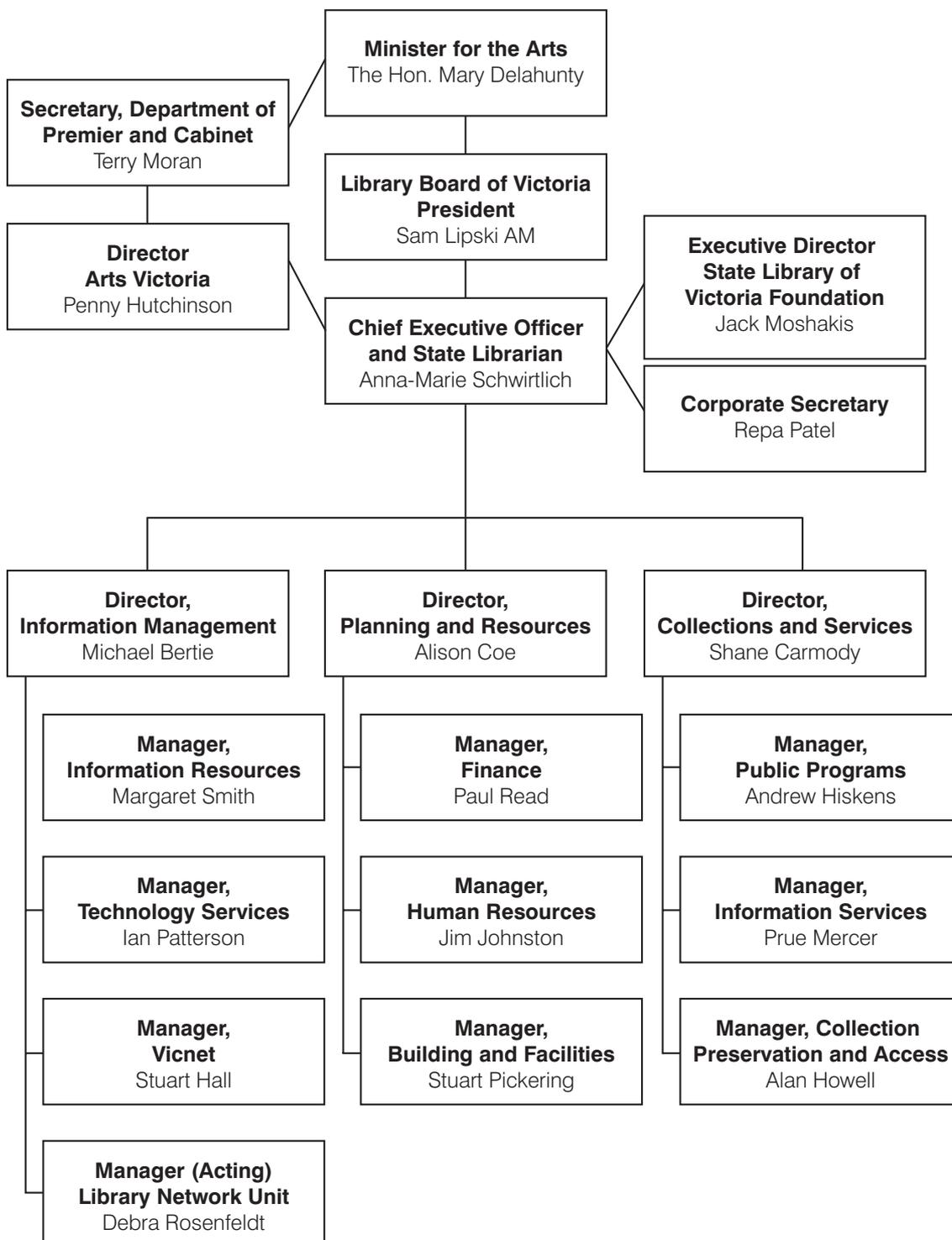
Shane Carmody is the Director, Collections and Services. He is responsible for the State Collection, information services, collection conservation, storage, retrieval and reformatting, public programs, and marketing and communications. The Director, Collections and Services provides executive support to the Board's Collections Committee.

Michael Bertie is the Director, Information Management. He is responsible for information and communications technology, Vicnet, acquisitions, digitisation and cataloguing, and the Library's relationship with the statewide network of public libraries through the Library Network Unit. The Director, Information Management provides executive support to the Board's Vicnet and Victorian Library Network committees.

Alison Coe is the Director, Planning and Resources. She is responsible for financial management, the building redevelopment project, strategic and business planning, human resources and industrial relations. The Director, Planning and Resources provides executive support to the Board's Finance and Audit Committee, in conjunction with the Corporate Secretary.



Organisational chart (as at 30 June 2003)



Staff professional activity

Membership of key committees

(See glossary of acronyms on p. 82 for further information)

AICCM Victorian Division

Jane Hinwood, Materials Conservator

ALIA Expert Group on Government Publications

Dianne Beaumont, Serials Acquisitions Team Leader (Secretary)

Penny Scott, Manager, Electronic Resources and Licensing (Convenor)

ALIA Information Literacy Forum

Prue Mercer, Manager, Information Services (Convenor)

ALIA Library Technician of the Year 2002 Selection Panel

Gail Schmidt, Performance and Learning Coordinator

ALIA Library Technicians' Section, National Section

Kerrie Kelly, Database and Systems Development Coordinator (Convenor)

Gail Schmidt, Performance and Learning Coordinator

ALIA RAISSEA

Margaret Smith, Manager, Information Resources (Secretary)

ARTVICMM

Anne Beaumont, Applications Manager

Ian Patterson, Technology Services Manager

Indra Kurzeme, Online Media Unit Manager

Australian Map Circle

Judy Scurfield, Maps Librarian (Honorary Life Member)

Australasian Pictorial Thesaurus Management Committee

Shirley Firth, Digitising Initiatives Team Leader (CASL representative)

Australian Placenames Survey Victorian State Committee

Judy Scurfield, Maps Librarian

AVUG Committee

Anne Beaumont, Applications Manager

Belonging Exhibition Working Party

Andrew Hiskens, Manager, Public Programs (Chair)

CASL

Frances Awcock, CEO and State Librarian (Chair, to November 2002)

CASL Cooperative National Storage Working Group

Alan Howell, Manager, Preservation and Storage

CASL Copyright Working Group

Janice van de Velde, Senior Policy and Research Officer

CASL Digital Initiatives Working Group

Anne Beaumont, Applications Manager (Convenor)

CASL Licensing and Consortia Working Group

Penny Scott, Manager, Electronic Resources and Licensing

CASL Performance Measures Working Group

Janice van de Velde, Senior Policy and Research Officer

CASL Public Relations, Public Affairs and Communications Group

Andrew Hiskens, Manager, Public Programs (Chair)

CASL Representative at UNESCO Regional Consultative Meeting on Preservation of Digital Heritage

Alan Howell, Manager, Preservation and Storage

CAVAL

Frances Awcock, CEO and State Librarian (Board of Directors, to November 2002)

CAVAL CARM Centre Advisory Committee

Mary Cox, Collection Storage Manager (to January 2003)

Alan Howell, Manager, Preservation and Storage (from January 2003)

CAVAL Council

Michael Bertie, Director, Information Management

CAVAL Disaster Management Group

Mary Cox, Collection Storage Manager (to January 2003)

CAVAL Working Party on Digital Licences

Penny Scott, Manager, Electronic Resources and Licensing

Centre for Community Networking Research Advisory Board

Michael Bertie, Director, Information Management

Centre for Contemporary Photography Board

Clare Williamson, Exhibitions Curator

Children's Book Council of Australia

Juliet O'Connor, Children's Literature Librarian (Councillor)

City of Maribyrnong Public Art Advisory Panel

Clare Williamson, Exhibitions Curator

City of Melbourne Public Art Committee

Clare Williamson, Exhibitions Curator

City of Melbourne Arts Grants Assessment Panel

Clare Williamson, Exhibitions Curator

Conservation Forum Steering Committee

Alan Howell, Manager, Preservation and Storage

Disability Information Network Australia (Victoria)

Patricia Convery, Librarian, Disability Services (Chairperson–Coordinator)

Dromkeen Librarian’s Award Judging Panel

Debra Rosenfeldt, Acting Manager, Library Network Unit,

Gippsland Historic Cemeteries Committee

Anne Burrows, Genealogy Librarian

Gulliver Consortium Steering Committee

Brendan Fitzgerald, Manager, Online Projects

IAML Australian Branch

Katrena Mitchell, Electronic Resources and Special Collections Cataloguer (Victorian representative)

IFTE 2003 Conference Steering Committee

Agnes Nieuwenhuizen, Australian Centre for Youth Literature Manager

Independent Scholars Association of Australia

Walter Struve, Librarian, Services Team (Secretary)

Lotus Notes Reference Group

Paul Maloney, Lotus Notes Administrator

Melbourne University 150th Anniversary Events and Promotions Task Force

Andrew Hiskens, Manager, Public Programs

Museums Australia (Vic.) Museum Industry Recognition Awards Judging Panel

Edwina Portelli, Exhibitions Manager

Museums Australia (Vic.) Program and Membership Committee

Edwina Portelli, Exhibitions Manager

PADI International Advisory Committee

Alan Howell, Manager, Preservation and Storage

Picture Australia Steering Committee

Anne Beaumont, Applications Manager

Round Table on Information Access for People with Print Disabilities

Patricia Convery, Librarian, Disability Services (Organising Committee)

Skills.net Association Co-operative Board

Gary Hardy, Business Development Manager (Secretary to May 2003)

Statewide Public Library Development Projects Steering Committee

Michael Bertie, Director, Information Management (Chair)

TAFE Frontiers Board

Gary Hardy, Business Development Manager

**Thomas H Woodrow Award for Outstanding Information Management
Student Selection Panel**

Debra Rosenfeldt, Acting Manager, Library Network Unit

Victorian Association of Family History Organisations Committee

Anne Burrows, Genealogy Librarian

UNESCO Australian Memory of the World Committee

Alan Howell, Manager, Preservation and Storage

VALA Conference 2004 Program Committee

Anne Beaumont, Applications Manager

Victorian Council of the Arts

Frances Awcock, CEO and State Librarian (until November 2002)

Victorian Kinetica User Group

Barbara Czech, Manager, Cataloguing Services

Victorian Kinetica User Group, Cataloguing Interest Group

Lois Burgess, Electronic Resources Coordinator

Vision Australia Young Adult Award Judging Panel

Agnes Nieuwenhuizen, Australian Centre for Youth Literature Manager (Chair)

W3C Internationalization WG GEO Taskforce

Andrew Cunningham, Multilingual Technical Officer

Presentations, talks and papers

Awcock, Frances

Book reviews, ABC Radio 774, Melbourne

Address to the Williamson Leadership Program, July 2002

'Resource sharing: interdependence in the Australian library community'. Speech given as CASL Chair to the Kinetica Annual Users Group Meeting, Melbourne, August 2002.

Opening address, Ballarat Heritage Festival, October 2002.

Presentation at the inquiry convened by the Senate Environment, Communications, Information Technology and the Arts Reference Committee into the role of libraries in the online environment; Canberra, November 2002.

Beaumont, Anne

'The State Library of Victoria's Building Redevelopment – Catalogue Records and the challenges of book moves', AVUG meeting. Melbourne.

Bertie, Michael

Witness at the inquiry convened by the Senate Environment, Communications, Information Technology and the Arts Reference Committee into the role of libraries in the online environment; Canberra, November 2002.

Two-day workshop on bandwidth strategy convened by the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA) ICT Subcommittee, November 2002.

External expert witness, review of the School of Information Management and Systems, Monash University.

Opening speaker, Tomorrow at Your Library seminar, State Library of Victoria, Melbourne, June 2003.

Bozic, Aneta and Kurzeme, Indra

'State Library of Victoria Online Exhibitions', presentation to the Victorian State Government's History Reference Group, Melbourne.

Burrows, Anne

'Introduction to the Helen Macpherson Smith Genealogy Centre: some sources for South Australian family history research', presentation to the Warnambool Family History Group Family History Seminar, 19 October 2002.

'Publicans and professors: some records of Australian occupations at the State Library of Victoria' presentation to the Genealogical Society of Victoria, Melbourne, 28 November 2002.

'Genealogy at the State Library of Victoria', 15-minute interview with Dr Feelgood (Sally Cockburn), 3AW, 2 March 2003.

'Lifelong learning and genealogy: the State Library of Victoria experience', 10th Australasian Congress on Genealogy and Heraldry, Melbourne, 24 April 2003.

Cunningham, Andrew

'E-diversity: the potential for, and barriers to, a multilingual web', Electronic Networks – Building Community, 5th Community Networking Conference, Melbourne, 3–5 July 2002.

Fitzgerald, Brendan and Savage, Frances

'Public libraries, mechanics' institutes and drill halls: information and community networking', Electronic Networks – Building Community, 5th Community Networking Conference, Melbourne, 3–5 July 2002.

Glen, Katy

'Synopsis: conservation of colour photography and digital prints', State Library of Victoria, Melbourne, April 2003.

Hardy, Gary

'Bridging the digital divide', ACS Conference, Lorne, 21 March 2003.

Hardy, Gary and Johanson, Graeme

'Characteristics and choices of public library public access users', Building the E-Nation Symposium, Sydney, April 2003, <<http://www.ccnr.net/pat>> (forthcoming).

Hardy, Gary; Denison, Tom; Johanson, Graeme; Stillman, Larry; and Schauder, Don

'Community networks: identities, taxonomies and evaluations', Electronic Networks – Building Community, 5th Community Networking Conference, Melbourne, 3–5 July 2002.

Hayes, Gerard

'Introduction to *Burke and Wills: From Melbourne to Myth*', presentation at the State Library of Victoria, Melbourne, 19 September, 17 October and 31 October 2002.

Howell, Alan

'Preserving digital information; challenges and solutions', presentation at the Powerhouse Museum, Sydney, September 2002; State Library of Queensland, Brisbane, October 2002; State Library of Western Australia, Perth, April 2003.

'Preserving digital information: challenges and solutions', CAVAL, Melbourne, 2002.

'Preservation needs at the State Library of Victoria', presentation at the AICCM National Training Summit, National Museum of Australia, Canberra, March 2003.

Jamieson, Leneve

'On the Virtual Reference Desk', presentation with several members of the AskNow! Team to RAISSEA workshop, State Library of Victoria, Melbourne, 20 September 2002.

'AskNow! service', co-presentation at the Online Conference, Sydney, 20–23 January 2003.

Murphy, Jock

'Ned Kelly, man of letters' presentation for the State Library's Talking About Treasures program, 14 August 2002 and 15 April 2003; the Friends of the Geelong Art Gallery, 1 November 2002.

Nieuwenhuizen, Agnes

Various presentations to Ivanhoe Grammar School staff, the State Library of Tasmania, the Sunraysia Library Network Unit, the School Library Association of Victoria Conference, Siena College staff and students, the Catholic Education Office Secondary Literacy Network and the Western Region Library Network.

Reilly, Dianne

'That annual blister: Charles Joseph La Trobe and the law', presentation to members of the Catalysts, Melbourne, 8 July 2002.

'La Trobe records at the State Library of Victoria', presentation to members of the Friends of the Royal Botanic Gardens, Melbourne, 9 September 2002.

Presentation of the Alexander Henderson Award Judges' Report for 2002 to the Australian Institute of Genealogical Studies, Melbourne, 31 May 2003.

Scurfield, Judy

'The exploration and charting of Port Phillip by Charles Grimes and James Fleming', presented to the Mornington Historical Society, 11 February 2003.

Williamson, Clare

Panel on photography on ABC Radio National *Night Club*, 6 September 2002

Publications

Awcock, Frances

'The State Library of Victoria spreads its wings', *Melbourne University Magazine*, 2002 edition, pp.20–22.

Burrows, Anne

'Finding families in the Helen Macpherson Smith Genealogy Centre, State Library of Victoria', *ERL Family History Library Newsletter*, 19 July 2002; *Lost in Victoria*, June 2002, pp. 3–4.

'Notes from the State Library of Victoria', *Ancestor*, vol. 26, no. 5, March 2003, p. 19; *The Genealogist*, vol. x, no. 9, March 2003, p. 414.

'News from the State Library of Victoria', *Lost in Victoria*, vol. 5, no. 1, February 2003, pp. 3–4.

'Online forums in genealogy', *The Source*, Issue 4, March 2003, p. 4.

'Finding families in the Helen Macpherson Smith Genealogy Centre, State Library of Victoria', *Newcastle Family History Bulletin*, No. 161, p. 16.

'State Library news', in *ERL Family History News*, no. 5, p. 1.

'Helen Macpherson Smith Genealogy Centre news', in *Lost in Victoria*, vol. 4, no. 5, October 2002, p. 3.

'Lifelong learning and genealogy: the State Library of Victoria experience' in *Discoveries, Deadends and Databases: Proceedings of the 10th Australasian Congress on Genealogy and Heraldry*, Genealogical Society of Victoria, Melbourne, 2003.

'Finding families in the Helen Macpherson Smith Genealogy Centre, State Library of Victoria' in *Jewish Genealogy Downunder*, vol. 4, no. 4, November 2002.

Burrows, Anne; Miller, Jane and Scurfield, Judith

'Notes from the State Library of Victoria', in *Ancestor*, vol. 26, no. 3, September 2002, p. 20; *The Genealogist*, vol. x, no. 7, September 2002, p. 318.

Burrows, Anne and Say, Madeleine

'Notes from the State Library of Victoria,' in *Ancestor*, vol. 26, no. 4, December 2002, p. 33;

The Genealogist, vol. x, no. 8, December 2002, pp. 366–67.

Cowley, Des

'Women's work: illustrating the natural wonders of the colonies', *La Trobe Journal*, no. 69, Autumn 2002, pp. 11–20.

Fitzgerald, Brendan and Savage, Frances

'Libraries, community and ICT partnerships', *DATA Communications Newsletter*, November 2002, pp. 6–7.

Hardy, Gary and Denison, Tom

'Building the Capacity of the Public Library Network'; Report for VICLINK/Library Network Unit, July 2002. <<http://www.libraries.vic.gov.au/infonet/viclink/BuildingCapacityFinal.pdf>>

Holland, Allison

'After Glenrowan: some recent findings on the provenance of the Kelly Gang armour', *La Trobe Journal*, no. 69, Autumn 2002, pp. 45–50.

Holland, Allison and Williamson, Clare

'Kelly culture', *Kelly Culture: Reconstructing Ned Kelly*, exhibition catalogue, State Library of Victoria, 2003.

'Kelly culture: reconstructing Ned Kelly', *Trust News*, vol. 31, No 4, February 2003.

Lowndes, Nicole

'Managing Public PCs: an overview for Victoria's public libraries', State Library of Victoria, February 2003.

Nieuwenhuizen, Agnes and Mayor Cox, Sarah

'Young Australians: reading or not' in *Pen*, 135, PETA, 2002.

O'Connor, Juliet

'Novel things to do', *Herald Sun Weekend*, 27 July 2002, p. 29.

Struve, Walter

'Bibliography', in *George Dreyfus: Complete Catalogue of Works, Discography, Bibliography*, pp. 26–37.

Trembath, Leanne

'In the line of fire', *Connecting Victoria*, no. 11, April 2003.

'In the line of fire', *Newsletter of the Rural Women's Network*, no. 1, 2003, p. 5.

'Vicnet keeps firefighters connected', *DATA Communications Newsletter*, May 2003, p. 4.

Williamson, Clare

'Destiny Deacon' and 'Leah King-Smith', in *The Monash University Collection: Four Decades of Collecting*, ed. Jenepher Duncan and Linda Michael, Monash University Museum of Art, 2002.

Glossary of acronyms

AICCM	Australian Institute for the Conservation of Cultural Material
ALIA	Australian Library Information Association
ARTVICMM	Arts Victoria Multimedia Group
AVUG	Australian Voyager Users Group
CARM	CAVAL Archive on Research Materials
CASL	Council of Australian State Libraries
CAVAL	Co-operative Action by Victorian Academic Libraries
IFTE	International Federation for the Teaching of English
IAML	International Association of Music Librarians
PADI	Preserving Access to Digital Information
PETA	Primary English Teaching Association
RAISSEA	Reference and Information Services South Eastern Australia
VALA	Victorian Association for Library Automation
W3C	World Wide Web Consortium

additional information



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Reconciliation of executive officers

Number of executive officers classified into 'Ongoing' and 'Special projects'

Class	All		Ongoing		Special projects	
	No.	Var	No.	Var	No.	Var
EO-1	-	-	-	-	-	-
EO-2	1	0	1	-	-	-
EO-3	3	+1	3	+1	-	-
Total	4	+1	4	+1	-	-

Breakdown of executive officers into gender for 'Ongoing' and 'Special projects'

Class	Ongoing					Special projects					
	Male		Female		Vacancies	Male		Female		Vacancies	
	No.	Var	No.	Var	No.	No.	Var	No.	Var	No.	
EO-1	-	-	-	-	-	-	-	-	-	-	-
EO-2	-	-	-	1-	-	-	-	-	-	-	-
EO-3	2	-	1	+1	-	-	-	-	-	-	-
Total	2	-	2	+1	-	-	-	-	-	-	-

Reconciliation of executive numbers

	2003	2002
Responsible Persons with remuneration over \$100 000 (note 29 (a))	2	1
Executives with remuneration over \$100 000 (note 31)	2	3
Executive employed with total remuneration below \$100 000	1	1
Add		-
Vacancies (table 2)		1
Less		-
Separations	-1	-2
Total executive numbers as at 30 June 2003	4	4

Statement of workforce data, 2002–03

Employment type	Female	Male	Grand total	Variation from 01–02
Casual	8	14	22	12
Fixed	23	12	35	-2
Ongoing	177	131	308	-19
TOTAL	208	157	365	-9
GRAND TOTAL	184.63	141.5	326.13	-18.87

OHS performance measures

In 2002–03, the first audit of the OHS Manual was completed, including all contractor induction processes. Significant additional improvements occurred in OHS, including the delivery of OHS training on the Library's OHS Manual and legislative requirements and obligations to all 350 Library staff.

Consultancies

There were no consultancies at the State Library during 2002–03 worth more than \$100 000. There were 99 consultancies, each worth less than \$100 000, with a total value of \$892 658.

Other financial information

Material revenues arising from exchanges of goods or services

There were no transactions of this nature.

Intangible assets

The Library has no recorded intangible assets.

Bank loans, bills payable, promissory notes, debentures and other loans

There were no transactions of this nature.

Issued capital

The Library has no issued capital.

Ex-gratia payments

There were no transactions of this nature.

Charges against assets

There are no charges against assets recorded by the Library.

Merit and equity strategies

Managing diversity

Goal: To develop and sustain an organisational culture in which policies, practices and services are adapted to the needs of a diverse and evolving community.

- Training and development programs based on training needs are conducted with staff as part of the performance management process.
- The Library aims to encourage a process of continued improvement by regularly reviewing policies, practices and services to ensure they meet the needs of its diverse customer base.
- Recruitment processes are designed to encourage a diverse field of suitably qualified applicants.
- Grievance processes exist in order to provide a consistent avenue for identifying issues related to managing the Library's diverse workforce.

Equal Employment Opportunity (EEO)

Goal: To ensure the diversity of the organisational workforce reflects the labour market and its customer base.

- Study leave provisions for approved studies are available to all staff.
- Training and development initiatives are tailored to ensure all staff have equal opportunities to obtain access to training.
- Job design processes take into account EEO considerations and, where appropriate, remove any factors which may discriminate against a recognised group.
- The grievance process is open to all staff.
- The performance management system provides a consistent and equitable method of managing performance and remuneration.

Anti-discrimination

Goal: To ensure the workplace is free from policies and practices that discriminate unlawfully against staff or potential job seekers.

- Staff regularly involved in recruitment and selection receive information and education on legislative requirements and anti-discrimination issues.
- The formation of selection panels must take into consideration and, where necessary, take action to reduce the potential for discrimination.
- The grievance policy provides a clear mechanism for dealing with allegations of discrimination.

Industrial grievances

Goal: To ensure that staff have access to a fair and an efficient grievance review process that addresses breaches of merit and equity.

- The Library has a clear grievance process, which enables conciliation, resolution or referral of grievances.

Freedom of Information

This section of the State Library's Annual Report contains information required to be published annually under Part II of the *Freedom of Information Act 1982* ('the Act').

Categories of documents

Documents that are maintained in the possession of the Library include:

- documents prepared for briefing the Premier
- internal working papers of the Library
- correspondence from Ministers and Members of Parliament, government departments and agencies, and members of the public and private sector
- records relating to accounts
- personnel and salary records
- organisation and accommodation records

Access arrangements

Handling the requests for access to documents under the *Freedom of Information Act 1982* is the responsibility of the Library's Freedom of Information Officer:

Kate Brown (*to April 2003*)

Tim O'Grady (*from April 2003*)

State Library of Victoria

328 Swanston Street

Melbourne, 3000

Access to documents can only be obtained by written request. Applications should be as specific as possible to enable the Freedom of Information Officer to identify the relevant documents as quickly and efficiently as possible. As required by the Act, all reasonable steps are taken to enable the applicant to be notified of a decision concerning the release of documents as soon as practicable, and not later than 45 days after the day on which the request is received by the Library.

Requests in 2002–03

During 2002–03 there were no Freedom of Information requests received.

Literature available by subscription or free mailing lists

Literature available from the Library by subscription or free mailing lists includes:

- *State Library of Victoria News*
- *The La Trobe Journal*

Availability of additional information

Information available to the relevant Minister, Members of Parliament and the public upon request is as follows:

- a statement that declarations of pecuniary interests have been duly completed by all relevant officers
- details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
- details of publications produced by the Library about the Library and the places where the publication can be obtained
- details of changes in prices, fees, charges, rates, and levies charged by the Library
- details of any major external reviews carried out on the Library
- details of any major research and development activities undertaken by the Library
- details of any overseas visits undertaken including a summary of the objectives and outcomes of each visit
- details of major promotional, public relations and marketing activities undertaken by the Library to develop community awareness of the Library and the services it provides
- details of assessments and measures undertaken to improve the occupational health and safety of employees
- a general statement on industrial relations within the Library and details of time lost through industrial incidents and disputes
- a list of major committees sponsored by the Library, the purposes of each committee and the extent to which the purposes have been achieved.

National Competition Policy

The National Competition Policy has been taken into account in the fees and charges of the State Library of Victoria. This includes applying competitive neutrality policies and principles in reviews of fees and charges to ensure that the State Library does not enjoy any net competitive advantage relative to any private sector competitors simply by virtue of its public sector ownership.

Diversity and access

The State Library of Victoria has a long tradition of engaging the community, providing skills for life and fostering social cohesion through the provision of equitable access to information and resources.

The Library's adoption of emerging technologies has ensured that the principle of equity has been transferred to the online environment. The range and depth of resources and information services provided by the State Library of Victoria support the State Government's *Growing Victoria Together* goals. In particular, targeted services and lifelong learning programs for culturally diverse groups, women, youth, and the indigenous community make a vital contribution to the development of a cohesive and socially inclusive society.

Culturally diverse groups

In accordance with the information needs of Victoria's culturally diverse groups and the objectives stated in the Library's *Collection Development Policy*, the State Library of Victoria has continued to build its collection of materials in languages other than English. The Library's current emphasis is to increase collections from the Asia-Pacific and South East Asian regions.

In addition, the Library made a number of other contributions to Victoria's culturally diverse community in 2002–03.

- The Library continued to develop the Open Road website at www.openroad.vic.gov.au. The Open Road site was originally established with Commonwealth Government funding under the AccessAbility program, then developed with State Government funding under the Libraries Online program. It provides access to a selection of quality online resources in twelve languages and scripts (other than English) that are used in the Victorian community, along with instructions on how to format PCs to display the languages in their correct fonts. Printed resources in some of the languages are very scarce, making those available through Open Road some of the best resources available to communities in their own languages. Technology support was also provided for emerging African languages.
- A concept paper was prepared and background information gathered to establish a CASL working group on electronic multicultural library services.
- Library staff, along with the Ethnic Communities Council, conducted a study of Internet usage and issues among users from Non-English Speaking Backgrounds (NESBs). A proposal was then put to Multimedia Victoria to fund a NESB program, which is currently under consideration.
- The Library contributed to the World Wide Web Consortium's (WC3) development of international Web guidelines for culturally diverse groups.
- The Library hosted a range of international guests, including official delegations from Vietnam and Malta.
- The Library participated in a national project to assist diverse cultural groups to manage and preserve their unpublished documentary heritage.
- An estimated 11% of the community websites developed and/or hosted by Vicnet met the needs of the multicultural sector.

Women

Information resources and services provided by the Library attract a high number of female users. Market research indicates that during the reporting period, 61% of all Library users were female. Women were also strongly represented through events programming and other Library activities during 2002–03.

- In September and October 2002 the Library hosted the second series of the successful State Library Business Forums, one of which focused on the achievements of prominent local businesswomen. The session was booked out, with more than 200 people attending.

- Exhibitions in the Keith Murdoch Gallery such as Judy Horacek's *I Am Woman* attracted strong support from female Library users.
- An estimated 10% of community websites developed and/or hosted by Vicnet during 2002–03 met the needs of women.

Young people

The State Library of Victoria is widely used by Victoria's young people. Research shows that 37% of all Library users are full-time students, and 55% of Library users are under the age of 25 years. In addition, a number of specialist programs and services for youth were run during 2002–03, many by Library teams such as School Services and the Australian Centre for Youth Literature.

- The Australian Centre for Youth Literature hosted more than 40 thematic literary events for school-age children, most featuring a live performance component. These events were attended by 7540 participants, an increase of 5% on last year.
- The Library's School Services team hosted 230 topical learning programs and workshops, attracting more than 6019 primary and secondary school students.
- Writers on the Road, a travelling author program with a strong youth focus run in partnership with the Victorian Public Library Network, undertook 16 youth tours and reached an audience of 6000 participants.
- The Kraft Prize for Young Adult Fiction, a \$15 000 prize forming part of the Premier's Literary Awards, was awarded in 2002 to encourage and promote youth literature.
- An estimated 14 % of community websites developed and/or hosted by Vicnet met the needs of youth.

The indigenous community

The State Library of Victoria collects extensively in all aspects relating to the culture, history and biography of Victoria's indigenous community. Material is collected in all formats, ranging from print, audio and online through to pictorial works. The indigenous community was also served by a number of key Library activities during 2002–03.

- The Library had a number of representatives on the Koorie Records Task Force, and the La Trobe Librarian participated in the development of a guide to resources in the State Library.
- The Library liaised with the Koorie Heritage Trust to develop guidelines and protocols for archiving of images in local communities.
- 6% of community websites developed and/or hosted by Vicnet met the needs of indigenous communities.

Whistleblowers policy

Internal Procedures Relating to the Whistleblowers Protection Act 2001

1 Statement of support to whistleblowers

The State Library of Victoria (the Library) is committed to the aims and objectives of the *Whistleblowers Protection Act 2001* (the Act). It does not tolerate improper conduct by its employees, officers or members, nor the taking of reprisals against those who come forward to disclose such conduct.

The Library recognises the value of transparency and accountability in its administrative and management practices, and supports the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

The Library will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. It will also afford natural justice to the person who is the subject of the disclosure.

2 Purpose of these procedures

These procedures establish a system for reporting disclosures of improper conduct or detrimental action by the Library or its employees. The system enables such disclosures to be made to the protected disclosure coordinator or to the nominated protected disclosure officer. Disclosures may be made by employees or by members of the public.

These procedures are designed to complement normal communication channels between supervisors and employees. Employees are encouraged to continue to raise appropriate matters at any time with their supervisors. As an alternative, employees may make a disclosure of improper conduct or detrimental action under the Act in accordance with these procedures.

3 Objects of the Act

The *Whistleblowers Protection Act 2001* commenced operation on 1 January 2002. The purpose of the Act is to encourage and facilitate the making of disclosures of improper conduct by public officers and public bodies. The Act provides protection to whistleblowers who make disclosures in accordance with the Act, and establishes a system for the matters disclosed to be investigated and rectifying action to be taken.

4 Definitions of key terms

Three key concepts in the reporting system are improper conduct, corrupt conduct and detrimental action. Definitions of these terms are set out below.

4.1 Improper conduct

A disclosure may be made about improper conduct by a public body or public official. 'Improper conduct' means conduct that is corrupt, a substantial mismanagement of public resources, or conduct involving substantial risk to public health or safety or to the environment. The conduct must be serious enough to constitute, if proved, a criminal offence or reasonable grounds for dismissal.

Examples

A Library staff member accesses or uses collection material and/or items for personal gain or benefit.

A Library staff member accesses or uses privileged information gained through his/her role at the Library for personal gain and/or advantage.

A Library staff member allocates work to external consultants or agencies on the basis of a personal relationship which fails to meet the Library's contract or project management processes and protocols.

A Library staff member inappropriately uses public funds for personal purposes such as travelling and/or other personal expenses.

See 4.2 below for specific examples of corrupt conduct.

4.2 Corrupt conduct

Corrupt conduct means:

- conduct of any person (whether or not a public official) that adversely affects the honest performance of a public officer's or public body's functions;
- the performance of a public officer's functions dishonestly or with inappropriate partiality;
- conduct of a public officer, former public officer or a public body that amounts to a breach of public trust;
- conduct by a public officer, former public officer or a public body that amounts to the misuse of information or material acquired in the course of the performance of their official functions; or
- a conspiracy or attempt to engage in the above conduct.

Examples

A public officer takes a bribe or receives a payment other than his or her wages or salary in exchange for the discharge of a public duty.

A public officer favours unmeritorious applications for jobs or permits by friends and relatives.

A public officer sells confidential information.

4.3 Detrimental action

The Act makes it an offence for a person to take detrimental action against a person in reprisal for a protected disclosure. Detrimental action includes:

- action causing injury, loss or damage;
- intimidation or harassment; and
- discrimination, disadvantage or adverse treatment in relation to a person's employment, career, profession, trade or business, including the taking of disciplinary action.

Examples

A public body refuses a deserved promotion of a person who makes a disclosure.

A public body demotes, transfers, isolates in the workplace or changes the duties of a whistleblower due to the making of a disclosure.

A person threatens, abuses or carries out other forms of harassment directly or indirectly against the whistleblower, his or her family or friends.

A public body discriminates against the whistleblower or his or her family and associates in subsequent applications for jobs, permits or tenders.

5 The reporting system

5.1 Contact persons within the State Library of Victoria

Disclosures of improper conduct or detrimental action by the Library or its employees, may be made to the following officers:

- The protected disclosure coordinator:
Repa Patel, Corporate Secretary, CEO's Office. Tel (03) 8664 7514
- The protected disclosure officer:
Kate Brown, Executive Assistant, CEO's Office. Tel (03) 8664 7505

All correspondence, phone calls and emails from internal or external whistleblowers will be referred to the protected disclosure coordinator.

Where a person is contemplating making a disclosure and is concerned about approaching the protected disclosure coordinator or a protected disclosure officer in the workplace, he or she can call the relevant officer and request a meeting in a discreet location away from the workplace.

5.2 Alternative contact persons

A disclosure about improper conduct or detrimental action by the Library or its employees, may also be made directly to the Ombudsman:

The Ombudsman Victoria
Level 22, 459 Collins Street
Melbourne Victoria 3000
(DX 210174)

Internet: www.ombudsman.vic.gov.au

Email: ombudvic@ombudsman.vic.gov.au

Tel: 9613 6222

Toll Free: 1800 806 314

Ombudsman: Dr Barry Perry

Tel: (03) 9613 6202

The following table sets out where disclosures about persons other than employees of the Library should be made.

Person who is the subject of the disclosure	Person/body to whom the disclosure must be made
Employee of a public body	That public body or the Ombudsman
Member of Parliament (Legislative Assembly)	Speaker of the Legislative Assembly
Member of Parliament (Legislative Council)	President of the Legislative Council
Councillor	The Ombudsman
Chief Commissioner of Police	The Ombudsman or Deputy Ombudsman
Member of the police force	The Ombudsman, Deputy Ombudsman or Chief Commissioner of Police

6 Roles and responsibilities

6.1 Employees

Employees are encouraged to report known or suspected incidences of improper conduct or detrimental action in accordance with these procedures.

All employees of the Library have an important role to play in supporting those who have made a legitimate disclosure. They must refrain from any activity that is, or could be perceived to be, victimisation or harassment of a person who makes a disclosure. Furthermore, they should protect and maintain the confidentiality of a person they know or suspect to have made a disclosure.

6.2 Protected disclosure officers

Protected disclosure officers will:

- be a contact point for general advice about the operation of the Act for any person wishing to make a disclosure about improper conduct or detrimental action;
- make arrangements for a disclosure to be made privately and discreetly and, if necessary, away from the workplace;
- receive any disclosure made orally or in writing (from internal and external whistleblowers);
- commit to writing any disclosure made orally;
- impartially assess the allegation and determine whether it is a disclosure made in accordance with Part 2 of the Act (that is, 'a protected disclosure');
- take all necessary steps to ensure the identity of the whistleblower and the identity of the person who is the subject of the disclosure are kept confidential; and
- forward all disclosures and supporting evidence to the protected disclosure coordinator.

6.3 Protected disclosure coordinator

The protected disclosure coordinator has a central 'clearinghouse' role in the internal reporting system. He or she will:

- receive all disclosures forwarded from the protected disclosure officers;
- receive all phone calls, emails and letters from members of the public or employees seeking to make a disclosure;
- impartially assess each disclosure to determine whether it is a public interest disclosure;
- refer all public interest disclosures to the Ombudsman;
- be responsible for carrying out, or appointing an investigator to carry out, an investigation referred to the public body by the Ombudsman;
- be responsible for overseeing and coordinating an investigation where an investigator has been appointed;
- appoint a welfare manager to support the whistleblower and to protect him or her from any reprisals;
- advise the whistleblower of the progress of an investigation into the disclosed matter;
- establish and manage a confidential filing system;
- collate and publish statistics on disclosures made;
- take all necessary steps to ensure the identity of the whistleblower and the identity of the person who is the subject of the disclosure are kept confidential; and
- liaise with the Chief Executive Officer of the Library.

6.4 Investigator

The investigator will be responsible for carrying out an internal investigation into a disclosure where the Ombudsman has referred a matter to the public body. An investigator may be a person from within an organisation or a consultant engaged for that purpose.

6.5 Welfare manager

The welfare manager is responsible for looking after the general welfare of the whistleblower. The welfare manager will:

- examine the immediate welfare and protection needs of a whistleblower who has made a disclosure and seek to foster a supportive work environment;
- advise the whistleblower of the legislative and administrative protections available to him or her;

-
- listen and respond to any concerns of harassment, intimidation or victimisation in reprisal for making disclosure; and
 - ensure the expectations of the whistleblower are realistic.

7 Confidentiality

The Library will take all reasonable steps to protect the identity of the whistleblower. Maintaining confidentiality is crucial in ensuring reprisals are not made against a whistleblower.

The Act requires any person who receives information due to the handling or investigation of a protected disclosure, not to disclose that information except in certain limited circumstances. Disclosure of information in breach of section 22 constitutes an offence that is punishable by a maximum fine of 60 penalty units (\$6000) or six months imprisonment or both.

The circumstances in which a person may disclose information obtained about a protected disclosure include:

- where exercising the functions of the public body under the Act;
- when making a report or recommendation under the Act;
- when publishing statistics in the annual report of a public body; and
- in criminal proceedings for certain offences in the Act.

However, the Act prohibits the inclusion of particulars in any report or recommendation that is likely to lead to the identification of the whistleblower. The Act also prohibits the identification of the person who is the subject of the disclosure in any particulars included in an annual report.

The Library will ensure all files, whether paper or electronic, are kept in a secure room and can only be accessed by the protected disclosure coordinator, protected disclosure officer, the investigator or welfare manager (in relation to welfare matters). All printed material will be kept in files that are clearly marked as a Whistleblower Protection Act matter, and warn of the criminal penalties that apply to any unauthorised divulging of information concerning a protected disclosure. All electronic files will be produced and stored on a stand-alone computer and be given password protection. Backup files will be kept on floppy disk. All materials relevant to an investigation, such as tapes from interviews, will also be stored securely with the whistleblower files.

The Library will not email documents relevant to a whistleblower matter and will ensure all phone calls and meetings are conducted in private.

8 Collating and publishing statistics

The protected disclosure coordinator will establish a secure register to record the information required to be published in the annual report, and to generally keep account of the status of whistleblower disclosures. The register will be confidential and will not record any information that may identify the whistleblower.

The register will contain the following information:

- the number and types of disclosures made to public bodies during the year;
- the number of disclosures referred to the Ombudsman for determination as to whether they are public interest disclosures;
- the number and types of disclosed matters referred to the public body by the Ombudsman for investigation;
- the number and types of disclosures referred by the public body to the Ombudsman for investigation;
- the number and types of investigations taken over from the public body by the Ombudsman;
- the number of requests made by a whistleblower to the Ombudsman to take over an investigation by the public body;
- the number and types of disclosed matters that the public body has declined to investigate;

- the number and types of disclosed matters that were substantiated upon investigation and the action taken on completion of the investigation; and
- any recommendations made by the Ombudsman that relates to the public body.

9 Receiving and assessing disclosures

9.1 Has the disclosure been made in accordance with Part 2 of the Act?

Where a disclosure has been received by the protected disclosure officer or by the protected disclosure coordinator, he or she will assess whether the disclosure has been made in accordance with Part 2 of the Act and is, therefore, a protected disclosure.

9.1.1 Has the disclosure been made to the appropriate person?

For the disclosure to be responded to by the State Library, it must concern an employee, member or officer of the Library. If the disclosure concerns an employee, officer or member of another public body, the person who has made the disclosure must be advised of the correct person or body to whom the disclosure should be directed. (See the table in 5.2). If the disclosure has been made anonymously, it should be referred to the Ombudsman.

9.1.2 Does the disclosure contain the essential elements of a protected disclosure?

To be a protected disclosure, a disclosure must satisfy the following criteria:

- Did a natural person (that is, an individual person rather than a corporation) make the disclosure?
- Does the disclosure relate to conduct of a public body or public officer acting in their official capacity?
- Is the alleged conduct either improper conduct or detrimental action taken against a person in reprisal for making a protected disclosure?
- Does the person making a disclosure have reasonable grounds for believing the alleged conduct has occurred?

Where a disclosure is assessed to be a protected disclosure, it is referred to the protected disclosure coordinator. The protected disclosure coordinator will determine whether the disclosure is a public interest disclosure.

Where a disclosure is assessed not to be a protected disclosure, the matter does not need to be dealt with under the Act. The protected disclosure officer will decide how the matter should be responded to in consultation with the protected disclosure coordinator.

9.2 Is the disclosure a public interest disclosure?

Where the protected disclosure officer or coordinator has received a disclosure that has been assessed to be a protected disclosure, the protected disclosure coordinator will determine whether the disclosure amounts to a public interest disclosure. This assessment will be made within 45 days of the receipt of the disclosure.

In reaching a conclusion as to whether a protected disclosure is a public interest disclosure, the protected disclosure coordinator will consider whether the disclosure shows, or tends to show, that the public officer to whom the disclosure relates:

- has engaged, is engaging or proposes to engage in improper conduct in his or her capacity as a public officer; or
- has taken, is taking or proposes to take detrimental action in reprisal for the making of the protected disclosure.

Where the protected disclosure coordinator concludes that the disclosure amounts to a public interest disclosure, he or she will:

- notify the person who made the disclosure of that conclusion; and
- refer the disclosure to the Ombudsman for formal determination as to whether it is indeed a public interest disclosure.

Where the protected disclosure coordinator concludes that the disclosure is not a public interest disclosure, he or she will:

- notify the person who made the disclosure of that conclusion; and
- advise that person that he or she may request the public body to refer the disclosure to the Ombudsman for a formal determination as to whether the disclosure is a public interest disclosure, and that this request must be made within 28 days of the notification.

In either case, the protected disclosure coordinator will make the notification and the referral within 14 days of the conclusion being reached by the public body (the Library). Notification to the whistleblower is not necessary where the disclosure has been made anonymously.

10 Investigations

10.1 Introduction

Where the Ombudsman refers a protected disclosure to the Library for investigation, the protected disclosure coordinator will appoint an investigator to carry out the investigation.

The objectives of an investigation will be:

- to collate information relating to the allegation as quickly as possible. This may involve taking steps to protect or preserve documents, materials and equipment;
- to consider the information collected and to draw conclusions objectively and impartially;
- to maintain procedural fairness in the treatment of witnesses and the person who is the subject of the disclosure; and
- to make recommendations arising from the conclusions drawn concerning remedial or other appropriate action.

10.2 Terms of reference

Before commencing an investigation, the protected disclosure coordinator will draw up terms of reference and obtain authorisation for those terms by the Chief Executive Officer. The terms of reference will set a date by which the investigation report is to be concluded, and will describe the resources available to the investigator to complete the investigation within the time set. The protected disclosure coordinator may approve, if reasonable, an extension of time requested by the investigator. The terms of reference will require the investigator to make regular reports to the protected disclosure coordinator who, in turn, is to keep the Ombudsman informed of general progress.

10.3 Investigation plan

The investigator will prepare an investigation plan for approval by the protected disclosure coordinator. The plan will list the issues to be substantiated and describe the avenue of inquiry. It will address the following issues:

- What is being alleged?
- What are the possible findings or offences?
- What are the facts in issue?
- How is the inquiry to be conducted?
- What resources are required?

At the commencement of the investigation, the whistleblower should be:

- notified by the investigator that he or she has been appointed to conduct the investigation;
- asked to clarify any matters; and
- asked to provide any additional material he or she might have.

The investigator will be sensitive to the whistleblower's possible fear of reprisals and will be aware of the statutory protections provided to the whistleblower.

10.4 Natural justice

The principles of natural justice will be followed in any investigation of a public interest disclosure. The principles of natural justice concern procedural fairness and ensure a fair decision is reached by an objective decision maker. Maintaining procedural fairness protects the rights of individuals and enhances public confidence in the process.

The Library will have regard to the following issues in ensuring procedural fairness:

- The person who is the subject of the disclosure is entitled to know the allegations made against him or her and must be given the right to respond. (This does not mean the person must be advised of the allegation as soon as the disclosure is received or the investigation has commenced.)
- If the investigator is contemplating making a report adverse to the interests of any person, that person should be given the opportunity to put forward further material that may influence the outcome of the report and that person's defence should be fairly set out in the report.
- All relevant parties to a matter should be heard and all submissions should be considered.
- A decision should not be made until all reasonable inquiries have been made.
- The investigator or any decision maker should not have a personal or direct interest in the matter being investigated.
- All proceedings must be carried out fairly and without bias. Care should be taken to exclude perceived bias from the process.
- The investigator must be impartial in assessing the credibility of the whistleblowers and any witnesses. Where appropriate, conclusions as to credibility should be included in the investigation report.

10.5 Conduct of the investigation

The investigator will make contemporaneous notes of all discussions and phone calls, and all interviews with witnesses will be taped. All information gathered in an investigation will be stored securely. Interviews will be conducted in private and the investigator will take all reasonable steps to protect the identity of the whistleblower. Where disclosure of the identity of the whistleblower cannot be avoided, due to the nature of the allegations, the investigator will warn the whistleblower and his or her welfare manager of this probability.

It is in the discretion of the investigator to allow any witness to have legal or other representation or support during an interview. If a witness has a special need for legal representation or support, permission should be granted.

10.6 Referral of an investigation to the Ombudsman

The protected disclosure coordinator will make a decision regarding the referral of an investigation to the Ombudsman where, on the advice of the investigator:

- The investigation is being obstructed by, for example, the non-cooperation of key witnesses; or
- The investigation has revealed conduct that may constitute a criminal offence.

10.7 Reporting requirements

The protected disclosure coordinator will ensure the whistleblower is kept regularly informed concerning the handling of a protected disclosure and an investigation.

The protected disclosure coordinator will report to the Ombudsman about the progress of an investigation.

Where the Ombudsman or the whistleblower requests information about the progress of an investigation, that information will be provided within 28 days of the date of the request.

11 Action taken after an investigation

11.1 Investigator's final report

At the conclusion of the investigation, the investigator will submit a written report of his or her findings to the protected disclosure coordinator. The report will contain:

- the allegation/s;
- an account of all relevant information received and, if the investigator has rejected evidence as being unreliable, the reasons for this opinion being formed;
- the conclusions reached and the basis for them; and
- any recommendations arising from the conclusions.

Where the investigator has found that the conduct disclosed by the whistleblower has occurred, recommendations made by the investigator will include:

- the steps that need to be taken by the Library to prevent the conduct from continuing or occurring in the future; and
- any action that should be taken by the Library to remedy any harm or loss arising from the conduct. This action may include bringing disciplinary proceedings against the person responsible for the conduct, and referring the matter to an appropriate authority for further consideration.

The report will be accompanied by:

- the transcript or other record of any oral evidence taken, including tape recordings; and
- all documents, statements or other exhibits received by the officer and accepted as evidence during the course of the investigation.

Where the investigator's report is to include an adverse comment against any person, that person will be given the opportunity to respond and his or her defence will be fairly included in the report.

The report will not disclose particulars likely to lead to the identification of the whistleblower.

11.2 Action to be taken

If the protected disclosure coordinator is satisfied that the investigation has found that the disclosed conduct has occurred, he or she will recommend to the Chief Executive Officer the action that must be taken to prevent the conduct from continuing or occurring in the future. The protected disclosure coordinator may also recommend that action be taken to remedy any harm or loss arising from the conduct.

The protected disclosure coordinator will provide a written report to the Minister for the Arts, the Ombudsman and the whistleblower setting out the findings of the investigation and any remedial steps taken.

Where the investigation concludes that the disclosed conduct did not occur, the protected disclosure coordinator will report these findings to the Ombudsman and to the whistleblower.

12 Managing the welfare of the whistleblower

12.1 Commitment to protecting whistleblowers

The Library is committed to the protection of genuine whistleblowers against detrimental action taken in reprisal for the making of protected disclosures. The protected disclosure coordinator is responsible for ensuring whistleblowers are protected from direct and indirect detrimental action, and that the culture of the workplace is supportive of protected disclosures being made.

The protected disclosure coordinator will appoint a welfare manager to all whistleblowers who have made a protected disclosure. The welfare manager will:

- examine the immediate welfare and protection needs of a whistleblower who has made a disclosure and, where the whistleblower is an employee, seek to foster a supportive work environment;

- advise the whistleblower of the legislative and administrative protections available to him or her;
- listen and respond to any concerns of harassment, intimidation or victimisation in reprisal for making disclosure;
- keep a contemporaneous record of all aspects of the case management of the whistleblower including all contact and follow-up action; and
- ensure the expectations of the whistleblower are realistic.

All employees will be advised that it is an offence for a person to take detrimental action in reprisal for a protected disclosure. The maximum penalty is a fine of 240 penalty units (\$24 000) or two years imprisonment or both. The taking of detrimental action in breach of this provision can also be grounds for making a disclosure under the Act and can result in an investigation.

Detrimental action includes:

- causing injury, loss or damage;
- intimidation or harassment; and
- discrimination, disadvantage or adverse treatment in relation to a person's employment, career, profession, trade or business (including the taking of disciplinary action).

12.2 Keeping the whistleblower informed

The protected disclosure coordinator will ensure the whistleblower is kept informed of action taken in relation to his or her disclosure, and the time frames that apply. The whistleblower will be informed of the objectives of an investigation, the findings of an investigation, and the steps taken by the Library to address any improper conduct that has been found to have occurred. The whistleblower will be given reasons for decisions made by the Library in relation to a protected disclosure. All communication with the whistleblower will be in plain English.

12.3 Occurrence of detrimental action

If a whistleblower reports an incident of harassment, discrimination or adverse treatment that would amount to detrimental action taken in reprisal for the making of the disclosure, the welfare manager will:

- record details of the incident;
- advise the whistleblower of his or her rights under the Act; and
- advise the protected disclosure coordinator or Chief Executive Officer of the detrimental action.

The taking of detrimental action in reprisal for the making of a disclosure can be an offence against the Act as well as grounds for making a further disclosure. Where such detrimental action is reported, the protected disclosure coordinator will assess the report as a new disclosure under the Act. Where the protected disclosure coordinator is satisfied that the disclosure is a public interest disclosure, he or she will refer it to the Ombudsman. If the Ombudsman subsequently determines the matter to be a public interest disclosure, the Ombudsman may investigate the matter or refer it to another body for investigation as outlined in the Act.

12.4 Whistleblowers implicated in improper conduct

Where a person who makes a disclosure is implicated in misconduct, the Library will handle the disclosure and protect the whistleblower from reprisals in accordance with the Act, the Ombudsman's guidelines and these procedures. The Library acknowledges that the act of whistle blowing should not shield whistleblowers from the reasonable consequences flowing from any involvement in improper conduct. Section 17 of the Act specifically provides that a person's liability for his or her own conduct is not affected by the person's disclosure of that conduct under the Act. However, in some circumstances, an admission may be a mitigating factor when considering disciplinary or other action.

The Chief Executive Officer will make the final decision on the advice of the protected disclosure coordinator as to whether disciplinary or other action will be taken against a whistleblower. Where disciplinary or other action relates to conduct that is the subject of the whistleblower's disclosure, the

disciplinary or other action will only be taken after the disclosed matter has been appropriately dealt with. In all cases where disciplinary or other action is being contemplated, the Chief Executive Officer must be satisfied that it has been clearly demonstrated that:

- the intention to proceed with disciplinary action is not causally connected to the making of the disclosure (as opposed to the content of the disclosure or other available information);
- there are good and sufficient grounds that would fully justify action against any non-whistleblower in the same circumstances; and
- there are good and sufficient grounds that justify exercising any discretion to institute disciplinary or other action.

The protected disclosure coordinator will thoroughly document the process including recording the reasons why the disciplinary or other action is being taken, and the reasons why the action is not in retribution for the making of the disclosure. The protected disclosure coordinator will clearly advise the whistleblower of the proposed action to be taken, and of any mitigating factors that have been taken into account.

13 Management of the person against whom a disclosure has been made

The Library recognises that employees against whom disclosures are made must also be supported during the handling and investigation of disclosures. The Library will take all reasonable steps to ensure the confidentiality of the person who is the subject of the disclosure during the assessment and investigation process. Where investigations do not substantiate disclosures, the fact that the investigation has been carried out, the results of the investigation, and the identity of the person who is the subject of the disclosure will remain confidential.

The protected disclosure coordinator will ensure the person who is the subject of any disclosure investigated by or on behalf of a public body is:

- informed as to the substance of the allegations;
- given the opportunity to answer the allegations before a final decision is made;
- informed as to the substance of any adverse comment that may be included in any report arising from the investigation; and has
- his or her defence set out fairly in any report.

Where the allegations in a disclosure have been investigated, and the person who is the subject of the disclosure is aware of the allegations or the fact of the investigation, the protected disclosure coordinator will formally advise the person who is the subject of the disclosure of the outcome of the investigation.

The Library will give its full support to a person who is the subject of a disclosure where the allegations contained in a disclosure are clearly wrong or unsubstantiated. If the matter has been publicly disclosed, the Chief Executive Officer of the Library will consider any request by that person to issue a statement of support setting out that the allegations were clearly wrong or unsubstantiated.

14 Criminal offences

The Library will ensure officers appointed to handle protected disclosures and all other employees are aware of the following offences created by the Act:

1. It is an offence for a person to take detrimental action against a person in reprisal for a protected disclosure being made. The Act provides a maximum penalty of a fine of 240 penalty units (\$24 000) or two years imprisonment or both.
2. It is an offence for a person to divulge information obtained as a result of the handling or investigation of a protected disclosure without legislative authority. The Act provides a maximum penalty of 60 penalty units (\$6000) or six months imprisonment or both.

3. It is an offence for a person to obstruct the Ombudsman in performing his responsibilities under the Act. The Act provides a maximum penalty of 240 penalty units (\$24 000) or two years imprisonment or both.
4. It is an offence for a person to knowingly provide false information under the Act with the intention that it be acted on as a disclosed matter. The Act provides a maximum penalty of 240 penalty units (\$24 000) or two years imprisonment or both.

15 Review

These procedures will be reviewed annually to ensure they meet the objectives of the Act and accord with the Ombudsman's guidelines.

Disclosures made in 2002–03

The number and types of disclosures made to the State Library during the year

There were no disclosures of this kind.

The number of disclosures referred during the year by the State Library to the Ombudsman for determination as to whether they are public interest disclosures

There were no disclosures of this kind.

The number and types of disclosed matters referred to the State Library during the year by the Ombudsman

There were no disclosed matters of this kind.

The number and types of disclosed matters referred during the year by the State Library to the Ombudsman to investigate

There were no disclosed matters of this kind.

The number and types of investigations of disclosed matters taken over by the Ombudsman from the State Library during the year

There were no investigations of this kind.

The number of requests made under Section 74 during the year to the Ombudsman to investigate disclosed matters

There were no requests of this kind.

The number and types of disclosed matters that the State Library has declined to investigate during the year

There were no matters of this kind.

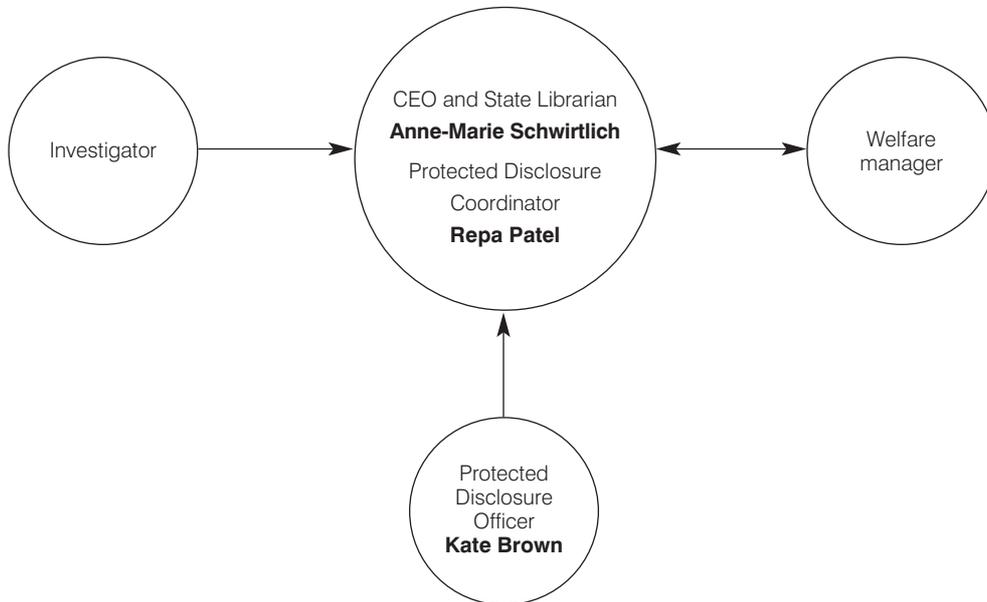
The number and types of disclosed matters that were substantiated on investigation and the action taken on completion of the investigation

There were no matters of this kind.

Any recommendations of the Ombudsman under this Act that relate to the State Library

There are no recommendations of this kind.

Whistleblowers Protection Act 2002: Reporting Structure for the State Library of Victoria



Compliance index to disclosure requirements

The Annual Report of the entity is prepared in accordance with the Financial Management Act 1994 and the Directions of the Minister for Finance. This index has been prepared to facilitate identification of compliance with statutory disclosure requirements.

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STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2003

	Note	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
		2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Current Assets					
Cash Assets	2	1,839	988	989	827
Receivables	3	951	545	981	567
Other financial assets	4	16,690	16,729	11,500	12,700
Other	5	516	484	516	484
Total Current Assets		19,996	18,746	13,986	14,578
Non-Current Assets					
Property, Plant & Equipment	6	384,353	389,307	384,353	389,302
Library Collections	7	303,098	163,320	303,098	163,320
Deferred Expenditure	8	600	650	600	650
Total Non-Current Assets		688,051	553,277	688,051	553,272
Total Assets		708,047	572,023	702,037	567,850
Current Liabilities					
Payables	9	2,267	2,192	2,267	2,192
Interest Bearing Liabilities	10	45	171	45	171
Provisions	11	1,833	1,653	1,833	1,653
Total Current Liabilities		4,145	4,016	4,145	4,016
Non-Current Liabilities					
Provisions	11	2,323	2,348	2,323	2,348
Interest Bearing Liabilities	10	-	45	-	45
Total Non-Current Liabilities		2,323	2,393	2,323	2,393
Total Liabilities		6,468	6,409	6,468	6,409
Net Assets		701,579	565,614	695,569	561,441
Equity					
Contributed Capital	1 (b),12(a)	526,623	507,305	526,623	507,305
Asset Revaluation Reserve	12(c)	152,997	40,045	152,997	40,045
General Reserve	12 (d)	1,000	1,000	1,000	1,000
Donations and Bequests Reserve	12(e),13	7,400	5,730	1,843	1,784
Specific Purpose Grants Reserve	12(f),14	5,921	6,596	5,468	6,369
Accumulated Surplus	1 (b),12(b)	7,638	4,938	7,638	4,938
Total Equity	12(g)	701,579	565,614	695,569	561,441

The above statement of financial position should be read in conjunction with the accompanying notes.

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003**

	Note	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
		2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Revenue from ordinary activities					
Output appropriation					
- Current Nature	15	26,355	26,433	26,355	26,433
- Depreciation Equivalent	1(b)	6,287	6,057	6,287	6,057
- Capital Nature	1(k)	32,095	30,354	32,095	30,354
Trading	16	3,007	3,802	2,973	3,764
Externally Funded Projects	17	3,970	7,550	3,970	7,535
Donations and Bequests	20	3,617	2,764	2,437	857
Investment Revenue	19(a)	903	674	646	498
Realised/Unrealised Capital Gains	19(b)	-	26	-	-
Other Revenue	19(c)	4	863	4	863
		<u>76,238</u>	<u>78,523</u>	<u>74,767</u>	<u>76,361</u>
Expenses from ordinary activities					
Salaries and Related	20	20,605	20,236	20,450	20,083
Buildings and Facilities	21	3,527	4,360	3,527	4,359
Bad & Doubtful Debts	1(d)	8	(7)	8	(7)
Professional and Finance	22	1,255	1,468	1,190	1,362
Realised/Unrealised Capital Losses	19(b)	194	220	-	-
Borrowing Costs	23	15	21	15	21
Grants Distributed	24	2,198	2,076	2,198	2,076
Government Capital Assets Charge	1(k)	32,095	30,354	32,095	30,354
Other Expenses from Ordinary Activities	25	5,714	6,285	5,435	6,088
Depreciation	1(h)	4,463	4,588	4,458	4,581
Amortisation	1(h)	50	50	50	50
Revaluation Decrement	1(g)	2,398	-	2,398	-
Donations	26	-	-	1,064	-
Asset Disposals	27	21	19	21	19
		<u>72,543</u>	<u>69,670</u>	<u>72,909</u>	<u>68,986</u>
Surplus from ordinary activities					
		3,695	8,853	1,858	7,375
Net Increase in Asset Revaluation Reserve		112,952	-	112,952	-
Total changes in equity other than those resulting from transactions with Victorian Government in its capacity as owner					
		<u>116,647</u>	<u>8,853</u>	<u>114,810</u>	<u>7,375</u>

The above statement of financial performance should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2003

	Note	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
		2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Cash Flows from Operating Activities					
Receipts from Government					
Government Appropriation for the provision of outputs					
Current Nature		26,355	26,433	26,355	26,433
Receipts from other entities					
Donations (other than in kind) & Bequests		2,868	2,375	1,688	471
Trading Receipts		2,612	3,845	2,570	3,783
Other Revenue		51	11	51	11
Grants		3,970	7,503	3,970	7,503
Borrowing Cost Expense		(14)	(21)	(14)	(21)
Payments to suppliers and employees		(33,101)	(32,822)	(33,667)	(32,369)
Net Cash inflow from Operating Activities	30(b)	2,741	7,324	953	5,811
Cash Flows from Investing Activities					
Capital Contribution from State Government		400	400	400	400
Investments		522	(788)	575	483
Proceeds from the Sale of Fixed Assets		4	24	4	24
Proceeds from Statutory Authority Investment		-	52	-	52
Payment for Equipment		(555)	(1,146)	(555)	(1,146)
Payment for Library Collection		(2,244)	(2,519)	(2,244)	(2,519)
Net Cash Outflow from Investing Activities		(1,873)	(3,977)	(1,820)	(2,706)
Cash Flows from Financing Activities					
Repayment of Finance Lease		(171)	(118)	(171)	(118)
Net Cash Outflow from Financing Activities		(171)	(118)	(171)	(118)
Net Increase/(Decrease) in Cash Held		697	3,229	(1,038)	2,987
Cash Held at Beginning of the Financial Year		14,935	11,706	13,527	10,540
Cash Held at End of the Financial Year	30(a)	15,632	14,935	12,489	13,527

The above statement of cash flows should be read in conjunction with the accompanying notes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Preparation of Accounts

The financial report of the Library Board of Victoria (reflecting consolidation of the State Library of Victoria and the State Library of Victoria Foundation) is a general purpose financial report that has been prepared in accordance with the Financial Management Act 1994, Australian Accounting Standards, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group Consensus Views. All Accounting Standards have been applied in a manner consistent with prior years unless otherwise specified.

The financial report has been prepared in accordance with the historical cost convention, except for certain assets and liabilities which, as noted, are at fair value. The accounting policies adopted, and the classification and presentation of items, are consistent with those of the previous year, except where a change is required to comply with an Australian Accounting Standard or Urgent Issues Group Consensus View, or an alternative accounting policy permitted by an Australian Accounting Standard is adopted to improve the relevance and reliability of the financial statements. Where practicable, comparative amounts are presented and classified on a basis consistent with the current year.

Revenue has been recognised on a receipt basis with the exception of notified grants and interest on investments not received at balance date, which have been brought to account on an accrual basis.

(b) Contributed Capital

Redevelopment funding provided by Government, with the exception of the component provided from Depreciation Equivalent – Asset Investment Funding, has been designated as contributed capital in accordance with the requirements of the Accounting and Financial Reporting Bulletin 39. The component provided from Depreciation Equivalent – Asset Investment Funding has been recognised as revenue.

Capital funding provided by the State Government for a statewide network infrastructure project has been recognised as contributed capital. The accounting treatment complies with Urgent Issues Group Abstract 38: *Contributions by Owners Made to Wholly-Owned Public Sector Entities* and Accounting and Financial Reporting Bulletin No 39: *Accounting for Contributed Capital*.

Change in Accounting Policy Prior Year

For the reporting period ended 30 June 2002, the Library Board of Victoria has deemed all its accumulated surplus of \$30.125m as at 1 July 2001 as an adjustment to the contributed capital balance as at 1 July 2001. This accounting treatment is to comply with Urgent Issues Group Abstract 38: *Contributions by Owners Made to Wholly-Owned Public Sector Entities* and Accounting and Financial Reporting Bulletin No 39: *Accounting for Contributed Capital* and No 40: *Establishment of Opening Balances and Formal Designation for Contributed Capital*. The change in accounting policy has resulted in the recognition, in the statement of financial position, as at 1 July 2001 of an adjusted balance of \$486.160m as contributed capital (30 June 2001 \$456.035m) and zero amount for the accumulated surplus at 1 July 2001 (30 June 2001 \$30.125m).

(c) Principles of Consolidation

The assets, liabilities, revenues and expenses of the State Library of Victoria Foundation have been included at the values shown in the audited Annual Financial Statements. Any inter-entity transactions have been eliminated on consolidation.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(d) Debtors

All debtors are recognised at the amount receivable as they are due for settlement at no more than 30 days from the date of recognition. The provision for doubtful debts has been determined by fully providing for all debts older than 91 days.

(e) Investments

Board investments are valued at market. Movement in value is recognised both as realised and unrealised gains or losses. State Library of Victoria investments are fixed capital investments such as government bonds, bank deposits or bank bills. The State Library of Victoria Foundation investments include equities listed on the Australian Stock Exchange. Interest and dividends received are accounted for as revenue.

(f) Deferred Expenditure

Deferred expenditure represents the purchase of 270,000 volumes of space in a CAVAL Archival and Research Materials (CARM) Centre. Amortisation has been charged to match the deferred expenditure against its economic useful life. Amortisation is calculated using the straight-line method over 20 years.

(g) Revaluation of Non-Current Assets

Subsequent to the initial recognition as assets, non-current physical assets, other than plant and equipment, are measured at fair value. Plant and equipment are measured at cost. Revaluations are made with sufficient regularity to ensure that the carrying amount of each asset does not differ materially from its fair value at reporting date. Revaluations are assessed annually and supplemented by independent assessments, at least every three years. Revaluations are conducted in accordance with the Victorian Government Policy – Revaluation of Non-Current Physical Assets.

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

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

Revaluation increments and decrements are offset against one another within a class of non-current assets.

Valuation of the Library collection as at 30 November 2002 was conducted by Barbara Hince of Kenneth Hince Old and Fine Books Pty Ltd who were responsible for the initial collection valuation in 1997. The collection has been assessed on fair market value basis as reflected by market evidence. This valuation and the cost of additions since 30 November 2002 are considered to reflect fair value at 30 June 2003.

Valuation of land and buildings as at 1 January 2003 was conducted by the Australian Valuation Office who were responsible for previous Library valuations. Land has been valued at market value and buildings valued at depreciated replacement cost of a modern equivalent.

(h) Depreciation of Property, Plant and Equipment

Unless otherwise stated, depreciation has been charged on non-current assets (except Land and Collections) at rates assessed to match the cost of the assets against their estimated economic lives to the Library. Depreciation is calculated using the straight-line method. Depreciation has been charged on the Library buildings recognised in the financial statements but no provision has been made for the depreciation of the Library Collections, which are classified as a heritage asset. Depreciation on Buildings is charged, on a straight line basis, at a rate of 1 per cent per annum. Depreciation rates for Equipment range from 20 to 30 per cent per annum.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(i) Trade and Other Creditors

These amounts represent liabilities for goods and services provided to the Library prior to the end of the financial year and which are unpaid. The amounts are unsecured and are usually paid within 30 days of month end from invoice date.

(j) Employee Benefits

Provision is made for the Board's liability for employee entitlements arising from services rendered by employees to balance date. Employee benefits to be settled within one year have been measured at the amount to be paid inclusive of the Enterprise Partnership Agreement approved 1 July 2003.

Liabilities for non-accumulating sick leave are recognised when the leave is taken and measured at the rates paid or payable.

Long Service Leave entitlements payable later than one year have been measured after recognition of the Enterprise Partnership Agreement increments at the present value of the estimated future cash outflows to be made for those entitlements. Provision is calculated in accordance with the requirement of AASB 1028: *Accounting for Employee Benefits*.

Employee benefit on-costs, including payroll tax are recognised and included in employee liabilities and costs when the employee benefits to which they relate are recognised as liabilities.

Change in Accounting Policy note for Employee Benefits (Annual Leave)

In the reporting periods prior to 30 June 2003, provisions for employee benefits (annual leave) were measured using remuneration rates current at reporting date.

For the period ending 30 June 2003, the State Library of Victoria is required by AASB 1028: *Employee Benefits* to measure provisions for employee benefits at remuneration rates expected to apply when the obligation is settled, including the expected future increase in remuneration rates.

No adjustment to opening annual leave liabilities or accumulated surplus has been made as provided for under the transitional arrangements of AASB 1028 as the quantified movement was not material.

(k) Capital Assets Charge

The State Government Capital Assets Charge has been recognised as expenditure offset by a notional grant within the financial statements. The Capital Assets Charge was introduced to create an awareness of the opportunity cost of capital invested in government assets, to achieve efficiencies in the management of the government's asset base and recognise an entity's asset base in pricing decisions.

(l) Donations and Bequests

Donations and Bequests for specific purposes have been brought to account as revenue upon receipt. The balance of unexpended donations is transferred to the Donations/Bequests Reserve on an annual basis. Subsequent expenditure is recorded as an expense in the Statement of Financial Performance and results in a transfer from the reserve.

(m) Specific Purpose Grants

Represents grants received by the Library for a specific project with the proceeds brought to account as revenue upon receipt. The balance of unexpended grants is transferred to the Specific Purpose Grants Reserve on an annual basis. Subsequent expenditure is recorded as an expense in the Statement of Financial Performance and results in a transfer from the reserve.

(n) General Reserve

In the 2001-02 financial year the Library Board created the General Reserve to provide for unavoidable future expenditures that cannot be met from funding.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

(o) Donations in Kind

Bequests and Donations revenue includes donations in kind. The in kind contributions are goods and services provided to the Library Board of Victoria at no cost. An amount equivalent to the arms length value of both the goods and services received and the operational or capital expenses have been included in the financial statements. Where the donation is an item or items to be added to the Library collections, the valuation has been performed by Library staff except where the donation has been externally valued under the Cultural Gifts program.

(p) Superannuation

The Board makes contributions to the State Superannuation Board's Revised and New Schemes, the Victorian Superannuation scheme and other private schemes for eligible employees and such expenditure is shown as an operating expense in the Financial Statements (Refer Note 31).

(q) Surplus/(Deficit) from Operating Activities

The surplus or deficit from ordinary activities is affected by a number of factors, including the timing of expenditures against special purpose grants and the timing of expenditures against current and prior period revenues.

(r) Deferred Income

Subscriptions for internet services which relate to a future period have been treated as deferred income.

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

2 CASH ASSETS

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Cash on Hand	8	8	8	8
Cash at Bank	1,831	980	981	819
	1,839	988	989	827

3 RECEIVABLES

Debtors	961	549	991	571
Less Provision for Doubtful Debts (Note 1(d))	(10)	(4)	(10)	(4)
	951	545	981	567

4 OTHER FINANCIAL ASSETS

Current				
Deposits	2,000	2,200	2,000	2,200
Bank Bills	9,500	10,500	9,500	10,500
Foundation Investments				
Cash Management Account	1,027	455	-	-
Fixed Interest Securities	1,266	792	-	-
	13,793	13,947	11,500	12,700
Statutory Authority Investment				
Foundation Equity Investments	2,897	2,782	-	-
	16,690	16,729	11,500	12,700

5 OTHER CURRENT ASSETS

Prepayments	442	430	442	430
Accrued Income	58	7	58	7
Accrued Interest	16	47	16	47
	516	484	516	484

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

6 PROPERTY, PLANT & EQUIPMENT

		CONSOLIDATED		STATE LIBRARY OF VICTORIA	
		2003	2002	2003	2002
		\$'000	\$'000	\$'000	\$'000
Land – Independent Valuation (1998)		-	35,000	-	35,000
Land – Independent Valuation (2003)		38,000	-	38,000	-
Buildings - Independent Valuation (1998)	1(g)	-	285,000	-	285,000
Less Accumulated Depreciation	1(h)	-	(11,400)	-	(11,400)
		-	273,600	-	273,600
Buildings - Independent Valuation (2003)	1(g)	332,000	-	332,000	-
Less Accumulated Depreciation	1(h)	(1,660)	-	(1,660)	-
		330,340	-	330,340	-
Redevelopment Capital Expenditure at Cost		11,239	75,958	11,239	75,958
Less Accumulated Depreciation	1(h)	-	(742)	-	(742)
		11,239	75,216	11,239	75,216
Equipment at Cost		6,569	6,905	6,544	6,881
Less Accumulated Depreciation	1(h)	(1,916)	(1,647)	(1,891)	(1,628)
		4,653	5,258	4,653	5,253
Equipment Under Lease		334	334	334	334
Less Accumulated Depreciation	1(h)	(213)	(101)	(213)	(101)
		121	233	121	233
Total Property Plant and Equipment		384,353	389,307	384,353	389,302

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

6 PROPERTY, PLANT & EQUIPMENT (continued)

	Land	Buildings	Plant & Equipment	Assets Under Finance Lease	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Consolidated 2003					
Carrying amount at start of year	35,000	348,816	5,258	233	389,307
Additions	-	25,206	555	-	25,761
Revaluations	3,000	(29,231)	-	-	(26,231)
Disposals	-	-	(21)	-	(21)
Depreciation	-	(3,212)	(1,139)	(112)	(4,463)
Carrying amount at end of year	38,000	341,579	4,653	121	384,353
State Library of Victoria 2003					
Carrying amount at start of year	35,000	348,816	5,253	233	389,302
Additions	-	25,206	555	-	25,761
Revaluations	3,000	(29,231)	-	-	(26,231)
Disposals	-	-	(21)	-	(21)
Depreciation	-	(3,212)	(1,134)	(112)	(4,458)
Carrying amount at end of year	38,000	341,579	4,653	121	384,353

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

7 LIBRARY COLLECTIONS

		CONSOLIDATED		STATE LIBRARY OF VICTORIA	
		2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
At Cost		1,275	11,408	1,275	11,408
At Independent Valuation (1997)		-	147,905	-	147,905
At Independent Valuation (2002)	1(g)	301,130	-	301,130	-
Collection Donations at Valuation (1998)		-	296	-	296
Collection Donations at Valuation (1999)		-	710	-	710
Collection Donations at Valuation (2000)		-	781	-	781
Collection Donations at Valuation (2001)		-	1,801	-	1,801
Collection Donations at Valuation (2002)		-	419	-	419
Collection Donations at Valuation (2003)	1(o)	693	-	693	-
		<u>303,098</u>	<u>163,320</u>	<u>303,098</u>	<u>163,320</u>

8 DEFERRED EXPENDITURE

CARM Centre, Bundoora (Note 1(f))	1,000	1,000	1,000	1,000
Less Accumulated Amortisation	(400)	(350)	(400)	(350)
	<u>600</u>	<u>650</u>	<u>600</u>	<u>650</u>

9 PAYABLES

Creditors	541	697	541	697
Accrued Expenses	1,200	981	1,200	981
Prepaid Revenue	526	514	526	514
	<u>2,267</u>	<u>2,192</u>	<u>2,267</u>	<u>2,192</u>

10 INTEREST BEARING LIABILITIES

Finance Lease – Current	45	171	45	171
Finance Lease – Non Current	-	45	-	45
	<u>45</u>	<u>216</u>	<u>45</u>	<u>216</u>

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

11 PROVISIONS

1(j)

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Recreation Leave	1,483	1,365	1,483	1,365
Long Service Leave – Current	350	288	350	288
Total Current Provisions	1,833	1,653	1,833	1,653
Long Service Leave – Non Current	2,323	2,348	2,323	2,348
Aggregate carrying amount of provisions	4,156	4,001	4,156	4,001
Movement in Provisions	Recreation Leave	Long Service Leave		
Carrying amount at start of year	1,365	2,636		
Additional Provisions	1,570	398		
Payments	(1,452)	(361)		
Carrying amount at end of year	1,483	2,673		

12 EQUITY AND MOVEMENTS IN EQUITY

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
(a) Contributed Capital				
Balance at beginning of the year	507,305	456,035	507,305	456,035
Opening Balance Adjustment 1(b)	-	30,125	-	30,125
Equity Contribution from Government				
Capital Improvements	19,318	21,145	19,318	21,145
Balance at end of the year	526,623	507,305	526,623	507,305
(b) Accumulated Surplus				
Accumulated surplus at beginning of the year	4,938	30,125	4,938	30,125
Opening Balance Adjustment	-	(30,125)	-	(30,125)
Net Result for the year	3,695	8,853	1,858	7,375
Net Transfer (to)/from Donations and Bequest Reserve	(1,670)	(1,395)	(59)	25
Net Transfer (to)/from Specific Purpose Grants Reserve	675	(1,520)	901	(1,462)
Transfer to/from General Reserve	-	(1,000)	-	(1,000)
Accumulated surplus at end of the year	7,638	4,938	7,638	4,938

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

12 EQUITY AND MOVEMENTS IN EQUITY (continued)

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
(c) Reserves				
Land Asset Revaluation Reserve				
Balance at beginning of the year	12,500	12,500	12,500	12,500
Movement	3,000	-	3,000	-
Balance at end of the year	15,500	12,500	15,500	12,500
Buildings Asset Revaluation Reserve				
Balance at beginning of the year	26,833	26,833	26,833	26,833
Movement	(26,833)	-	(26,833)	-
Balance at end of the year	-	26,833	-	26,833
Collection Asset Revaluation Reserve				
Balance at beginning of the year	-	-	-	-
Movement	136,785	-	136,785	-
Balance at end of the year	136,785	-	136,785	-
Equipment Asset Revaluation Reserve				
Balance at beginning of the year	712	712	712	712
Movement	-	-	-	-
Balance at end of the year	712	712	712	712
Total of the Asset Revaluation Reserve				
Balance at beginning of the year	40,045	40,045	40,045	40,045
Movement	112,952	-	112,952	-
Balance at end of the year	152,997	40,045	152,997	40,045
(d) General Reserve				
Balance at beginning of the year	1,000	-	1,000	-
Transfer from Accumulated Surplus	-	1,000	-	1,000
Balance at end of the year	1,000	1,000	1,000	1,000
(e) Donations and Bequests Reserve				
Balance at beginning of the year	5,730	4,335	1,784	1,809
Transfer (to)/from Accumulated Surplus	1,670	1,395	59	(25)
Balance at end of the year (Note 13)	7,400	5,730	1,843	1,784
(f) Specific Purpose Grants Reserve				
Balance at beginning of the year	6,596	5,076	6,369	4,907
Transfer (to)/from Accumulated Surplus	(675)	1,520	(901)	1,462
Balance at end of the year (Note 14)	5,921	6,596	5,468	6,369

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

12 EQUITY AND MOVEMENTS IN EQUITY (continued)

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
(g) Total Equity				
Balance at the beginning of the year	565,614	535,616	561,441	532,921
Total Changes in Equity recognised in the Statement of Financial Performance	3,695	8,853	1,858	7,375
Asset Revaluations	112,952	-	112,952	-
Contributions of Equity	19,318	21,145	19,318	21,145
Total Equity at the end of the year	701,579	565,614	695,569	561,441

13 DONATIONS AND BEQUESTS RESERVE

	01-Jul-2002	CONSOLIDATED		30-Jun-2003
	C-fwd Balance	2003	2003	Balance
		Transfer from Accumulated Surplus	Transfer to Accumulated Surplus	
	\$'000	\$'000	\$'000	\$'000
State Library of Victoria				
Sir Irving Benson Estate	442	22	-	464
LM Henderson Estate	235	12	-	247
T Buesst Bequest	213	10	24	199
C Sunberg Estate	125	6	-	131
VG Dobbie Bequest	164	8	16	156
SE Wills Bequest	58	-	58	-
Ethel Cutten Estate	201	9	-	210
VJ Chalmers Estate	96	99	-	195
Potter Foundation	84	4	24	64
Margery Ramsay Estate	76	4	-	80
Frederick Bryan Bequest	21	1	-	22
Kurt Ofenberg Bequest	9	1	-	10
Constance Thomson Estate	5	1	-	6
MV Anderson Estate	2	1	-	3
D Sala Bequest	-	1,064	1,064	-
K Wilson Bequest	53	3	-	56
	1,784	1,245	1,186	1,843
State Library of Victoria Foundation	3,946	1,968	357	5,557
Total Library Board of Victoria	5,730	3,213	1,543	7,400

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

14 SPECIFIC PURPOSE GRANTS RESERVE

During the 2002–3 financial year, funds were received from external organisations to be applied for specific purposes. This 'Specific Purpose Grants Reserve' is a balance of all grant funds, which remain unexpended as at 30 June 2003. The balance of this reserve account consists of the following grants:

	01-Jul-2002	CONSOLIDATED		30-Jun-2003
	C-fwd Balance	2003	2003	Balance
		Transfer from Accumulated Surplus	Transfer to Accumulated Surplus	
	\$'000	\$'000	\$'000	\$'000
Directorate				
Arts Victoria – corporate training	24	-	5	19
Arts Victoria – Creative Fellowships	-	300	-	300
Arts Victoria – multimedia sculpture	-	28	28	-
Council of Australian State Libraries (CASL)	24	46	34	36
Technology Services				
ACMI broadband link	-	50	-	50
Building Services				
Facade cleaning	10	-	10	-
Finance and Development				
Arts Victoria – Human Resources System Enhancements	29	-	2	27
Vicnet				
Network Services	37	7	35	9
Multimedia Victoria – Skills.net Program	1,414	679	1,452	641
Multimedia Victoria – Library Infrastructure	3,846	2,780	3,433	3,193
Library Network Unit				
Library Network And Support	290	1,301	1,129	462
Information Resources				
Murray Goulburn Rural Water	21	3	-	24
Pacific Access	9	10	-	19
Sybil Craig Bequest	20	1	-	21
WG Alma Estate	41	8	2	47
Holocaust Collection	-	1	1	-
Music digitisation	-	10	-	10
Collection acquisitions	-	73	73	-

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

14 SPECIFIC PURPOSE GRANTS RESERVE (continued)

	01-Jul-2002	CONSOLIDATED		30-Jun-2003
	C-fwd Balance	2003	2003	Balance
		Transfer from Accumulated Surplus	Transfer to Accumulated Surplus	
	\$'000	\$'000	\$'000	\$'000
Public Programs				
Public Program events	49	53	93	9
Carlton & United Breweries	9	-	9	-
J Biddlecombe	7	-	7	-
Australian Centre for Youth Literature (ACYL)	29	154	147	36
Federation Exhibition (<i>Belonging</i>)	52	1	40	13
Orton Fund	15	1	16	-
School Services	-	188	86	102
Premier's Literary Awards	-	192	191	1
Publications	-	40	24	16
William Buckland Foundation	5	-	5	-
Exhibitions	5	341	341	5
Information Services				
Genealogy Collection	5	-	-	5
Co-operatives Grant	1	-	1	-
Stegley Foundation	8	-	3	5
George Robertson Program	3	-	-	3
VISioN	60	50	79	31
The RE Ross Trust	30	-	3	27
Coles Myer Ltd	140	108	70	178
Darling Travel Grant	2	-	2	-
The Agnes Robertson Trust – digitising of record collection	150	-	-	150
Mary Owen Papers	3	-	-	3
Pacific Access				
Collection, Preservation & Access				
Adopt-a-Book Project	4	1	1	4
Honda Microfilm Project	2	-	2	-
Ciba Conservation	24	-	2	22
ADFS Conservation	1	-	1	-
Total State Library of Victoria	6,369	6,426	7,327	5,468

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

14 SPECIFIC PURPOSE GRANTS RESERVE (continued)

	01-Jul-2002	CONSOLIDATED		30-Jun-2003
	C-fwd Balance	2003	2003	Balance
		Transfer from Accumulated Surplus	Transfer to Accumulated Surplus	
	\$'000	\$'000	\$'000	\$'000
SLV Development Fund (Foundation)	227	357	131	453
Total State Library of Victoria Foundation	227	357	131	453
Total Library Board of Victoria	6,596	6,783	7,458	5,921
Summary of Reserve Movements State Library of Victoria				
Total of Donations and Bequest Reserve	1,784	1,245	1,186	1,843
Total of Specific Purpose Grants Reserve	6,369	6,426	7,327	5,468
	8,153	7,671	8,513	7,311
State Library of Victoria Foundation				
Total of Donations and Bequest Reserve	3,946	1,968	357	5,557
Total of Specific Purpose Grants Reserve	227	357	131	453
	4,173	2,325	488	6,010
Consolidated				
Total of Donations and Bequest Reserve	5,730	3,213	1,543	7,400
Total of Specific Purpose Grants Reserve	6,596	6,783	7,458	5,921
	12,326	9,996	9,001	13,321

15 GOVERNMENT FUNDING

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003	2002	2003	2002
	\$'000	\$'000	\$'000	\$'000
Government Funding for the provision of outputs – Current Nature				
Government Appropriation	26,355	26,433	26,355	26,433

16 TRADING

Vicnet	1,878	1,662	1,878	1,662
Other	1,129	2,140	1,095	2,102
	3,007	3,802	2,973	3,764

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

17 EXTERNALLY FUNDED PROJECTS

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Multimedia Victoria				
e-gaps	555	700	555	700
Skills.net Program	352	1,245	352	1,245
Community Groups	1,050	1,420	1,050	1,420
Vicnet Enhancement	200	250	200	250
GO Vic Project	280	450	280	450
Urban Libraries	30	-	30	-
Call Centre Support	80	-	80	-
Vicnet Roadshow	200	-	200	-
Department of Premier & Cabinet				
Bushfire support	31	-	31	-
Department of Innovation, Industry & Regional Development				
Fibre-optic link	50	-	50	-
Victorian Online Gateway	41	-	41	-
Department of Human Services				
Skills.net	-	30	-	30
Digitisation of photographs	-	3	-	3
Department of Education, Employment & Training				
Schools Services	118	48	118	48
Department of Treasury & Finance				
Vicnet Exhibition	-	5	-	5
Information Victoria				
GO Vic Project	-	269	-	269
Vicnet Exhibition	-	4	-	4
Arts Victoria				
Writers on the Road	-	15	-	15
Multimedia sculpture	28	112	28	112
ACYL	90	90	90	90
Premier's Literary Awards	50	-	50	-
National Gallery of Victoria				
System Support	13	13	13	13

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

17 EXTERNALLY FUNDED PROJECTS (continued)

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Department of Communication, IT and the Arts				
Skills.net	203	264	203	264
Rural Libraries Online	-	1,471	-	1,471
Western Murray Mobile	25	63	25	63
Kelly Armour shoulderplate	-	117	-	117
Gippsland Community Training	122	122	122	122
Public Access Printers	-	114	-	114
Victorian Multicultural Commission	-	(10)	-	(10)
Pacific Access	10	15	10	15
Federation Centenary Exhibition	-	45	-	45
CASL	33	33	33	33
Major Projects Victoria	348	612	348	612
National Library of Australia	10	-	10	-
Australia Council	51	35	51	35
State Library of Victoria Foundation				
La Trobe University	-	10	-	-
Alan Shaw Foundation	-	5	-	-
	3,970	7,550	3,970	7,535

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

18 DONATIONS AND BEQUESTS

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
State Library of Victoria				
Donations In Kind (See Note 1(m))	749	419	749	419
WG Alma Estate	6	14	6	14
Stegley Foundation	-	5	-	5
Coles Myer Ltd	108	108	108	108
ACYL Sponsors	9	9	9	9
Mary Owen Estate	-	3	-	3
Harold Mitchell Foundation	11	11	11	11
John Fairfax & Sons	-	13	-	13
Other Donations	5	7	5	7
State Library Of Victoria Foundation	-	-	383	268
Sala Bequest	1,051	-	1,051	-
VJ Chalmers Estate	95	-	95	-
Monash University	20	-	20	-
Total State Library of Victoria	2,054	589	2,437	857
State Library Of Victoria Foundation				
Donations in Kind	-	3	-	-
Sponsorships	332	202	-	-
Sponsorships were received by the Foundation from BHP Billiton, The Herald & Weekly Times Ltd, Optus, SBS, Village Roadshow, Kraft, Panasonic, AAMI, United International, URL Land Rover Melbourne Pty Ltd and the City of Melbourne				
Donations	1,231	1,970	-	-
Sir Keith Murdoch's children and grandchildren, Focus Publishing, Trust Co of Australia, A & M Cowen, Equity Trustees, Alan (AGL) Shaw Charitable Trust, Perpetual Trustees, Robin and Suzanne Hunt, Gandel Charitable Trust, Bookplate donors, Light the Dome donors, Membership subscriptions, Foundation events and other donations from Foundation supporters.				
State Library Of Victoria Foundation	1,563	2,175	-	-
Total Library Board of Victoria	3,617	2,764	2,437	857

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

19 OTHER REVENUE AND REVENUE FROM OTHER PARTIES

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
(a) Investment Revenue				
Interest Revenue – General	645	475	542	403
Interest Revenue – Bequests	104	95	104	95
Dividends	154	104	-	-
	<u>903</u>	<u>674</u>	<u>646</u>	<u>498</u>
(b) Investment Capital Movements				
Realised Capital Gains/(Losses)	(110)	26	-	-
Unrealised Capital Gains/(Losses)	(84)	(220)	-	-
(c) Other Revenue				
National Gallery notional rental	-	839	-	839
Proceeds – Fixed Asset Disposals	4	24	4	24
	<u>4</u>	<u>863</u>	<u>4</u>	<u>863</u>

20 SALARIES AND RELATED COSTS

Salaries		15,244	15,014	15,122	14,896
Superannuation	31	1,650	1,566	1,640	1,557
Other salary-related costs		3,711	3,656	3,688	3,630
		<u>20,605</u>	<u>20,236</u>	<u>20,450</u>	<u>20,083</u>

21 BUILDING AND FACILITIES

Security		1,045	1,623	1,045	1,623
Repairs and maintenance		262	670	262	670
Insurance		692	472	692	472
Cleaning		418	487	418	487
Utilities		476	496	476	496
Other		634	612	634	611
		<u>3,527</u>	<u>4,360</u>	<u>3,527</u>	<u>4,359</u>

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

22 PROFESSIONAL AND FINANCE

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Audit – Internal and External	76	79	73	78
Professional services donated	-	3	-	-
Consultancy and other costs	1,179	1,386	1,117	1,284
	<u>1,255</u>	<u>1,468</u>	<u>1,190</u>	<u>1,362</u>

23 BORROWING COSTS

Finance Lease Interest	15	21	15	21
	<u>15</u>	<u>21</u>	<u>15</u>	<u>21</u>

24 GRANTS DISTRIBUTED

Community Skills and Networks	2,079	1,903	2,079	1,903
Library Networks	119	173	119	173
	<u>2,198</u>	<u>2,076</u>	<u>2,198</u>	<u>2,076</u>

**25 OTHER EXPENSES FROM
ORDINARY ACTIVITIES**

Information technology	1,708	1,846	1,708	1,845
EDP operating lease expense	677	571	677	571
Office administration	843	723	822	700
Storage & conservation	446	322	446	321
Marketing & promotion	1,052	947	893	819
Communications	313	395	309	393
Travel & related	543	455	540	453
Publication expenses	132	187	40	147
National Gallery notional rental cost	-	839	-	839
	<u>5,714</u>	<u>6,285</u>	<u>5,435</u>	<u>6,088</u>

26 DONATIONS

State Library of Victoria Foundation	-	-	1,064	-
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27 ASSET DISPOSALS

Cost of Assets	28	33	28	33
Accumulated Depreciation	(7)	(14)	(7)	(14)
Written Down Value of Asset Disposals	<u>21</u>	<u>19</u>	<u>21</u>	<u>19</u>

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

28 CONTINGENT LIABILITIES

The Library Board of Victoria is not aware of any contingent liability as at 30 June 2003 (2001–02 Nil).

29 COMMITMENTS

Operating Leases

Commitments for minimum lease payments in relation to non-cancelable operating leases are payable as follows:

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Not later than one year	822	502	822	502
Later than one year and not later than five years	976	374	976	374
Later than five years	-	-	-	-
	<u>1,798</u>	<u>876</u>	<u>1,798</u>	<u>876</u>

Other Commitments:

Not later than one year	2,695	1,301	2,695	1,301
Later than one year and not later than five years	1,555	647	1,555	647
Later than five years	-	-	-	-
	<u>4,250</u>	<u>1,948</u>	<u>4,250</u>	<u>1,948</u>

Finance Leases

Commitments in relation to leases
 contracted for at the reporting date
 but not recognised as liabilities

Not later than one year	46	185	46	185
Later than one year and not later than five years	-	46	-	46
Less Future Finance Charges	(1)	(15)	(1)	(15)
	<u>45</u>	<u>216</u>	<u>45</u>	<u>216</u>
	6,093	3,040	6,093	3,040

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

30 NOTES TO THE STATEMENT OF CASH FLOWS

a) Reconciliation of Cash

For the purpose of the Statement of Cash Flows, the Library Board of Victoria considers cash to include cash on hand and in banks, cash management accounts and investments in bank bills and fixed interest securities, net of bank overdrafts. Cash at end of the reporting period, as shown in the Statement of Cash Flows, is reconciled to the related items in the Statement of Financial Position as follows:

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Cash on Hand – (Note 2)	8	8	8	8
Cash at Bank – (Note 2)	1,831	980	981	819
Investments – (Note 4)	13,793	13,947	11,500	12,700
	15,632	14,935	12,489	13,527

b) Reconciliation of Result From Ordinary Activities To Net Cash Inflow From Operating Activities

Result from ordinary activities	3,695	8,853	1,858	7,375
Depreciation of Equipment	1,251	1,483	1,246	1,476
Depreciation of Buildings	3,212	3,105	3,212	3,105
(Profit)/Loss on Sale of Assets	17	(5)	17	(5)
Donations in Kind	(749)	(419)	(749)	(419)
Non-cash Appropriation (Depreciation)	(6,287)	(6,057)	(6,287)	(6,057)
Amortisation of Deferred Expenditure	50	50	50	50
Investments – State Library of Victoria	(575)	(483)	(575)	(483)
Repayment of Finance Lease	171	118	171	118
Revaluation of Non-current Assets	2,398	-	2,398	-

Changes in Operating Assets and Liabilities

Provisions	155	273	155	273
Debtors	(406)	165	(415)	155
Inventory on Hand	-	3	-	3
Investments – State Library of Victoria Foundation				
Investment Income Reinvested	(257)	(176)	-	-
Realised/Unrealised Capital (Gains)/Losses	194	194	-	-
Creditors	(156)	(174)	(156)	(174)
Prepayments	(12)	6	(12)	6
Accrued Income	(51)	11	(51)	11
Accrued Interest	30	(15)	30	(15)
Accrued Expenses	220	528	220	528
Finance Lease Liability	(171)	-	(171)	-
Prepaid Revenue	12	(136)	12	(136)
Net Cash Inflow from Operating Activities	2,741	7,324	953	5,811

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

31 SUPERANNUATION

The Board made superannuation contributions for employees as follows:

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
State Superannuation Fund	705	750	705	750
Victorian Superannuation Fund	758	632	758	630
Private Superannuation Funds	188	184	180	177
	<u>1,651</u>	<u>1,566</u>	<u>1,643</u>	<u>1,557</u>

There are no superannuation contributions outstanding as at 30 June 2003. The Library Board of Victoria has no responsibility for unfunded liabilities associated with any of the above mentioned superannuation schemes. Employer contributions vary from 8% to 14% depending on employee fund membership.

32 RESPONSIBLE PERSONS

The Minister for the Library Board of Victoria is Mary Delahunty, Minister for the Arts. The names of Board members who have held office during the year are:

Mr Sam Lipski AM – President

Dr Terry Cutler

Ms Catherine Dale

Ms Susan Halliday

Mr Greg Hywood – *term commenced May 2003*

Mr Andrew Lemon – *term concluded May 2003*

Ms Hilary McPhee AO

Mr Glenn Mescher

Ms Patricia O'Donnell

Mr Kevin Quigley

Mr Julian Stock

Dr Vicki Williamson

The Chief Executive Officer of the Library was Mrs Frances Awcock until November 2002.

The Chief Executive Officer of the Library was Ms Anne-Marie Schwirtlich from February 2003.

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

32 RESPONSIBLE PERSONS (continued)

a) Remuneration of Responsible Persons

	Total Remuneration		Base Remuneration	
	2003 \$000	2002 \$000	2003 \$000	2002 \$000
Total remuneration received by Responsible Persons from the reporting entity in connection with the management of the reporting entity. The remuneration includes performance bonuses paid during the year.	185	179	152	157
The number of Responsible Persons whose remuneration fell within the following bands				
Nil\$	12	14	12	14
\$60,000 – \$69,999	1		1	
\$90,000 – \$99,999			1	
\$120,000 – \$129,999	1			
\$140,000 – \$149,999				
\$150,000 – \$159,999				1
\$160,000 – \$169,999				
\$170,000 – \$179,999		1		

No member of the Board has received remuneration or retirement benefits during 2002–03.

The Minister for the Arts is remunerated by the State Government of Victoria.

	STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000
b) Contributions made to Superannuation funds on behalf of responsible persons were:	70	55
c) Other Transactions of Responsible Persons and their Related Entities		
None		

33 EXECUTIVE OFFICER REMUNERATION

	STATE LIBRARY OF VICTORIA			
	2003 \$'000	2002 \$'000		
Total remuneration received by Executive Officers, other than the Chief Executive Officer, from the reporting entity in connection with the management of the reporting entity.	357	382		
	Total Remuneration 2003	2002	Base Remuneration 2003	2002
Less than \$99,999	1	1	1	3
\$100,000 – \$109,999		1		
\$110,000 – \$119,999				1
\$120,000 – \$129,999	1	2	2	
\$130,000 – \$139,999	1			
\$140,000 – \$149,999				

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

34 AUDITOR REMUNERATION

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Fees paid and payable to the Auditor-General for auditing the Financial Statements	21	17	18	15

The Auditor-General provided no other services.

35 FINANCIAL INSTRUMENTS

a) Terms, Conditions and Accounting Policies

The Board's accounting policies, including the terms and conditions of each class of financial asset and financial liability, both recognised and unrecognised at balance date, are as follows:

Recognised Financial Instruments	Notes	Accounting Policies	Terms and Conditions
(i) Financial Assets			
Cash Assets	2	Cash is stated at cost	The effective interest rate earned on cash holdings ranged from 0% to 4.83% paid for amounts over \$100,000.
Other Financial Assets	4	Short term deposits are stated at the lower of cost and net realisable value.	An effective interest rate of 4.83% was earned.
Receivables	3	Receivables are carried at nominal amounts due less any provision for doubtful debts.	Settlement terms are 30 days.
(ii) Financial Liabilities			
Creditors	9	Liabilities are recognised for amounts to be paid in the future for goods and services received, whether or not billed to the Board.	Trade liabilities are normally settled on 30 day terms.

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

35 FINANCIAL INSTRUMENTS (continued)

b) Interest Rate Exposures

The Board's exposure to interest rate risks and the effective interest rates of financial assets and financial liabilities, both recognised and unrecognised at balance date, are as follows:

**(i) 30 June 2003
 CONSOLIDATED**

Financial Instruments	Floating Interest Rate	Fixed Int. Maturity 1 Year or Less	Fixed Int. Maturity 1 Year to 5 Years	Equities	Non-Interest Bearing	Total Carrying Amount as Per Statement of Financial Position
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Cash Assets	-	-	-	-	1,839	1,839
Other Financial Assets	13,793	-	-	2,897	-	16,690
Receivables	-	-	-	-	951	951
Total Financial Assets	13,793	-	-	2,897	2,790	19,480
Weighted Average Interest rate	4.83%					
Financial Liabilities						
Creditors	-	-	-	-	541	541
Lease Liabilities	-	45	-	-	-	45
Total Financial Liabilities	-	45	-	-	541	586
Weighted Average Interest rate		9.5%				
State Library of Victoria						
Financial Assets						
Cash Assets	-	-	-	-	989	989
Other Financial Assets	11,500	-	-	-	-	11,500
Receivables	-	-	-	-	981	981
Total Financial Assets	11,500	-	-	-	1,970	13,470
Weighted Average Interest rate	4.83%					
Financial Liabilities						
Creditors	-	-	-	-	541	541
Lease Liabilities	-	45	-	-	-	45
Total Financial Liabilities	-	45	-	-	541	586
Weighted Average Interest rate		9.5%				

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

35 FINANCIAL INSTRUMENTS (continued)

b) Interest Rate Exposures (continued)

(ii) 30 June 2002
 CONSOLIDATED

Financial Instruments	Floating Interest Rate	Fixed Int. Maturity 1 Year or Less	Fixed Int. Maturity 1 Year to 5 Years	Equities	Non-Interest Bearing	Total Carrying Amount as Per Statement of Financial Position
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Cash Assets	-	-	-	-	988	988
Other Financial Assets	13,947	-	-	2,782	-	16,729
Receivables	-	-	-	-	545	545
Total Financial Assets	13,947	-	-	2,782	1,533	18,262
Weighted Average Interest rate	4.52%					
Financial Liabilities						
Creditors	-	-	-	-	697	697
Bank Overdraft	-	171	45	-	-	216
Total Financial Liabilities	-	171	45	-	697	913
Weighted Average Interest rate		9.5%	9.5%			
State Library of Victoria						
Financial Assets						
Cash Assets	-	-	-	-	827	827
Other Financial Assets	12,700	-	-	-	-	12,700
Receivables	-	-	-	-	567	567
Total financial assets	12,700	-	-	-	1,394	14,094
Weighted Average Interest rate	4.52%					
Financial Liabilities						
Creditors	-	-	-	-	697	697
Bank Overdraft	-	171	45	-	-	216
Total Financial Liabilities	-	171	45	-	697	913
Weighted Average Interest rate		9.5%	9.5%			

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2003

35 FINANCIAL INSTRUMENTS (continued)

c) Net Fair Values

The aggregate net fair value of financial assets and financial liabilities, both recognised and unrecognised, at balance date, are as follows:

	CONSOLIDATED		STATE LIBRARY OF VICTORIA	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
(i) Financial Assets				
Cash assets	1,839	988	989	827
Other financial assets	16,690	16,729	11,500	12,700
Receivables	981	545	981	567
Total financial assets	19,510	18,262	13,470	14,094
(ii) Financial Liabilities				
Creditors	541	697	541	697
Lease liabilities	45	216	45	216
Total financial liabilities	586	913	586	913

The following methods and assumptions are used to determine the net fair values of financial assets and financial liabilities:

Recognised financial instruments

Cash and Investments: The carrying amount approximates fair value because of their short term maturity

Receivables and Payables: The carrying amount approximates fair value

d) Credit Risk Exposures

The Board's maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is the carrying amount of those assets as indicated in the balance sheet.

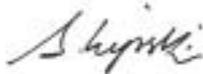
Credit risk in trade receivables is managed in the following ways:

- payment terms are 30 days.
- debt collection policies and procedures.

LIBRARY BOARD OF VICTORIA

In the opinion of the members of the Library Board of Victoria, the accompanying Financial Statements comprising the Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flows, and the accompanying notes thereto, present fairly the result of the operations and cash flows of the Library Board of Victoria for the year ended 30 June 2003 and the financial position of the Board at that date in accordance with Australian Accounting Standards and comply with the Financial Management Act 1994.

At the date of signing the Annual Financial Statements we are not aware of any circumstances which would render any particulars included in the Statements to be misleading or inaccurate.



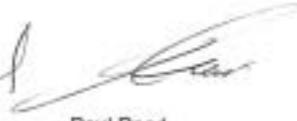
Sam Lipski
President

Date 16.8.03



Julia Stock
Board Member
Chairman Finance and
Risk Management Committee

Date 16.8.03



Paul Read
Principal Accounting
Officer

Date 16.8.03



AUDITOR GENERAL
VICTORIA

AUDITOR-GENERAL'S REPORT

To the Members of the Parliament of Victoria, responsible Ministers and Members of the Library Board of Victoria

Audit Scope

The accompanying financial report of the Library Board of Victoria for the financial year ended 30 June 2003, comprising a statement of financial performance, statement of financial position, statement of cash flows and notes to the financial statements, has been audited. The financial report includes the consolidated financial statements of the economic entity, comprising the Library Board of Victoria and the entities it controlled at the year's end or from time to time during the financial year as disclosed in note 1(c) to the financial statements. The Members of the Library Board are responsible for the preparation and presentation of the financial report and the information it contains. An independent audit of the financial report has been carried out in order to express an opinion on it to the Members of the Parliament of Victoria, responsible Ministers and Members of the Library Board as required by the *Audit Act 1994*.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, and the financial reporting requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of the Library Board of Victoria's and the economic entity's financial position, and their financial performance and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and the financial reporting requirements of the *Financial Management Act 1994*, the financial position of the Library Board of Victoria and the economic entity as at 30 June 2003 and their financial performance and cash flows for the year then ended.

MELBOURNE
22 September 2003


for J.W. CAMERON
Auditor-General

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Auditing in the Public Interest

