of The Library Board of Western Australia

47th Annual Report of the Board
Perth  Western Australia  1999

Location
Alexander Library Building
Perth Cultural Centre
Perth  Western Australia   6000

Hours of Opening
Monday to Thursday  9.00am to 9.45pm
Friday  9.00am to 5.30pm
Saturday and Sunday  10.00am to 5.30pm

Contact Details
Telephone:  (08) 9427 3111
Facsimile:  (08) 9427 3256
E-mail:  info@mail.liswa.wa.gov.au
Internet:  http://www.liswa.wa.gov.au

Copies of this Annual Report are available from:
Manager: Public Programs
Library and Information Service of Western Australia
Alexander Library Building
Perth Cultural Centre
Perth  WA  6000
**Table of Contents**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minister’s Foreword</td>
<td>4</td>
</tr>
<tr>
<td>Letter to the Minister</td>
<td>5</td>
</tr>
<tr>
<td>A Profile of LISWA</td>
<td>6</td>
</tr>
<tr>
<td>Highlights of 1998-99</td>
<td>8</td>
</tr>
<tr>
<td>Chairperson’s Report</td>
<td>10</td>
</tr>
<tr>
<td>Chief Executive Officer’s Review</td>
<td>12</td>
</tr>
<tr>
<td>Save Our Century Fund</td>
<td>16</td>
</tr>
<tr>
<td>Customer Service Improvements</td>
<td>18</td>
</tr>
<tr>
<td>Organisational Structure</td>
<td>22</td>
</tr>
<tr>
<td>Functional Structure</td>
<td>23</td>
</tr>
<tr>
<td>Services to Public Libraries</td>
<td>24</td>
</tr>
<tr>
<td>Western Australian Documentary Heritage Collections and Information Services</td>
<td>28</td>
</tr>
<tr>
<td>Public Records and Archival Management Services</td>
<td>31</td>
</tr>
<tr>
<td>Reference and Information Services</td>
<td>34</td>
</tr>
<tr>
<td>Preservation Services</td>
<td>36</td>
</tr>
<tr>
<td>Document Delivery Services</td>
<td>37</td>
</tr>
<tr>
<td>Fee Based Services</td>
<td>38</td>
</tr>
<tr>
<td>Resource Management</td>
<td>40</td>
</tr>
<tr>
<td>Public Programs</td>
<td>45</td>
</tr>
<tr>
<td>Statement of Compliance</td>
<td>48</td>
</tr>
<tr>
<td>Performance Indicators</td>
<td>49</td>
</tr>
<tr>
<td>Output Measures</td>
<td>54</td>
</tr>
<tr>
<td>Members of The Library Board of WA</td>
<td>56</td>
</tr>
<tr>
<td>Standing Committee on Public Records</td>
<td>58</td>
</tr>
<tr>
<td>Principal Officers of LISWA</td>
<td>59</td>
</tr>
<tr>
<td>Staff Members</td>
<td>60</td>
</tr>
<tr>
<td>Staff Achievements</td>
<td>64</td>
</tr>
<tr>
<td>Staff Awards</td>
<td>66</td>
</tr>
<tr>
<td>Publications</td>
<td>68</td>
</tr>
<tr>
<td>Freedom of Information</td>
<td>70</td>
</tr>
<tr>
<td>Workload Indicators</td>
<td>71</td>
</tr>
<tr>
<td>Financial Statements</td>
<td>74</td>
</tr>
</tbody>
</table>
MINISTER FOR THE ARTS WESTERN AUSTRALIA

Minister's Foreword

During 1998-99 I had the opportunity to visit the Alexander Library Building on a number of occasions to launch new initiatives and projects. Each time I was delighted with the innovative use of resources to provide new services.

As we approach the end of the twentieth century we have a natural tendency to review the past and assess our achievements. While our personal mementos enable us to do this on a small scale, it is imperative that the State’s documentary heritage is preserved to give us the big picture. The Save Our Century Fund, which was launched in December 1998, is an exciting initiative to promote and secure community and corporate support for the collection, preservation and presentation of Western Australia’s 20th century documentary heritage, and I commend the WA State Library Custodians for the initiative.

I was also able to announce the completion of a major microfilming project, the WA Historical Newspapers (1833 - 1901) Project. This project filmed a number of important pre-Federation newspapers which document the cultural, social, business and sporting life of the colony, and this was made possible by a Lotteries Commission grant to the Friends of Battye Library.

Two new facilities for clients are the Search Room of the State Records Office and the Readers’ Centre. The new Search Room reflects the importance the Government places on collecting, maintaining and providing community access to public records, and in the future, new technology will make it easier for people to have access to these records. The Readers’ Centre on the other hand celebrates the book and is a new informal area for authors, publishers and readers to meet for activities such as book launches, readings and meet-the-author sessions.

The seniors in our community are important users of libraries and archives, and in this International Year of Older Persons I was pleased to launch the brochure Public Library Resources and Services for Seniors, and the writing competition "Connecting All Ages”.

In April I presented the State Librarian’s 10th Anniversary Achievement Awards to teams within LISWA who had demonstrated excellence in a range of areas: from technological innovation to teams, and from improvements in service delivery to systems replacement. I would like to commend LISWA and the staff for their innovation, philosophy of continuous improvement and striving for excellence in a range of areas.

I would also like to congratulate LISWA on receiving a second gold award for its Online Library project at the Twelfth Government Technology Productivity Awards. To achieve such national recognition for improving productivity and providing better service through improved technologies is a tribute to the management and staff.

Finally I would like to thank the members of the Library Board of Western Australia for their continued performance in overseeing such a dynamic organisation.

Hon Peter Foss QC MLC
Attorney General
Minister for Justice; The Arts
12th Floor, Demas House, 2 Havelock Street, West Perth, Western Australia 6005
Telephone (09) 321 2222 Facsimile (09) 322 5149
Letter to the Minister

The Hon Peter Foss QC MLC
Minister for the Arts
12th Floor, Dumas House
2 Havelock Street
West Perth WA 6005

Dear Minister

In accordance with Section 66 of the Financial Administration and Audit Act, 1985, and in fulfilment of obligations imposed on the Board by The Library Board of Western Australia Act, 1951-1983, we hereby submit for your information and presentation to Parliament the Annual Report of The Library Board of Western Australia for the year ending 30 June 1999.

On the 1 July 1997 the Ministry for Culture & the Arts was formed. The Library Board’s staff were notified by the Ministry that they had been transferred to the Ministry for Culture & the Arts from the 1 July 1997. Associated funds were appropriated to the Ministry, leaving the remaining funds needed for the Board’s operations under the direct control of the Board. Legislation giving legal authority to this arrangement is yet to be enacted.

This report has been prepared in accordance with provisions of the Financial Administration and Audit Act 1985.

Yours sincerely

Mr Graham McEachran  
Member of the Board

Mrs Kay Poustie  
Member of the Board

27 August 1999
A Profile of LISWA

The Library and Information Service of Western Australia (LISWA) is the operational name of the organisation established under the terms of The Library Board of Western Australia Act 1951-83. It is responsible to The Library Board of Western Australia through the Chief Executive Officer/State Librarian, who is the Executive Officer of the Board. Since July 1997, LISWA has also been a service delivery agency within the Ministry for Culture & the Arts.

LISWA defines its purpose as follows:

To provide and promote equitable access to information resources and services which support the intellectual, economic, cultural, social and recreational needs of the people of Western Australia.

To put this simply, we explain ourselves briefly as:

LISWA: Your Guide to Knowledge

This expresses in a few words to clients, staff, partners and other interested parties the essence of our services. We wish to empower Western Australians to be information literate and so become self sufficient in finding the information they need. Our role is to provide the staff, systems and services that guide people to this goal.

What do we do?

LISWA's main activities are:

- **Public Library Support Services**
  LISWA provides books and other materials, services and products to local government and other participating bodies which deliver public library services to the people of Western Australia. The partnership between the Board and local government works through consultation, joint decision-making and agreed standards.

- **Reference Services**
  The State Reference Library provides a general reference information service utilising its own collections as well as the nation's and the world’s libraries and databases. Collections and services are designed to complement the school, government, private, university and public library systems. Specialist areas include music, film and business information services.

- **Western Australian Documentary Heritage Services**
  The J S Battye Library of West Australian History (Battye Library) identifies, collects, organises, preserves and provides access to Western Australia’s documentary heritage. Services based on information about Western Australia are provided to a wide range of clients regardless of location. There are specific responsibilities for the preservation of, and access to, these collections as part of the nation’s heritage. It also collects and provides information about government and community organisations and services.

- **Records Management and Archival Services**
  The State Records Office delivers records management and archival services to State and local government agencies. Training, consultancy advice and standards development are provided to improve the quality of records management on a system-wide basis and to encourage conformity. Policies, guidelines and instructional publications are produced to promote and implement a government-wide approach in the two jurisdictions. The public has access to government archives through the search facilities in the Alexander Library Building.

- **Preservation Services**
  LISWA's well-equipped preservation laboratories enable the conservation of documentary heritage, as well as the transfer of material to formats more easily useable by clients. LISWA is increasingly looking at the digitisation of material to increase access to these sources.
• **Document Delivery Services**
LISWA coordinates inter-library loans and other document delivery services among public and other libraries in Western Australia, obtaining information from local, interstate and overseas sources.

• **Services to make library materials accessible**
Our information systems allow people throughout Western Australia to access our website and catalogues 24 hours a day.

---

**Our Values**

LISWA prides itself on being a value driven organisation.

Our values are:

1. **Our clients are the focus of our services, our planning and how we measure our success.**

2. **We strive for excellence and demonstrate innovation in our work and leadership in our fields.**

3. **We plan what we do and do what we planned.**

4. **We communicate openly and widely with each other and the wider community. We share information fairly and responsibly.**

5. **We respect our colleagues and treat them with consideration. We listen to each other’s points of view and encourage each other’s creativity and initiative.**

6. **We work as teams - with common goals and rewards and with a cooperative responsibility for assessing and improving our services and skills continuously.**

7. **We make effective and efficient use of the resources we hold in trust in the public interest.**

---

### Use of Technology @ LISWA

<table>
<thead>
<tr>
<th>Month</th>
<th>Average number of hits per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1998</td>
<td>7,543</td>
</tr>
<tr>
<td>August 1998</td>
<td>8,346</td>
</tr>
<tr>
<td>September 1998</td>
<td>8,921</td>
</tr>
<tr>
<td>October 1998</td>
<td>9,108</td>
</tr>
<tr>
<td>November 1998</td>
<td>8,052</td>
</tr>
<tr>
<td>December 1998</td>
<td>5,151</td>
</tr>
<tr>
<td>January 1999</td>
<td>7,136</td>
</tr>
<tr>
<td>February 1999</td>
<td>8,568</td>
</tr>
<tr>
<td>March 1999</td>
<td>9,601</td>
</tr>
<tr>
<td>April 1999</td>
<td>8,273</td>
</tr>
<tr>
<td>May 1999</td>
<td>10,402</td>
</tr>
<tr>
<td>June 1999</td>
<td>9,364</td>
</tr>
</tbody>
</table>

---

### Searches on LISWA Database

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998 - 99</td>
<td>2,049,600</td>
</tr>
<tr>
<td>1997 - 98</td>
<td>1,891,225</td>
</tr>
<tr>
<td>1996 - 97</td>
<td>1,896,523</td>
</tr>
</tbody>
</table>
Highlights of 1998-99

- A new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjarra and the Aboriginal community. It will serve as a model for the development of other Aboriginal community libraries in Western Australia.

- LISWA received a gold award for its Online Library project at the Twelfth Government Technology Productivity Awards.

- To celebrate the International Year of Older Persons The Hon. Peter Foss, Minister for the Arts, and The Hon. Rhonda Parker, Minister for Seniors, launched a new brochure, Public Library Resources and Services to Seniors, and the writing competition "Connecting All Ages".

- A range of activities for children were undertaken including the launch of LisKidz, participation in the Awesome Children's Festival, the Allsorts annual holiday reading program for children, coordinating the Western Australian component of the Nestle Write Around Australia short story competition, and organising tours by visiting authors/illustrators.

- The State Records Office moved to custom built accommodation on the ground floor of the Alexander Library Building.

- The State Records Bill and the State Records (Consequential Provisions) Bill were introduced in the Spring Session of Parliament in October 1998.

- Clients have improved access to LISWA collections through projects to convert card catalogues and indexes into electronic form in LISWA’s database.

- LISWA provided 85,845 additional volumes to local government to cater for population growth, for new or expanded libraries, or to bring public libraries up to the recommended minimum standard for stock.

- In June 1999, The Library Board signed an agreement with EBSCO for a 12 month pilot to enable unlimited access to two major online databases for staff and clients in the Alexander Library Building and from the eleven regional libraries throughout Western Australia.

- The WA State Library Custodians launched the Save Our Century Fund which aims to raise $5 million over three years to preserve Western Australia’s twentieth century stories.
• A number of major exhibitions were held in the Centre for the Book on the themes of The Child - West Coast Kids; Old Books, New Authors - The Abbey of St Gall; and The Centenary of Women’s Suffrage - Herstory: A 100 Years of the Vote, Another 100 Years for Equality?

• The Friends of Battye Library Inc. completed the project Access to WA Historical Newspapers Project 1833-1901 by microfilming pre-1901 issues of two major Perth/State-wide newspapers following a grant for $169,000 received from the Lotteries Commission.

• The Public Librarians Online website was launched to improve communication, networking and information sharing between LISWA staff and public librarians. This has encouraged many local governments to provide their libraries with online facilities.

• Major systems were upgraded to achieve Year 2000 compliance.
1998-99 is the second year in which the Library Board has operated under some uncertainty about its future. The *Culture, Libraries and the Arts Bill* was introduced to Parliament in October 1998, but it has yet to pass into law. However the Board has taken an attitude of business as usual, and in so doing has overseen a year of many achievements.

Several trends have stood out this year in relation to the way public library services are being delivered. The first is the increasing co-location of public libraries with other community resources, particularly in regional Western Australia. In the fifty years of public library growth in Western Australia, the Library Board has cooperated with local governments to achieve excellent coverage of the State, but many of these libraries have been housed in stand-alone facilities, which have limited their opening hours and staffing possibilities. Locating these services with telecentres, schools, colleges, tourist bureaus and other cultural facilities has enabled better opening hours, increased staffing and a wider range of facilities offered to the public. The Board has seen many innovative library designs in the last year, and reports from staff in the Public Library Services directorate who visit regional areas regularly, indicate that this trend is increasing.

The take up of technology in regional areas has been another positive trend, with an increase in library automation and access to the Internet. The need for improved information technology was identified in the Public Library Resources Review undertaken last year, and increasingly LISWA will provide many of its services electronically. It is essential that country libraries are able to take advantage of these improved services, as well as ensuring their clients have access to the wealth of information content available on the Internet and which LISWA is providing from its website. The Regional Libraries Online project, which was jointly funded by the State and the Commonwealth Governments, enabled Internet access for staff and the public in all regional libraries and provided a much needed impetus to the take up of technology in the country. This project was recognised as a finalist in the Western Australian Premier’s Awards for Excellence in Public Sector Management and I would like to congratulate all of the people involved.

Public Librarians Online is another exciting initiative which the Library Board sees as an opportunity to improve communication and service delivery to public libraries. Communication with libraries is now immediate without the need to copy and send hundreds of individual pieces of correspondence. The website also provides up-to-date access to publications which were previously printed, details of training courses and minutes of meetings.

The Warburton Aboriginal Community Library opened in May following extensive consultation with the Shire of Ngaanyatjarraku and the Ngaanyatjarra Council at Warburton. This library is the second library located at an Aboriginal community (the first was at Kupungarri in the Kimberleys) and will provide a model for future Aboriginal libraries. LISWA has identified the need for the development of appropriate services for Aboriginal people for some years and the Board was pleased to see the many public libraries which are reaching out to Aboriginal people.

A new five year agreement with the Association for the Blind takes the relationship between the Board and the Association to a new level of maturity. The agreement, which was signed in April, makes allowance for the payment of a subsidy for the maintenance of the Braille and Talking Book Library, as well as the provision of audio books direct to public libraries on request, the development of an online catalogue to facilitate access, and the provision of a range of in-kind services to LISWA and public libraries.
This year has been an important one for the newly renamed State Records Office (previously the Public Records Office) with world-class legislation for public records introduced into Parliament, and a move into custom designed premises on the ground floor of the Alexander Library Building. The legislation has been under development for a number of years, and while it has not yet passed into law, the final draft of the Bill signified the end of considerable effort and wide consultation on this issue. Access to the State’s records has also been improved with a new high profile search room for the many people who have a need to use public records. These facilities are a vast improvement on the previous facilities, and will enable improved services and foster an interest in public records, their use and preservation. The Board looks forward to a new era of public recordkeeping in WA.

The launch of the Save Our Century Fund in December was a matter of great interest to the Board, which has endorsed this innovative approach to telling Western Australia’s stories, while improving and preserving the State’s collections. The WA State Library Custodians, who are the sponsors of this appeal, are an enthusiastic and dedicated group of people committed to the State’s history.

For many years the Battye Library has been a leader in collecting oral history. Western Australia had the first State Library in Australia to start such a program in 1961 and many partnerships have been developed to meet the cost of interviews and interview projects. The Library Board came under some criticism this year for its decision to restructure and reconsider the oral history program. However, this decision does not indicate a lessening of LISWA’s dedication to oral history, but has allowed a reassessment of the role of oral history in the Battye Library given resource constraints and competing collecting and preservation priorities. Terms of reference for a review of the oral history program have been issued for public comment and many submissions were received. I am confident that the Battye Library will continue its important place in collecting the State’s oral history.

1999 has been a year of anniversaries. In April I was delighted to speak at a function to celebrate the centenary of the birth of Professor Fred Alexander, the first Chairperson of the Library Board. Professor Alexander had a vision for state-wide public library services in Western Australia and without his commitment we would not have such an excellent service.

This year also celebrates the tenth anniversary of Dr Lynn Allen’s appointment as State Librarian. I would like to take this opportunity to acknowledge the considerable achievements which Dr Allen has overseen at LISWA. Her vision and drive have ensured that LISWA is a leader in the library field. The State Librarian’s 10th Anniversary Achievement Awards for teams within LISWA showed just how many staff had been involved with innovative projects over that period.

Finally I would like to thank my fellow Board members for their support throughout the year, particularly Mrs Joan Cameron and Councillor Nola Waters who occupied the position of Vice-Chairperson.

Brian de Garis
Chairperson
Chief Executive Officer’s Review

Introduction

This annual report shows that LISWA has had another year of remarkable achievement. In spite of a great deal of uncertainty across a range of issues, the Library Board of Western Australia and LISWA staff have remained focused on their primary purpose - to provide information services to Western Australian citizens as part of a national and international infrastructure of libraries, archives and knowledge based organisations.

It continues to be a privilege to lead such an organisation and I acknowledge here the extraordinary institution in which we work. My enthusiasm and excitement about the importance of LISWA to the community increases rather than wanes with the years.

It is one thing to be proud of our achievements but it is very satisfying to have our efforts recognised by others. This was symbolised most significantly at the Twelfth Government Technology Productivity Awards where LISWA received its second national gold award. We were also awarded a silver award at the W.S. Lonnie Awards for annual reporting in government.

‘Ten Years After’

In January 1999, I celebrated 10 years in this position. It was an appropriate time to pause and reflect on not only my achievements but also those of LISWA as a whole. Rereading the last ten years’ annual reports is both an exciting and a humbling experience when one sees how much we have achieved. I am immensely grateful to those who welcomed me to LISWA and worked with me to be where we are today. The more senior one becomes in management the more one relies on the loyalty, support and ideas of colleagues.

To mark the occasion I created a one-off set of awards called the State Librarian’s Tenth Anniversary Achievement Awards. The process has been described elsewhere in this report but I would like here to congratulate all staff who participated. Everyone learned a great deal of the richness, quality and dedication of our teams over a long period of time. We demonstrated how well we manage projects and how we can implement systems and services with innovation and within budget.

Some staff who had been with us considerably longer than 10 years - and there are a few who have dedicated many years to LISWA - reminded us of the early origins of some of our services, showing the continuity of one of WA’s oldest public institutions, and one which has repeatedly taken up the challenge of new technologies from typewriters to PCs.

There have been but four State Librarians, including myself, and while the length of time served by each has been less than that served by their predecessor, ten years is a significant length of time for a CEO these days. Rapid changes in our industry with respect to telecommunications and computer technologies, an increasingly educated population and the imminent total coverage of the state with Internet-linked public library services, have created the need for good planning and project management skills over the last ten years. As one example, all our computer systems, even those controlling the building, have been replaced.

Client perspectives

We were delighted this year to be able to deliver some considerable improvements to our services, many of these based on better use of our building and existing resources.

The freeing up of space on the ground floor enabled us to relocate public services for the Public Records Office (formerly the State Archives). The Board and I had cast longing eyes upon this space for some years and our clients are delighted with the new premises. I would like to pay tribute to Chris Coggin, Director: Public Records Office, and his team for their efforts here - it proved to be a far more complex project than anticipated. To commemorate the new premises, and in anticipation of new legislation, we renamed the Office as the State Records Office.
Of particular pleasure was the long awaited agreement to develop a special type of library service to suit Aboriginal people. We have had this in the plans for some time and are delighted to have opened a unique service in Warburton. We hope this will prove a useful model and we can extend it to other areas, keeping in mind our determination to produce a service that suits the unique characteristics of each community.

The imaginative use of technology has seen us develop a children’s website, extend public Internet access to all eleven regional libraries and develop programmes for the International Year of Older Persons.

Books, books, books
In the day of the information age, it is all too easy to be attracted to technological solutions for all service problems but we have maintained a balance at LISWA, proving through the enjoyment of many of our activities how much the book is loved by our clients.

Our continued involvement in the Premier’s Book Awards and its move to the Festival of Perth is a great success and we were thrilled with Carolyn Polizzotto’s win this year. The opening of the Readers’ Centre in the Centre for the Book completes the revamping of several spaces into areas that can be used for book launches, meet the author sessions, writers’ and readers’ groups, exhibitions, story-telling and much more. Our involvement with the Awesome Festival for the first time was a huge success and we welcomed our good friend Glyn Parry as writer-in-residence. I am sure he encouraged some little Glyn Parrys if the ‘awed’ faces of his listeners were anything to go by!

Staff in the Battye Library were very pleased when Glyn indicated he would donate his manuscripts to us. Another important donation is Rica Erickson’s collection. These treasures will join our existing ones. Thank you, Glyn and Rica.

People of all ages take advantage of the Library’s electronic facilities

The Electronic Age
I have mentioned our award earlier. Other developments went on much behind the scenes but have absorbed a huge amount of time and money. The Year 2000 has been a problem for many agencies and, while the world will not come to an end if our systems are not available on January 1 2000, almost every aspect of our services and operations are affected: the PABX, the many servers, the more than 300 PCs, the building systems, security systems and Internet access - to name but a few. No additional funds were available and I want to thank the staff, especially those in the Information Systems and Building Services branches, for the many additional hours they have contributed to the organisation.

While looking after Year 2000, our staff have developed a CD-ROM catalogue which will be available next year, a new website which will be launched in September 1999, completed the Internet access in regional public libraries project, implemented a website for public librarians and retrained nearly half the staff to take up the National Library’s new systems. All this while analysing existing document delivery systems ready to implement electronic document delivery projects which are scheduled over the next twelve months! A truly marvellous effort.

I would not wish to give the impression that this is plain sailing. With static budgets, it becomes difficult to handle these systems projects. Electronic delivery is a primary service tool for us - it is much more than a corporate support function - and our ability to manage it, develop it and respond to demands made by national and international systems, of which we are WA’s node, are not easy. The automation of local government’s public libraries has moved apace and I would like to commend them for their investment. There are many small libraries still in need of access to the Internet, not a minor problem in a state the size of WA, and we are working closely with local government to achieve this.
Continuous improvement

‘Continuous improvement’ is a cliche these days, as is ‘work smarter’ and ‘do more with less’. However, like all cliches, there is a grain of truth in them and, when one is funded primarily from the public purse, one needs to demonstrate that all these objectives are attempted.

This year we have worked on areas such as oral history, discards of public library books, the implementation of the Public Library Resources Review, the development of the bibliographical services units as they integrate into directorates and the analysis of document delivery systems. I would like to make special mention of the last item. Staff, on their own initiative, suggested that they should analyse and cost all current activities so that when we implement the new national electronic document delivery systems we can analyse those and determine whether there have been any benefits, including financial.

Old Partners, New Friends

I have mentioned budgeting several times and while we can review our operations and refine systems to ensure that each dollar is well spent, we need more dollars for all sorts of activities and collections. This is the case for any major institution of our type throughout the world. Like those organisations, we have looked at two areas - how we can raise revenue from services and how we can develop community and corporate support through new kinds of partnerships.

I would like to commend the WA Municipal Association (WAMA) and its Executive Director, Mr Tim Shanahan, for their partnering with us in the Regional Libraries

Online project. With the Department of Commerce & Trade and local government we have developed new models for service delivery together through the telecentre networks, and this partnership is a very exciting one. The relationship between WAMA and the Board is an excellent one and I am sure we will continue to develop this as we investigate what a new framework agreement for the delivery of public library services might look like.

We were fortunate to receive several grants during the year. Of particular note was the Lotteries funding of the Friends of Battye’s newspaper microfilming project and the Federal Government funding of a Centenary of Federation project in conjunction with Edith Cowan University.

The most revolutionary and innovative activity to raise funds was the Save Our Century Fund, the project launched by the WA State Library Custodians Inc in December 1998. The Custodians’ report is elsewhere in this document but I would like to thank them here most warmly for their enthusiasm and willingness to take us on, particularly Mr Ron Sheen, President, who has had a long term affection and commitment to the various incarnations of the State Library.

Most major institutions in Australia have foundations or other fundraising bodies. We have come to this late but our planning has stood us in good stead as we find most people we speak to adopt our project enthusiastically. The Custodians are introducing LISWA staff to people who might partner with us in telling their stories. What we offer is a true partnership for a specific project and donors can see the tangible result of their donation whether it be an organised collection, a published history, an oral history archive, a website, an exhibition, a microfilmed collection... or any other service delivery or collection improvement project that makes the stories of Western Australians in the twentieth century accessible in years to come. This project has brought home very strongly to me how much we could benefit from long term partnerships, and what an enormous inter-generational and long term responsibility we carry for WA’s cultural identity as recorded in its stories. If we don’t collect and document the material, perhaps the story can never be told.

Denis Thompson, West Australian Newspapers, and Peter Holland, Channel Nine, at the ‘Save Our Century Fund’ launch
In gratitude

There are many people to thank, and I have mentioned some already. I am grateful for the governments and Boards that have enabled me to serve ten years as State Librarian. Thanks in particular to the current Chairman of the Board, Professor Brian de Garis, whose wisdom, sense of timing and intelligence is well known to all of us and much appreciated by LISWA staff.

To the Custodians, the Friends of Battye and all those who have served on boards and committees, and especially our large number of volunteers, our thanks.

I would like to pay particular thanks to The West Australian newspaper, in particular to Dennis Thompson and Paul Murray, and to Channel 9 (Perth) and Paul Bowen. These organisations and people have committed to helping us as founding partners of the Save Our Century Fund and what a commitment they have made - editorial, commercials, programming, advertising, personal advice and sheer enthusiasm. We are learning a great deal and look forward to a mutually rewarding long term relationship.

There are many others assisting us with the Fund - the Commonwealth Bank, Airlink, Scott Four Colour Print, Goundrey Fine Wines and the Sheraton Perth Hotel. Thank you to them all.

My final thanks I reserve for my staff, and in particular my senior management team. I have never worked with a better group of people and the results in this report speak for themselves. We were sorry to lose Tony Bennett, our Finance and Building Services Manager, a loss we are feeling keenly but we wish Tony well in his new career. This loss led to some minor restructuring to take us forward and the team is ready for another year of challenges.

I commend this report and this organisation to you. I am not sure whether it is the done thing to put a commercial in the foreword to an annual report, but I will. If there is any way you can assist us, please contact my office or make a donation to the Save Our Century Fund at any Commonwealth Bank.

Dr Lynn Allen
State Librarian and CEO
Save Our Century Fund

In December 1998 the WA State Library Custodians launched a major fundraising initiative, the Save Our Century Fund.

The fund aims to raise $5 million over three years for the benefit of the State’s 20th century documentary heritage. Funds raised will be used to collect, preserve, present and organise Western Australia’s 20th century heritage collections.

Support for the Fund has come from our founding partners, the West Australian and Channel Nine (Perth), and major sponsors, Airlink, Goundrey Fine Wines, Scott Four Colour Print, the Sheraton Perth Hotel and the Commonwealth Bank.

Raising funds through corporate sponsorship, cash pledges, donations and bequests is one objective, as well as securing donations of significant Western Australian 20th century heritage materials.

Since the launch of the campaign, the Fund has received many financial donations as well as donations of in-kind materials. All cash donations, large or small, are gratefully accepted and it is pleasing to note the number of small donations being made by individuals and families from all sections of the Western Australian community including regional WA. The State Librarian, Dr Lynn Allen, believes the contributions from the community are indicative of the feelings of support for the State Library’s collections and the services offered at LISWA and throughout the public library network in Western Australia.

The magnificent promotional campaign made possible by the Fund’s founding partners has been instrumental in raising public awareness and promotion of the Fund has appeared in the form of stories in the West Australian and the Kalgoorlie Miner, advertisements for the Fund on television and in print, and promotion of particular projects such as “Adopt-a-Soldier”.

The Adopt-A-Soldier campaign was launched over the 1999 Anzac Day Long weekend by media partners, the West Australian and Channel Nine (Perth). Julie Martin, the librarian for the pictorial collection in the J S Battye Library of West Australian History, said “The immediate response from the community was overwhelming. Hundreds of faxes, e-mail’s and phone calls record the proof of the public interest. One elderly caller described how he opened the newspaper on the weekend to see a beautiful photo of his father as a young man staring back at him from the pages. Another saw an image of his father (whom he had never known) shown during a television segment of Channel Nine’s Postcards programme.”

At the heart of the Save Our Century Fund is the need to preserve and present ten major stories. These stories encapsulate the essence and uniqueness of life in Western Australia during the 20th century. The stories are:

The Story of Architecture and Building

So much of our community’s history is recorded in its buildings. Their design, construction methods and other technical features are recorded not only in the buildings themselves but in photographs, film and drawings of buildings that may no longer be standing.

The Story of the Arts

A community’s values are often defined in its works of art. Library collections of literary manuscripts and film are invaluable sources of artistic expression and require extensive care. The value of such collections is often at great risk because of the fragility of the materials. Many Australian books go out of print quickly and therefore require careful conservation.
The Story of Mining and Resources Development
Western Australia’s 20th century mining and resources development stories reflect an era of brave and relentless exploration. From small mines in the goldfields owned and operated by families, to companies of mammoth proportions created by our State’s entrepreneurial legends. These stories as told through government records, photographs, films and private archives should never be forgotten. To complete this collection there is an urgent need to collect more material.

The Story of our People
Our people stories are magnificent. These speak about the struggles of Western Australia’s proud indigenous population as they fought to find firm footings in lands that were once theirs alone; about migrants who came in search of new beginnings; about ordinary people who battled adversity to go on and lead extraordinary lives.

The Story of Science and Technology
Scientific endeavour in Western Australia has been a major economic influence throughout the 20th century. Advancement in the science of agriculture, farming, aquaculture, marine biology, fisheries, medicine and mining have provided the momentum to position Western Australia as a world leader in these fields. By preserving precious documents such as papers, journals, photographs and films, our 20th century scientific advancements will live on to influence and guide future generations.

The Story of the Sea
Our stories of the 20th century are dominated by sea stories that are as adventurous and romantic as they are prosperous and successful. The great Indian Ocean has been a catalyst for a myriad of Western Australian industries and lifestyles, with many early influences linking to WA’s 20th century migrants. Pearling, fishing, exploration, marine biology, science and tourism are but some of our stories about the sea.

The Story of Sport
Western Australia has produced some magnificent sporting heroes throughout the 20th century: Dennis Lillee, Polly Farmer, Margaret Court, Barry Cable, Darren Hill, Graham Moss, Rick Charlesworth, Shirley de la Hunty, Chum Taylor and Bob Marshall to name just a few. Our sporting heroes of today will no doubt become the legends of tomorrow.

The Story of Banking, Finance and Law
The story of banking, finance and law echoes the economic and social progression of Western Australia during the 20th century. Banking is a field where major changes have occurred at a fast rate. Although we hold significant material, there is a need to complete the collections. Thus we invite the banking industry, not only to support our preservation and access objectives through the donation of funds, but also to donate a range of treasured archival materials.

The Story of Business
Taking care of business. Who were those people who shaped business events in Western Australia during the 20th century and how did they do it? This question will be asked many times in the next century. An investment in saving Western Australia’s 20th century business story, as documented in records, personal papers, photographs, film and annual reports, is an investment in Western Australia.

The Story of the Land
Just as the great pastoralist stories of the 19th century seem legendary, our 20th century stories depicting life on the land will become, over time, common folklore. Our stories of the land found in books, journals, personal papers, photographs, film and oral recollections describe the shifting focus of WA’s great land stories. From the wool and beef pastoral industry to agriculture, forestry, viticulture and eco-tourism, these stories tell much about the human condition - courage, persistence and determination.
Customer Service Improvements

Who are our Clients?

At its most broad, our clients are the people of Western Australia, and we have them as the focus for our services in providing library materials and advisory services to the 236 public libraries throughout the state, in providing access to our catalogues over the Internet and in collecting WA’s documentary heritage for current and future generations. But in order to focus our services on our clients’ particular needs we must know a bit more about our them.

Public Library Services

Public library services are provided through a partnership between local governments (and other authorised bodies) and LISWA. Our direct clients are the staff in public libraries who in turn deliver services to the people of Western Australia. Some statistics for public library services in Western Australia are:

- 100% coverage, with a public library in every local government authority;
- approximately 700 staff (FTEs), including 200 librarians, are employed in public libraries in Western Australia;
- they have 1,048,606 members and issued 15,737,800 items in 1997-98;
- LISWA dispatched 384,234 items to public libraries in 1998-99;
- 69,286 volumes in over 45 different languages were sent to public libraries to service WA’s multicultural community.

Visitors to the Alexander Library Building

There were approximately 750,000 visits to the Library in 1998-99, although that number is much higher when considering the many people who used the facilities of the Alexander Library Building to attend meetings, film screenings, seminars, exhibitions or visit the Discard Book Shop.

Our clients are:

- 56% were male and 44% female, although in the J S Battye Library, women outnumber men by 8%.
- 13% of our clients were aged between 12 and 17, 26% between 18 and 24; 31% between 25 and 39; 21% between 40 and 59; and 9% are seniors.
- 51% of our clients visit us at least once a week, 23% at least once a month and 9% are first time visitors.
- Students make up 44% of our visitors, with another 8% pursuing other academic or scholarly research.
- People researching family history make up 8.5% of our visitors, while 12% use us for business related matters.
- Libraries are a community space and 5% of our visitors use the library to access the Internet and for many others the library provides a place to pass the time.
- 17% of our visitors had looked at LISWA’s website from computers at home, in a public library, university or work place.

Government Agencies

The State Records Office has particular responsibility for collecting and maintaining the State’s public records, as well as advising on efficient and effective records management systems, developing policies and standards, and delivering training programs. Their clients comprise 380 state government agencies and 168 local governments and regional bodies throughout Western Australia.

The launch of the new State Records Office attended by (L-R) - Mollie Lukas, The Hon. Peter Foss, Margaret Medcalf and Brian de Gari.
Customer Service Councils

Following the launch of the Customer Focus program by the Premier in 1994, LISWA established consultative forums and customer service councils to provide valuable feedback from clients on LISWA’s services.

Public Library Services

LISWA consults regularly with public librarians through joint meetings conducted under the mutually developed Communications Framework. Three standing committees operate under this framework: The Future Directions Committee which is a policy and strategic planning committee consisting of senior LISWA staff and chief librarians; the Resources Selection and Supply Committee; and the Library Networks Committee.

The work of these committees results in improvements to customer service and the development of innovative new products and services. In 1998-99 the committees were heavily involved in the implementation of the Public Library Resources Review recommendations aimed at improving the selection, management and delivery of public library stock.

State Reference Library

The composition and focus of the State Reference Library’s Customer Service Council was considered during 1998-99. Because of the breadth of the State Reference Library’s customers, the balance of members on the Council has been somewhat difficult to determine. It is intended that the Council will reconvene in 1999-00. Meanwhile there has been liaison with community groups to seek feedback on services and collections, and to develop new services for specific client groups.

Battye Library and Public Records Office

The combined Battye Library and State Records Office Customer Service Council provides a valuable forum for customers and client groups to express their concerns, needs or compliments about current services, and to participate in the development of new services. The Council comprises representatives of the Friends of Battye Library, the Western Australian Genealogical Society, the Professional Historians and Researchers Association and an independent client. Two meetings of the Customer Service Council were held during 1998-99.

A wide variety of issues were addressed during the year. These included the relocation of the State Records Office to the ground floor and its impact on services, the development of the LISWA Genealogical Centre and the opening of the Battye Library researchers’ room on the fourth floor. Other topics were the review of charges for the public order photographic service, the State Records Office community workshops, and the progress of the Friends of Battye Library/Lotteries Commission project to microfilm major pre-Federation newspapers. Improving access to information through the Internet was a regular theme with discussion on a variety of projects such as indexing the collections, participation in the Founding Documents Website project, and the Information Gateways on the new LISWA website.

Overall Improvements in Customer Service

A new search room for the State Records Office was opened on the ground floor of the Alexander Library Building. The new area was purpose built after considerable input from client groups, enabling better service delivery, a higher profile to the service and easier access for clients using government records. The area previously used by the State Records Office was converted to a special research centre for people requiring access to rare WA materials in the collections of the J S Battye Library.

The Public Librarians Online website was launched to improve communication, networking and information-sharing between LISWA staff and public librarians. The site contains a range of information previously only available in hard-copy format, and therefore hard to update, including handbooks and standards, plus the directory of public libraries. A bulletin board facility has also been included, and links to useful Internet sites. This site, among other useful electronic information sources, has encouraged many local governments to provide their public libraries with online facilities.

The new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjarra and the Aboriginal community. It has been enthusiastically received by the people of Warburton who are predominantly Aboriginal and will serve as a model for the development of other Aboriginal community libraries in Western Australia.
An Information Gateway listing resources and services for people with disabilities was developed for the new LISWA website. In addition, the Public Librarians Online website includes information for public library staff on resources available for people with disabilities.

The agreement between The Library Board of Western Australia and the Association for the Blind of Western Australia (Inc.) was reviewed and a new five year agreement signed. It provides for the subsidy to the Association to continue in recognition of its library services to people with print disabilities. The subsidy is the cash equivalent of the in-kind subsidies paid to local governments for the provision of public library services. For 1998-99, the total subsidy paid to the Association for the Blind was $162,488.

The role of LISWA’s Consultant: Special Needs has been widened from focusing on assistance only to public libraries to coordinating all disability services throughout the organisation.

Terms of reference for a Disability Network Group and a mailing list of individuals and groups in the disability field have been compiled. Members of the group will be invited to advise LISWA staff on various aspects of services to people with disabilities.

A training course on “Clients with Special Needs” was developed and presented to public library staff in August 1998.

LISWA provides library resources in alternative formats to public libraries to assist people with disabilities. At June 1999 library stock in alternative formats were:

- Large Print books: 184,967
- Videos: 104,543
- Audio books: 88,880

The public workstations in the Alexander Library Building were upgraded during 1998-99 enabling faster, more efficient access to the online catalogue and information available on LISWA’s website.

Client access has been improved through the digitisation of card catalogues and indexes which are now available online. The conversion of oral history records and the WA Short Story Index were completed and substantial work was done on other catalogues and indexes such as the Song Index.

To celebrate the International Year of Older Persons a special program of events were organised. At the launch of the program The Hon. Peter Foss, Minister for the Arts, and The Hon. Rhonda Parker, Minister for Seniors, launched a new brochure, Public Library Resources and Services to Seniors, and the writing competition “Connecting All Ages”.

A major project to provide access to WA historical newspapers from 1833 to 1901, made possible by a grant from the Lotteries Commission to the Friends of Battye Library, has made microfilm of the major Perth metropolitan newspapers of the 19th century available.

Disability Services Plan Achievements

- A review of LISWA’s progress in implementing the Disability Services Plan has commenced. As part of this review, two major items of equipment, a Reading Edge text scanner and an Aladdin CCTV enlarger, have been purchased. The equipment will improve access to library collections in the Alexander Library Building by people with print disabilities. Consumer input, as well as professional advice received through the Association for the Blind, was reflected in the choice of product and its location on the ground floor. A staff training program and promotional campaign are planned.

- An Information Gateway listing resources and services for people with disabilities was developed for the new LISWA website. In addition, the Public Librarians Online website includes information for public library staff on resources available for people with disabilities.

- The agreement between The Library Board of Western Australia and the Association for the Blind of Western Australia (Inc.) was reviewed and a new five year agreement signed. It provides for the subsidy to the Association to continue in recognition of its library services to people with print disabilities. The subsidy is the cash equivalent of the in-kind subsidies paid to local governments for the provision of public library services. For 1998-99, the total subsidy paid to the Association for the Blind was $162,488.

- The role of LISWA’s Consultant: Special Needs has been widened from focusing on assistance only to public libraries to coordinating all disability services throughout the organisation.

- Terms of reference for a Disability Network Group and a mailing list of individuals and groups in the disability field have been compiled. Members of the group will be invited to advise LISWA staff on various aspects of services to people with disabilities.

- A training course on “Clients with Special Needs” was developed and presented to public library staff in August 1998.

- LISWA provides library resources in alternative formats to public libraries to assist people with disabilities. At June 1999 library stock in alternative formats were:

<table>
<thead>
<tr>
<th>Format</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Print books</td>
<td>184,967</td>
</tr>
<tr>
<td>Videos</td>
<td>104,543</td>
</tr>
<tr>
<td>Audio books</td>
<td>88,880</td>
</tr>
</tbody>
</table>
Aboriginal Services Plan

Staff were involved in inter-agency discussions concerning a proposed Aboriginal Cultural Precinct which is planned in the vicinity of the Perth Cultural Centre. The concept includes an education and cultural facility with input from LISWA, the Art Gallery of WA and the Western Australian Museum.

LISWA assisted the Western Australian Museum by locating and arranging the reproduction of a number of images to be displayed in the Museum’s new Aboriginal Gallery which was opened in April.

The Director of the Battye Library was invited to participate in the Journey of Healing ceremony on 26 May 1999 where she was presented with a message stick recognising that the J S Battye Library will be the main repository for 70 Western Australian ‘Sorry Books’. These books contain messages from around the State in support of the Aboriginal reconciliation process.

Staff from the Battye Library and the State Records Office are represented on the State Aboriginal Records Taskforce set up to oversee and ensure preservation and access to the personal records of Aboriginal people in response to the recommendations of Bringing them home: the report of the Human Rights and Equal Opportunity Commission National Inquiry into the separation of Aboriginal and Torres Strait Islander Children from their Families.

Government Two-Year Plan for Women

LISWA participated in the 1996-98 Government Two-Year Plan for Women in the area of Women and Decision Making through increasing women’s access to local, state and international information. This was achieved by making the Infolink database available on the Internet and producing a bibliography of women’s resources entitled Material Girls which was published in 1999. To celebrate the centenary of women’s suffrage, the exhibition Herstory - A 100 Years of the Vote, Another 100 Years for Equality? was opened on 21 May 1999. It traces the history of women’s suffrage and the birth of the Western Australia’s women’s movement, drawing on the treasures of the State’s archives. It also features women who have helped shape the destiny of Western Australia in a variety of fields.

Customer Service Improvements (cont.)

Marlena Jeffery, Pat Giles and Lynn Allen at the launch of the exhibition ‘Herstory’, May 1999
Previous Organisational Structure

Previous Organisational Structure 1997 - 98

All unit head positions report directly to the CEO

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Clients</th>
<th>Main Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery (programs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Library Services</td>
<td>Public Records Office</td>
<td>Deliver services to external clients</td>
</tr>
<tr>
<td>J S Battye Library</td>
<td>State Reference Library</td>
<td></td>
</tr>
<tr>
<td>Customised Information Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bibliographic Services</td>
<td>Preservation Services</td>
<td>Provide collection management services to service delivery unit</td>
</tr>
<tr>
<td></td>
<td>Document Delivery Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resource Services</td>
<td>Financial and Building Services</td>
<td>Maximise and monitor the usage of corporate services</td>
</tr>
<tr>
<td>*until March 1998</td>
<td>Information Systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>Chief Executive Officer</td>
<td>Identify opportunities recommend directions and develop policies, budgets and plans</td>
</tr>
<tr>
<td></td>
<td>Corporate Support and Development</td>
<td>Set directions; monitor legislative obligations; ensure resources are appropriately used and services are relevant</td>
</tr>
<tr>
<td></td>
<td>Public Programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accountable Authority</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stakeholders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minister</td>
<td>Government</td>
<td>Provide directions and recommendations for organisational and policy development</td>
</tr>
<tr>
<td>Parliament</td>
<td>Parliament</td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td>Community</td>
<td></td>
</tr>
</tbody>
</table>
Functional Structure

Functional Structure 1998 - 99

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Clients</th>
<th>Main Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery (programs)</td>
<td>Public Library Services</td>
<td>Deliver services to external clients</td>
</tr>
<tr>
<td></td>
<td>Public Records Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>J S Battye Library</td>
<td></td>
</tr>
<tr>
<td></td>
<td>State Reference Library</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customised Information Services</td>
<td></td>
</tr>
<tr>
<td>Collection Support</td>
<td>Information Systems</td>
<td>Provide collection, technical and infrastructure services to service delivery units</td>
</tr>
<tr>
<td></td>
<td>Preservation Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strategic Support and Development</td>
<td></td>
</tr>
<tr>
<td>Corporate Resources</td>
<td>Human Resource Services</td>
<td>Maximise and monitor the usage of corporate services</td>
</tr>
<tr>
<td></td>
<td>Financial Support Services</td>
<td></td>
</tr>
<tr>
<td>Executive Support</td>
<td>Strategic Planning</td>
<td>Identify opportunities, recommend directions and develop policies, budgets and plans</td>
</tr>
<tr>
<td></td>
<td>Chief Executive Officer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Public Programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Policy and Evaluation</td>
<td></td>
</tr>
<tr>
<td>Accountable Authority</td>
<td>Library Board</td>
<td></td>
</tr>
<tr>
<td>Stakeholders</td>
<td>Minister Government Parliament Community</td>
<td>Provide directions and recommendations for organisational and policy development</td>
</tr>
</tbody>
</table>

1 partially provided by the Ministry for Culture and the Arts as per agreement with the Board
2 includes Business Development and Document Delivery
3 includes Bibliographical Services
Library suppliers are providing a wider range of services including online selection and ordering of books and other formats, and the cataloguing and processing of materials.

There is a trend for the co-location of community services in country towns, including joint-use facilities between public libraries, Telecentres, education providers and other agencies.

A new framework agreement between State and local government for the operation and management of public libraries will be negotiated in 1999-2000.

**Strategic objectives 1997 - 2001**

- To improve Western Australians’ access to public libraries.
- To extend the range of LISWA and other information services provided through public libraries.
- To assist local government gain access to telecommunications and networked services for their public libraries.
- To improve the effectiveness of the public library partnership framework.
- To improve the efficiency of the public library partnership framework.

**Major Achievements for 1998-99**

- To improve Western Australians’ access to public libraries.

Two new public libraries were opened, one in the South-west at Boyanup and the other at the more remote location of Warburton. The new library at Warburton was opened after considerable consultation with the Shire of Ngaanyatjarra and the Aboriginal community. It has been enthusiastically received by the people of Warburton who are predominantly Aboriginal and will serve as a model for the development of other Aboriginal community libraries in Western Australia. The opening of the Warburton Library means that Western Australia once again has a public library in every local government area.

Each year local governments establish service points to cater for new population growth, and build new libraries or upgrade existing buildings to cater for increased growth. LISWA provided 85,845 additional volumes to new and expanded libraries or to bring public libraries up to the recommended minimum standard for stock. Part of this allocation of new stock was the result of an additional $400,000 provided by the Government to bring libraries below the standard of 1.25 volumes up to that standard.
• To extend the range of LISWA and other information services provided through public libraries.

Each year LISWA staff and public librarians select material according to the Collection Development Policy from the vast array of new material published in Australia and overseas. This year 22,339 new titles, including 5,660 non-English language titles, were added to the range of library stock available in the State-wide public library collection. Material on CD-ROM in public libraries has been a growth area nearly doubling in 1998-99 to 4,785 items.

In order to provide up-to-date information, LISWA distributed 243,097 pamphlets, booklets and other material to the people of Western Australia through the public library system on behalf of government and non-government agencies.

• To assist local government gain access to telecommunications and networked services for their public libraries.

In November 1998, the Public Librarians Online website was launched to improve communication, networking and information-sharing between LISWA staff and public librarians. The site contains a range of information previously only available in hard-copy format, and therefore hard to update, including handbooks and standards, plus the directory of public libraries, and agendas and minutes of various meetings. A bulletin board facility has also been included and links to useful Internet sites. This site, among other useful electronic information sources, has encouraged many local governments to provide their public libraries with online facilities.

LISWA has agreed to assist the Western Australian Municipal Association and local government to get all public libraries online, and where required, automated. This will involve bidding for various government and private sector grants and in some remote areas, is dependant on the introduction of improved telecommunications facilities. Currently, 45% of country public libraries in Western Australia do not have Internet access and 78% are not automated. While local government has the responsibility for IT infrastructure and electronic service delivery under the agreement between local and State Government, LISWA cannot deliver the full range of new services and realise efficiencies until libraries have online access.

• To improve the effectiveness of the public library partnership framework.

Staff in the Public Library Services teams provide advice and assistance to local government and public library staff through many forms of communication including regular meetings and visiting libraries as part of the formal visit program. In 1998-99 staff visited 192 public libraries and participated in 151 meetings in metropolitan and regional areas. They also responded to 4,291 enquiries.

Training is an important service provided to local governments, and this year staff organised and conducted 31 training courses on a range of topics for 352 public library staff. The course for country library officers has been modified to reflect the increasing importance of technology in all libraries and the growing sophistication of what readers expect from their public library. New courses were offered on searching the LISWA database, genealogy, and resources to teach people how to play a musical instrument.
Through its five consultancy portfolios, LISWA assists public libraries and other participating bodies to provide targeted services to young people, seniors, people with disabilities and learning difficulties, Aboriginals and Torres Strait Islanders and the multicultural community. Many services are also provided directly by LISWA from the Alexander Library Building. Highlights in 1998-99 included:

- the launch of LISWA’s International Year of Older Persons program by The Hon Peter Foss, Minister for the Arts, and The Hon Rhonda Parker, Minister for Seniors. Minister Foss launched a new brochure, *Public Library Resources and Services to Seniors*, and the writing competition “Connecting All Ages”. Authors Doris Pilkington and Sister Veronica Brady were guest speakers at the function;
- completion of the project to develop and open the Aboriginal community library at Warburton;
- the launch of *LisKidz*, LISWA’s new website for young people. The first service available on the site is the well known Funhouse website which allows users to become familiar with the work of Western Australian author Trevor Todd, as well as providing a platform for children to publish their own writing;
- participation in the Awesome Children’s Festival held in Perth’s various cultural institutions. LISWA hosted several activities including Glyn Parry as author-in-residence and one of the Quest Cats in the Centre for the Book. Over 3,000 children visited the library during the week;
- designing, producing and coordinating, in consultation with public librarians, the *Allsorts* annual holiday reading program for children;
- coordinating the Western Australian component of the *Nestle Write Around Australia* short story competition for school children;
- organising a tour by visiting authors/illustrators Christine Harris and David Legge to schools and libraries in metropolitan and country areas for Children’s Book Week;
- commencement of the project to automate the processing and distribution of multi-language resource materials to public libraries;
- lending multi-language books to the Leeuwin Barracks for the use of the Kosovar refugees; and
- regular consultancy portfolio meetings between LISWA, public librarians and other relevant stakeholders to share ideas and further develop or improve services.
To improve the efficiency of the public library partnership framework.

Implementation of the Public Library Resources Review recommendations commenced this year and is 65% complete. The development of an online stock selection system, a key recommendation from the review, has been accorded major project status within LISWA. Called the Stock Supply 21 Project, it is designed to plan and implement LISWA's future approach to the selection, ordering, supply and processing of stock for Western Australia's public libraries and the reference collections in the Alexander Library Building. Significant work was done during the year on researching the international library supply industry, planning the scope of the project and developing a Procurement Plan for the new tender to select new suppliers to provide library materials to LISWA. A project manager and a steering committee will develop this project, in consultation with public librarians, throughout 1999-2000.

One of the most important planning documents produced each year is the Resource Provision Plan. This Plan guides the ordering of library materials for the year and must take into account a number of variables, some of which are outside LISWA's control, such as exchange rates. Other factors include the funds available for acquisitions, the anticipated average price for each category of material, and the number of items needed to replace anticipated discards. The resultant Plan establishes the global expenditure for each category of material for public libraries and in turn serves as an input for the calculation of the detailed weekly ordering rates. The Plan is reviewed on a Quarterly basis to ensure expenditure remains within the allocated budget.

A new tender for suppliers able to catalogue materials in languages other than English was developed and issued. The new supplier is providing this service at a significantly reduced rate compared to the previous supplier.

The Exchange Program is a cornerstone of the public library service and provides fresh stocks of new and used items regularly to public libraries in Western Australia. This year 384,134 English language volumes and 69,286 multi-language volumes were dispatched to public libraries through this program. To get the maximum life out of relevant material, 35,403 items were repaired or rebound for re-selection in the exchange of stock.
There is increasing interest in the past and a growing sense of Western Australian identity. Consequently the volume, range and variety of formats of WA information continues to increase. Resources which target areas of greatest interest to clients are identified and partnerships developed with other collecting institutions to ensure the best access to Western Australia’s documentary heritage.

New electronic formats and networks present challenges in the presentation and delivery of documentary heritage information. Opportunities exist for LISWA to tell Western Australian stories to the rest of the world through new partnerships with government and corporate organisations.

**Strategic objectives 1997-2001**

- To improve access to Western Australia’s documentary heritage and information on Western Australia.
- To make Western Australian information accessible from many perspectives.
- To help people from interstate and overseas gain ready access to Western Australian information.
- To develop and maintain Western Australian documentary heritage collections in a variety of formats.
- To make the Western Australian community aware of the value of heritage information and the means by which it can be preserved and experienced.

**Major Achievements for 1998-1999**

- To improve access to Western Australia’s documentary heritage and information on Western Australia.

A special research centre was opened in March 1999 for people using rare WA materials. This has provided more secure access to original materials in a pleasant environment conducive to research.

Ongoing cataloguing has been expanded to include the oral history collection and records from the pictorial collection. A highlight was the digitisation of 500 images from all around the State taken from the Passey collection. These indexed images are now available through LISWA’s online catalogue.

A great deal of progress was made on inputting data previously only available in card catalogues and indexes of collections onto LISWA’s online database. A total of 15,989 index entries were created by Battye staff this year, including 3,152 entries on ships, 925 for poetry, 1907 biographical entries and the WA Short Story Index. The conversion of data for the oral history collection has been completed with the welcome assistance of the Western Australian branch of the Oral History Association of Australia. The projects to convert data for serials and maps are half completed, and those for private archives and ephemera well underway. The projects have substantially improved client access to collections, leading to a marked increase in use by clients.
The Infolink database of government and community information provides staff with a powerful tool to assist in answering enquiries. Additional links have been provided to WA websites on the Internet, as well as updating and adding new information to the database to keep it current.

Volunteers from the Western Australian Genealogical Society and the Friends of Battye Library, have given 2704 hours or work to provide genealogical reference services and improved access to the Battye Library collections. They have contributed to a number of projects, such as cleaning and identifying the WW1 soldier portrait glass negatives for Adopt-A-Soldier. This special project, and the volunteers’ work on it, was featured on Channel 9’s Postcards television programme.

The Friends of Battye Library completed the project Access to WA Historical Newspapers Project 1833-1901 with a grant for $169,000 received from the Lotteries Commission. The project involved the microfilming of pre-1901 issues of two major Perth/State-wide newspaper titles: The Perth Gazette/West Australian and the Inquirer. Other pre-1901 newspapers were assessed to determine future microfilming priorities. Staff of the Battye Library and Preservation Services Team were involved in this project and the 129 reels of microfilm are now available to clients.

The staff responsible for the acquisition, cataloguing and processing of Western Australian materials were formed into the Battye Bibliographic Services Team and will now work more closely with the collections to improve access. The Team Leader has special LISWA-wide responsibilities relating to the maintenance of international and national cataloguing standards, and the coordination of LISWA-wide cataloguing processes.

- **To make Western Australian information accessible from many perspectives.**

LISWA has had an important role in the implementation of Kinetica, the National Library of Australia’s replacement of the Australian Bibliographic Network. The Battye Bibliographic Services Team Leader was authorised as a Kinetica Training Agent. Ensuring a smooth transition within LISWA involved the training of 112 staff, and the 17 courses offered included 140 staff from other libraries.

A number of significant donations were received including:

- 494 botanical water colours, together with field notebooks and journals, from the eminent botanist and historian, Dr Rica Erickson. The Battye Library holds the manuscripts of her published works, and the genealogical research to which she has devoted so much of her life.

- manuscripts and other memorabilia from the author Glyn Parry, a Premier’s Award winner for literature.

- a Red Cross Comforts Box from the Second World War with diaries kept by Raymond Stewart, a ‘rat of Tobruk’, during the time of his imprisonment by the Germans, was an unusual donation. The diaries were kept on rolls of toilet paper and had been transcribed by a relative. The transcript was also donated, together with other memorabilia that make up a fascinating picture.

- a series of 1970s commercials and promotional material from the Western Australian firm JeansWest, which reveal very different attitudes to advertising and the portrayal of women in advertisements. Other film donations included the 8mm home movies of Herb Elliot’s family showing one of WA’s greatest athletes as a boy, and film footage of Helen Keller’s visit to Perth, provided by the Blind Institute.

There were a number of important interviews and transcripts added to the oral history collection during the year. Ongoing oral history projects included interviews from the Royal Agricultural Society, St George’s College, Geraldton, the Shires of Swan and Perenjori, the Perth business community and the West Australian Parliament. The Battye Library, in partnership with the National Library of Australia, carried out interviews with cartoonist Dean Alston, noted author Tom Hungerford and the eminent stage and screen actress Margaret Ford.

A grant of $85,000 to produce materials relating to aspects of Federation in Western Australia was received. The grant is a joint project with Edith Cowan University to develop curriculum materials and a CD-ROM covering Federation, secession, and present-day Commonwealth/State relations. The project is due for completion in April 2000 and will be based largely on materials from the Battye Library’s collections, as well as oral histories produced for the purpose.

The 1999 edition of the popular Calendar of Special Dates was completed. This handy calendar continues to provide a useful list of important community dates throughout the year.

- **To help make people from interstate and overseas gain ready access to Western Australian information**

Information pages about Western Australian materials and services have been developed for LISWA’s new website. They include links to other relevant sites and will be a major resource for clients doing research on Western Australia from anywhere in the world.
Western Australian Documentary Heritage Collections and Information Services (cont.)

- To develop and maintain Western Australian documentary heritage collections in a variety of formats

Staff worked with prospective donors of large collections to develop models for appraisal, description and transfer of materials. Battye’s role in these cooperative ventures is to provide advice, carry out preliminary on-site appraisal, oversee project volunteers, and monitor the progress of listing and transfer of materials.

A major project was completed to relocate materials stored outside the Alexander Library Building into new storage with improved conditions to ensure the ongoing preservation of materials at less cost than previously.

The Collections Analysis Project aims to identify and prioritise the backlogs of unprocessed materials, and provide a means for streamlining appraisal, accessioning and cataloguing. Plans will be developed to ensure that the Library’s resources are directed to the areas of most need and where they will be used effectively to enhance public access to Battye’s heritage collections.

- To make the Western Australian community aware of the value of heritage information and the means by which it can be preserved and experienced.

The Battye Library is very involved in the State Library Custodians’ Save Our Century Fund and has welcomed the increased interest shown by members of the public in the collections. Publicity given to the campaign has resulted in a number of new collections being offered. The Adopt-A-Soldier appeal over the 1999 Anzac Day weekend received an excellent public response and sufficient funds were raised to begin the preservation of the collection of glass negatives containing images of World War soldiers from the old Dease Photographic Studio.

In March 1999, staff from the Battye Library and Museums Assistance Program (WA Museum), conducted a 5-day field trip to Esperance and the Eastern Goldfields. The trip was a valuable opportunity both for giving advice to collection holders and for finding out much about the local history archive collections that exist in these areas.

Staff conducted 34 talks, lectures and training courses for clients and 85 consultancies across the State, on topics ranging from establishing and developing local history collections to using the online resources of LISWA more effectively.

---

### WA Documentary Heritage Information Enquiries

<table>
<thead>
<tr>
<th>Year</th>
<th>Enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998 - 99</td>
<td>65,726</td>
</tr>
<tr>
<td>1997 - 98</td>
<td>64,746</td>
</tr>
<tr>
<td>1996 - 97</td>
<td>61,017</td>
</tr>
<tr>
<td>1995 - 96</td>
<td>66,313</td>
</tr>
<tr>
<td>1994 - 95</td>
<td>68,439</td>
</tr>
</tbody>
</table>

---

### WA Documentary Heritage Client Satisfaction

- Satisfied: 95.3%
- Neutral: 4.1%
- Dissatisfied: 0.6%
Public Records and Archival Management Services

Objective

To ensure public records of continuing value are available for use by government agencies and the public, and to provide records and archival management services to State and local government agencies so as to improve the quality of current records management systems.

Issues and trends

Community and Government expectations for greater accountability, better control of information resources and increased efficiency in recordkeeping have led to the development of a Bill that will ensure that records will be created, managed and preserved as a whole-of-Government asset.

Electronic networking in records management and archival databases are demanding a reappraisal of ways client services are delivered.

Computer based records are being produced at an increasing rate and mechanisms are inconsistent demand to ensure that those of long term value are identified and preserved for the benefit of the community and government.

The recommendations of the report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families raises complex issues for the identification, location, and management of records containing information of critical importance to the indigenous community.

Strategic objectives 1997-2001

- To improve access to public records.
- To instil within the Western Australian public sector the value of good records management practice.
- To ensure good records management principles are applied to the management of electronic records.
- To establish a framework for the development of good public records management practices.
- To ensure the States public records are identified, collected and processed in such a way that the appropriate records are archived.

Major Achievements for 1998-99

- To improve access to public records.

Following the relocation of the State Records Office to the ground floor of the Alexander Library Building, the new search room was officially opened for public use by the Minister for the Arts on 7 April 1999. Attached to the search room is a separate viewing area for microform copies of government archives.

Since 1991 details of government archive holdings have been maintained on a database available only to staff. In order to improve access for clients and ensure Year 2000 compliance, a project to migrate the database to a new platform was undertaken. This project is due for implementation in August 1999.

Two Community Seminars focusing on the genealogical treasures of the government archives collection were organised for members of the public. These seminars were held on Saturday mornings and there was a very positive response from those attending. Further seminars are planned for 1999 - 2000.
The State Records Office has been a leading participant in the Founding Document Website project which is coordinated by the National Archives of Australia. This website, when completed, will contain images of documents of constitutional significance held by the State and Territory archival authorities as well as by the National Archives.

**To ensure good records management principles are applied to the management of electronic records.**

The increased use of computers to create and receive records has prompted the development of standards and training programs to assist senior agency personnel in the best practice management of electronic records. In response to these demands, consultancy services, advice and training are provided on all aspects of records management. Eleven courses were conducted as part of this year’s training program, including one presented to agencies in Bindoon.

Four guidelines have been produced to assist agencies in the complex area of electronic records. A guideline for *The Management of Electronic Records as Archives* was published and three others were reworked following input from stakeholders: *The Management of Electronic documents in Networked Computer Environments*, *The Management of Electronic Documents in Stand-Alone Computer Environments* and *The Management of Electronic Mail*. They are about to be published and distributed to clients. An *Electronic Records Handbook* is in preparation.

**To establish a framework for the development of good public records management practices.**

As anticipated last year, the State Records Bill and the State Records (Consequential Provisions) Bill were introduced in the Spring Session of Parliament. The Second Reading took place on 22 October 1998. It is likely that final passage of the Bills will take place in the next Spring Session. The Bill has been described by an expert in Australian archival legislation as “the first Australian attempt to introduce a third generation records law”.

Training courses conducted during the year, including customised presentations to senior management and specialist groups of two agencies, encouraged officials to administer records management systems in the context of their mission and functions. This aspect will receive particular attention when the new legislation is passed, since agencies will be required to produce detailed record keeping plans in that context.

The *Records Disposal Handbook*, first published in 1992, was substantially revised and updated.

The *General Disposal Authority for Local Government Records* and the *General Disposal Authority for Human Resource Records*, both published first in 1994, have undergone complete reviews. The volume for local government has been reissued.

**To instil within the Western Australian public sector the value of good records management practice.**

Successful records management consultancy services were provided to a broad range of State and local government agencies throughout the State this year. As well as the metropolitan area, consultancies were conducted in Bunbury, the Shire of Dandaragan, Northam, Bindoon and the Moora office of the Department of Conservation and Land Management. Advice and assistance has been provided to agencies in regional areas of the State which have experienced flood damage to government records.

By arrangement with the State Records Authority of NSW, the State Records Office markets and licences WA Government organisations for the use of Keyword AAA, a records management thesaurus of national standing. A Keyword AAA User Group has been established to provide Western Australian users with a forum for discussion and sharing ideas and information about the package.

The Standing Committee on Public Records met on four occasions, deliberating over 33 disposal authorities. The use of electronic records within government has an increasing focus, reflected in the more holistic approach taken with the development of disposal authorities.

The *Public Records and Archival Management Services (cont.)*
To ensure the State’s public records are identified, collected and processed in such a way that the appropriate records are archived.

The major component of the State Records Office’s preservation program continues to be the microfilming of archival records. The in-house component of the microfilming program included “oversized” architectural plan sets of the former Public Works Department, and early records of the Education and Mines Departments.

An important series of Colonial Secretary’s Office files were prepared for microfilming. These records comprise the main correspondence files of the colony’s most important public servant during the years 1878 to 1883. (The Colonial Secretary’s inwards correspondence from the foundation of the Colony up to 1878 was filmed under a Commonwealth project in 1983-84.)

Staff organised the filming of records of archival value on behalf of the Family Court, The Perth Court of Petty Sessions, the Minister’s Office for Planning Appeals and a number of local government authorities.

Government archives transferred to the State Records Office included early records of schools in the Boulder district, early minutes and rate books of the Shire of Yilgarn (Southern Cross), architectural plan sets of the Public Works Department, and early Jury Lists maintained by the Sheriff’s Office, Perth Central Law Courts.

In May 1998 responsibility for the destruction of time-expired records stored at the intermediate records repository were devolved to those agencies owning them.

A project to ensure the records of the Royal Commission into the Commercial Activities of Government and Other Matters were identified and documented for transfer to State Records Office custody was established. Private and Government records have been returned to original donors, but a large body of records remain and will be the subject of a comprehensive appraisal and registration project.
Issues and trends

The number of clients with access to the Internet in Australia is increasing rapidly. According to a 1998 ABS survey of household usage of information technology, over 47% of households in Australia have a computer and 38% of these access a computer at home once a week or more. In 1999, 18% of households in Australia had access to the Internet at home. A large proportion of Internet users are in the 18-24 age range.

In the 12 month period prior to the ABS survey, an estimated 5 million adults in Australia accessed the Internet. Work and home were the most frequently reported sites for access, but other sites included a tertiary institution, school or public library.

Although clients and potential clients are becoming increasingly technologically literate, the volume of material on the Internet is increasing requiring the traditional skills of the librarian to organise information on behalf of clients. Computer networks and databases provide opportunities for librarians to assist clients find information by organising appropriate material available on the Internet.

There is a need to redefine service delivery in relation to electronic services and resources and the ways in which clients access information remotely. A significant amount of new material is being published only in electronic form.

Improvements in the electronic ordering and supply of materials, and the availability of online bookshops which enable clients to browse for new print titles on the Internet, are factors to be considered in relation to the timely acquisition and provision of new resources.

A significant proportion of the library materials LISWA purchases for the State Reference Library are sourced overseas. The value of the Australian dollar has a significant impact on the quantity of library materials which can be purchased.

Strategic objectives 1997 - 2001

- To improve Western Australian’s access to global information.
- To provide searching tools which enable clients to meet their own information needs.
- To help clients use the most appropriate reference services to meet their specific needs.
- To deliver reference services packaged in a way that meets clients’ changing needs.
- To help Western Australians, regardless of location, gain ready access to reference information.
- To give clients catalogues, indexes and other searching and retrieval tools which are comprehensive, effective and easy to use.
Major Achievements for 1998-99

- To deliver reference services packaged in a way that meets clients’ changing needs.

In order to provide services to meet the needs of specific client groups, a model was developed for creating Centres of Excellence (Focus Centres) in the State Reference Library. In 1998-99 the model was applied to the development of the Genealogy Centre, a first port of call for clients wishing to undertake family history research in the Alexander Library Building. The model developed will be applied to a further six Centres of Excellence over a period of three years.

- To help Western Australians, regardless of location, gain ready access to reference information.

A range of Information Gateways which reflect areas of excellence within LISWA’s collections and services were developed. These gateways will be accessible via LISWA’s new web site and will provide a “one-stop-shop” for clients, regardless of location. The Information Gateways prepared include Medicine and Health, Family History, Law, Music and Australian Literature. A number of additional information gateways will be developed in future to meet the specific needs of clients.

- To give clients catalogues, indexes and other searching and retrieval tools which are comprehensive, effective and easy to use.

Staff raised over 4,000 orders for new stock, processed over 6,500 new books for the State Reference Library and over 91,000 serial issues for LISWA. Almost 8,000 new titles were catalogued for the collections including books, serials, maps, music scores and recordings and films and videos.

Access to State Reference Library material purchased prior to 1956 was only available through a microfiche catalogue. A project to increase clients’ access to these resources by inputting data to LISWA’s online database has been underway for some time. This year over 3,000 book and serial records were converted to electronic form.

**Reference and Information Services (cont.)**

### State Reference Library

<table>
<thead>
<tr>
<th>Year</th>
<th>Inquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992-93</td>
<td>118,111</td>
</tr>
<tr>
<td>1993-94</td>
<td>122,876</td>
</tr>
<tr>
<td>1994-95</td>
<td>126,695</td>
</tr>
<tr>
<td>1995-96</td>
<td>134,153</td>
</tr>
<tr>
<td>1996-97</td>
<td>151,815</td>
</tr>
<tr>
<td>1997-98</td>
<td>139,988</td>
</tr>
<tr>
<td>1998-99</td>
<td>141,024</td>
</tr>
</tbody>
</table>

- To improve Western Australian’s access to global information

Staff evaluated a range of electronic resources throughout 1998-99, including online databases available via the world wide web, with the aim of increasing access to information for clients via the Internet. In June 1999, LISWA signed an agreement with EBSCO for a 12 month pilot to enable unlimited access to two major online databases for staff and clients in the Alexander Library Building and from the eleven regional libraries. The databases comprise over 1800 full-text journals across a broad range of subjects.

- To provide searching tools which enable clients to meet their own information needs.

A major project to automate index records in the State Reference Library’s music collections progressed well during 1998-99. There are now over 10,000 song and instrumental index entries on LISWA’s online database, enabling better access to the broad range of resources in the Music & Performing Arts Library.

- To help clients use the most appropriate reference services to meet their specific needs.

72 tours and training courses were conducted for clients during the year, including both general and specialised tours of the collections and services. Training courses to enable clients to search LISWA’s online catalogue independently, were conducted for specific client groups.

During Seniors’ Week, staff provided a range of activities for seniors. These included popular sessions on searching the Internet, tours of special collections such as the rare book collection and genealogical resources, and poetry readings by guest speakers.
Strategic objectives 1997-2001

- To develop and maintain Western Australian documentary heritage collections in a variety of formats.
- To improve access to public records.

Major Achievements for 1998-99

The conservation unit’s staffing was reviewed resulting in changes to the professional staffing mix and the addition of a technician position. This will enhance the team’s capacity to carry out large preventive conservation projects and allow flexibility in the development of projects across service units within Preservation Services.

Two large conservation projects undertaken this year include cleaning, flattening and repairing 35 boxes of 1870s Colonial Secretary’s Office papers, and separating 49 volumes of 19th and early 20th century pamphlets for the Battye Library.

A collection survey program has been started with surveys of the map and plan holdings of the State Records Office, and the paper-based pictorial collection in the Battye Library. Such surveys are designed to provide data for the development of conservation management plans and programs. Immediate results have included the design of a new acid-free portfolio box for housing sets of architectural plans and maps.

Storage systems and condition reporting procedures for the archival still photographic negative, microfilm negative, and moving picture film collections were reviewed. Pilot projects to test some of the draft recommendations were carried out, including condition assessment of 34 films from the State Film Archives, condition assessment and re-boxing of over 1000 deteriorating cellulose nitrate photographic negatives, and the cleaning and packaging of glass negatives including those from the Dease WWI soldiers collection. Samples of the WWI soldier portraits from the Dease collection were printed for the Save Our Century Fund Adopt-A-Soldier project.

11 original archival films from the State Film Archives were prepared and sent for restoration, preservation and access copying. These ranged in date from the 1930s through the 1970s, and in subject from private film footage of Rottnest Island, Shark Bay, Fremantle, Perth and elsewhere in WA, to complete films such as The Chief (C.Y. O’Connor) by Filmswest, The Find of ’93 from Southern Cross Films, and Barrett’s Luck from the Westralia Amateur Cine and Dramatic Society.

Based on the condition survey of microfilm held in the preservation stack, planning was carried out to develop a long term replacement program for deteriorating microfilm masters. The conditional reporting program was extended to include assessment of re-filming and reel replacement requirements. As well as the ongoing microfilming of material from State government agencies and LISWA collections, a great deal of work was undertaken microfilming historical newspapers as part of the Lotteries / Friends of Battye Library newspaper microfilming project.
When the first automated library management systems were being developed, the business of inter-library lending and document supply was often considered too complex for automation or at best left incomplete. Technology has now matured to the extent that electronic delivery of these services is becoming feasible and will revolutionise labour-intensive manual service delivery systems.

Strategic objectives 1997-2001

- To provide Western Australians with improved access to information held in Australia and overseas.
- To develop document delivery services linking public libraries to a wide variety of government and community organisations.
- To provide facilities for electronic inter-library loan requests and document delivery.

Major Achievements for 1998-99

55,670 inter-library loan, photocopy or subject requests were received by Document Delivery Services in 1998-99. Of those received from public libraries, 92.23% were satisfied, that is, supplied with an inter-library loan, the requested item was purchased for stock, a photocopy was supplied, information was supplied, or the client was referred to an appropriate alternative source of information. 9,451 requests for bibliographic information were answered at the telephone enquiry service and 28,140 loans were processed.

Training in inter-library lending and document supply was provided to 99 metropolitan and country public library staff.

LISWA started planning for the implementation of an electronic inter-library loan and document supply system at LISWA. It is anticipated that the Local Interlending and Document Delivery Administration (LIDDA) system, an initiative of the Australian Vice-Chancellors’ Committee, will be implemented. Electronic systems minimise human mediation in the request cycle, automating the creation, sending, tracking and reporting of requests, and also of financial, statistical and copyright management.

Work processes and work flows were documented in great detail and analysed to find where these processes could be improved. This will enable LISWA to specify exactly how an electronic system will need to be configured. Staff also measured productivity so that improvements effected through the implementation of a new system could be quantified. Request turnaround times, staffing costs and non-staffing resource costs were all measured.

The National Bibliographic Database which locates library material in libraries around Australia is the primary source for inter-library lending in this country. The introduction of the Kinetica system, replacing the Australian Bibliographic Network as the access system for the National Bibliographic Database, required staff to be trained in the new system. Staff commenced searching KineticaWeb on its launch date of 17 March 1999.
Major Achievements for 1998-99

Service Delivery Model
During 1998-99 a model structure was developed for the delivery of free and fee based customised information services. The resulting structure sees the amalgamation of Document Delivery Services, Customised Information Services and Fee Based Services together in a single service delivery cost centre called Business Development. From July 1999, this structure will facilitate the development and delivery of sustainable free and fee based customised information, library products and services, through three client focused teams.

These service delivery units are:
- Document Delivery Services, providing free customised document delivery and inter-library loans to key client groups;
- Customised Information Services, providing fee based document delivery and customised information and library services to target market segments; and
- State Library Sales providing fee based ancillary products and services such as venue hire, the library shop, a computer resource centre and the production and sale of a variety of products, publications and merchandise.

The Discard Book Shop
The Discard Book Shop completed its first full year of trading and has proven popular with the public. The resulting revenue has made a contribution to the delivery of library and information services to the people of Western Australia. The sale of LISWA and Friends of Battye Library publications were consolidated through the shop which has become the central point of sale for LISWA material and merchandise. During 1999-2000 the shop’s product range will be further developed to meet clients’ needs and promote Western Australian literature

Discard Book Sales
LISWA conducted discard book sales in Geraldton and Albany in partnership with the local public library and local government. Two metropolitan discard book sales were conducted at the Tom Wilding Pavilion, Claremont Showgrounds. These discard book sales were well attended by the public and provided an opportunity for the people of Western Australia to purchase discarded library books at affordable prices.

Fee Based Services

Objective
To provide value added customised services and products which meet the information needs of business, the public sector and community, on a fee for service basis for clients who are prepared to pay, and to maximise the revenue generated from ancillary services.

Services provided
This area focuses on increasing investment and sponsorship for LISWA and its services through activities which utilise LISWA’s expertise, resources and assets to deliver customised benefits, products and services for which clients are prepared to pay. It also focuses on generating revenues from ancillary services such as photocopying and venue hire. It clearly separates LISWA’s free services from fee based customised information and revenue generating services.

Strategic objectives 1997 - 2001
- To meet the need for customised fee-for-service activities while enhancing the role of free public services.
- To increase our resource base beyond that provided from the Consolidated Fund (State Budget)
State Library Venues
The State Library’s meeting and function rooms, theatre and facilities were upgraded and fitted out with new presentation equipment including electronic white boards, pull down screens, televisions and VCR equipment as standard fixtures for each venue. A marketing plan was developed and promotion commenced to increase revenue from the hire of the State Library’s range of excellent centrally located venues.

State Library Computer Centre
A conceptual model and draft tender documents were developed for the establishment of a computer resource centre on the ground floor of the Alexander Library Building. This new service will provide the public with a range of free and fee based computer services including Internet access, e-mail, word processing and printing facilities.

The Music Studio
A business and marketing plan was developed to provide a sound proof music practice room, complete with piano and other equipment to the public and clients of the Music and Performing Arts Library. This facility will be made available for hire by music teachers, students and individual and small groups of musicians requiring a centralised venue to practice their music and to perform music scores selected from the library’s collections. Bookings will be taken for The Music Studio through the Music and Performing Arts Library, and fees have been structured to provide a choice of affordable practice sessions.

LISWA Catalogue on CD-ROM
A contract was let during the year for the production of an electronic version on CD-ROM of LISWA’s online catalogue. The product will be marketed as the LISWA Catalogue on CD-ROM and sold on a subscription basis. The CD-ROM version of LISWA’s catalogue contains records for all public library stock and the Alexander Library Building collections, as well as index entries in the database. It provides Boolean and keyword search capabilities. The product will be updated on an annual basis. The LISWA Catalogue on CD-ROM will also be offered to local governments for use in their public libraries as a free research tool for their staff and clients.

The LISWA Catalogue on CD-ROM provides the client with a simple and portable first point reference tool to search the availability of material they require within LISWA’s State-wide collection.
Resource Management

Information Systems

Objective

To guide the strategic development of systems and technologies which enable clients and staff to access LISWA’s information resources.

Services provided

LISWA uses extensive computer and communications facilities to support its service delivery and management functions. This allows the delivery of electronic services to clients at all times and to all areas of Western Australia.

The Information Systems team provides clients with services that allow the most effective use of LISWA’s information systems. These services include the management of information systems and corporate information, and the provision of advice on the delivery of electronic services.

Issues and trends

The Internet continues to have a major impact upon the information systems used by LISWA to deliver online services to clients. The goal of providing equitable access to LISWA’s information resources is moving closer as more Western Australians are connected to the Internet. New web based information services are being developed to provide clients with improved access to Western Australian content and knowledge resources. LISWA will continue to work with local, State and Commonwealth Governments to ensure that clients in regional and remote areas of Western Australia are not disadvantaged by limited Internet access.

The development of digital collections based upon unique Western Australian material will be one of the major challenges facing LISWA during the next five years. Clients will gain improved access to rare and fragile materials and will be able to access these collections from all areas of Western Australia. These digital collections will extend LISWA’s online catalogue by adding images, sounds and full text to provide clients with a richer knowledge base.

Strategic objectives 1997 - 2001

- To use information technology to deliver flexible services, support partnerships and to manage our resources well.
- To have information management practices which make LISWA a leader in the field.

Major Achievements for 1998-99

National Gold Award for the Online Library Project

The commitment by LISWA to provide a world class information service for all Western Australians has been recognised at the Twelfth Government Technology Productivity Awards.

At a gala ceremony held on the 23 March at Parliament House, Canberra, LISWA received a gold award from the Technology in Government Committee for its Online Library project. The Government Technology Productivity Awards are national awards to recognise achievements by federal, state and local governments plus statutory authorities. This year’s awards acknowledge areas of government that have improved productivity and provided better service through improved technologies.

The Online Library project provided free public Internet access to clients in Perth, Northam, Narrogin, Albany, Bunbury, Karratha, Kalgoorlie, Merredin, Broome, Port Hedland, Geraldton and Carnarvon. Productivity was improved by providing online services for the staff of both LISWA and public libraries through better communication and the sharing of information.

Year 2000 Project

The Library and Information Service of Western Australia (LISWA) is committed to minimising the impact of the Year 2000 problem. The Year 2000 project team, established in 1997, has completed a Year 2000 risk audit and major Year 2000 exposures have been addressed. Critical systems are compliant in accordance with the information provided by vendors.

The Year 2000 project has been audited and regular reports are prepared for the LISWA Strategic Management Team, The Library Board of Western Australia and the Western Australian State Government. Contingency plans are being developed to ensure that procedures are in place to effectively manage the transition to the Year 2000.

New technologies

LISWA hosted the National Round Table on Statutory Deposit in the Digital Environment: Cultural Policy & Copyright on 7 December 1998.

Systems upgrades

During 1998-99 two major system upgrades were completed resulting in improved services for clients. The INNOPAC library system was upgraded resulting in improved functionality and better performance. Telecommunications facilities were upgraded resulting in improved response times for clients accessing LISWA’s online services and better services for clients using LISWA’s telephone services. The new digital system provides considerable flexibility and will enable LISWA to make the best use of new technology.
Finances

Objective
To support and add value to the Service Delivery Units within LISWA by providing effective financial management and administrative services.

Issues and trends
Financial management services are provided to the Library and Information Service of Western Australia jointly by the Ministry for Culture & the Arts and staff within LISWA. Several staff in the Finance section were placed into positions within the Ministry’s central office and four outplaced officers have been provided to assist LISWA in the provision of financial services.

The introduction of the Goods and Services Tax (GST) in 2000 will have considerable implications for financial management.

Major Achievements for 1998-99
LISWA received an unqualified audit report on the financial statements (1997-98) from the Office of the Auditor General. LISWA has also received another silver award in the W.S. Lonnie Awards for excellence in annual reporting in the WA public sector.

In 1998, a contract was arranged, via the Department of Contract and Management Services (CAMS), for the provision of public library stationery. This contract enabled local governments and LISWA to purchase stationery direct from a supplier, rather than through an internal stationery store at LISWA. The second phase of this project involved making arrangements for the supply of the remaining “traditional” stationery requirements, and ceasing the operations of the stationery store. The selected stationery supplier provided an Internet based solution for ordering stationery resulting in significant savings to LISWA.

A Foreign Exchange Policy was introduced during the year. The policy enables LISWA to decide on strategies to address positive and negative movements in exchange rates. The policy also limits LISWA’s exposure to fluctuations in the foreign exchange rate and thereby reducing the impact on the annual acquisitions program.

Building Services

Objective
To provide for the efficient functioning of the Alexander Library Building and Dianella Records Repository, including facilities, vehicles, plant and equipment.

Issues and trends
The Building Services team provides a wide range of services to both internal and external clients including building management, security, fleet management, occupational safety and health, venue and equipment hire, management of minor and major projects, risk management, van dock receivals and distribution, asset management, emergency planning, leasing arrangements and parking.

The Alexander Library Building is a significant State asset and open to the public 74.5 hours per week over seven days. It therefore requires considerable resources in terms of energy and staffing to provide services over this extended period.

The introduction of a Goods and Services tax in July 2000 will require monitoring to determine the effect the tax has on the cost of goods and services purchased to operate the building. Adjustments to the methods of procurement and contract management and administration may be required.

The Alexander Library Building has reached an age where maintenance and restoration works are required. The development of a Strategic Asset Management Plan to complement the Strategic Building Maintenance Plan is a high priority.

It is anticipated that the trend of outsourcing will continue and LISWA is working with the Department of Contract and Management Services (CAMS) to introduce an improved system of reporting and accountability by Facilities Managers to ensure value for money is being obtained from this process. In anticipation of a move towards agencies having more responsibility and authority for tendering of contracts the development of a Contract Management Plan has commenced.

As a result of the introduction of the Government Vehicle Scheme the Agency will be required to produce an annual Strategic Fleet Management Plan.
Major Achievements for 1998-99

The replacement of the building management control system, an output of the energy audit, was completed in February 1999. This was a significant capital works project that achieved Year 2000 compliance for the system and is expected to produce energy savings over a 3 year period. This is the first contract of this nature which CAMS has awarded, and it incorporates monitoring and reporting by the consultant and contractor over the 3 year payback period.

Replacement of the building access control system was undertaken in conjunction with the building management control system upgrade to achieve installation of a compatible system and to achieve Year 2000 compliance. This upgrade included extensive additional works which have resulted in much higher levels of security for staff and the collections.

The Building Services team has worked with P & O Facilities and CAMS Management over the year to develop improved recording and reporting systems. This will assist in identifying potential cost savings as well as future maintenance issues. Year 2000 building related issues have been identified and action taken as required.

Two significant capital works projects are the replacement of the floor coverings and the chillers in the Alexander Library Building. 90% of the floor coverings on the ground floor area is complete and a rating of other floor areas has been completed. Replacement of two of the building’s chillers which have reached the end of their useful life has commenced and the project will be completed in October 1999. Another important project was managing the fit-out of the new State Records Office on the ground floor of the Library.

A new Strategic Building Maintenance Plan for 1998 - 2001 was developed in conjunction with CAMS. It will be a useful tool for forward planning.

Human Resource Management

Human resource services are provided to LISWA by the Ministry for Culture & the Arts under a Service Delivery Agreement (SDA). The SDA provided for services in the areas of recruitment, employment, training administration, and workers compensation. LISWA achieved its outcomes in the area of human resource management.

Staffing Profile

<table>
<thead>
<tr>
<th>Classification</th>
<th>As at 30 June 1998</th>
<th>As at 30 June 1999</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>Number</td>
<td>%</td>
</tr>
<tr>
<td>Wages staff</td>
<td>16</td>
<td>5.23</td>
</tr>
<tr>
<td>Level 1</td>
<td>122</td>
<td>39.87</td>
</tr>
<tr>
<td>Level 2</td>
<td>48</td>
<td>15.69</td>
</tr>
<tr>
<td>2/4 Librarian</td>
<td>58</td>
<td>18.95</td>
</tr>
<tr>
<td>Level 3</td>
<td>11</td>
<td>3.59</td>
</tr>
<tr>
<td>Level 4</td>
<td>9</td>
<td>2.94</td>
</tr>
<tr>
<td>Level 5</td>
<td>20</td>
<td>6.53</td>
</tr>
<tr>
<td>Level 6</td>
<td>13</td>
<td>4.25</td>
</tr>
<tr>
<td>Level 7</td>
<td>3</td>
<td>0.98</td>
</tr>
<tr>
<td>Level 8</td>
<td>5</td>
<td>1.63</td>
</tr>
<tr>
<td>Executive</td>
<td>1</td>
<td>0.33</td>
</tr>
<tr>
<td>Total</td>
<td>306</td>
<td>100%</td>
</tr>
</tbody>
</table>

The reduction in staffing between 1997-98 and 1998-99 is in part explained by the movement of staff from LISWA to the Ministry for Culture & the Arts. A number of positions are vacant and are in the process of being filled.

The above figures do not include casual staff. LISWA had 89 casual staff employed at 30 June 1999 and these staff play a significant role in providing a range of services to clients during the opening hours of the library. Most casual staff are employed in the State Reference Library, the J S Battye Library and the Discard Book Shop.

Staff were successful in meeting productivity initiatives during the year to receive wage increases under the Productivity Improvement Plan, which underpins the Workplace Agreement and the Enterprise Bargaining Agreement.
Communications Framework

The LISWA Communication and Decision Making Framework was established through consultation with staff and has been operational for the past twelve months. Some aspects of the Communication and Decision Making Framework are:

- **Staff Meetings**: These are held approximately every two weeks at 8.30 am for half an hour. LISWA’s Chief Executive Officer informs staff of new initiatives, including developments in business opportunities, progress with operational and business plans, human resource issues, changes in organisational responsibilities, and staff achievements. Teams who applied for the State Librarian’s 10th Anniversary Achievement Awards gave innovative and entertaining presentations at staff meetings displaying not only a wealth of LISWA talent, but providing inspiration to a great many other LISWA staff.

- **Ready Access**: This is the LISWA newsletter that provides information relating to news items, employment, staffing - appointments, terminations, movements, and so on. This year, Ready Access was placed on LISWA Online and made available to staff electronically.

- **LISWA Online**: This is a new initiative and provides a wide range of information to staff such as reports, LISWA policies and procedures, the Workplace Agreement and the Enterprise Bargaining Agreements, Human Resource Standards, the Code of Conduct, the Induction Manual, and other documents relating to employment.

- **Lynnx meetings**: The name of this group is a play on the CEO’s name and provides an opportunity for the Chief Executive Officer to ‘link up’ with staff in a formal way but with an informal structure. The Lynnx meetings operate as an organisation wide consultative framework and provide an opportunity for staff to raise any issue. Meetings are held three times a year and provide the opportunity for team representatives to present issues to the Chief Executive Officer.

  The issues presented to the CEO and her response are relayed to staff through the staff meetings and are presented in Ready Access.

- **Focus meetings**: Representatives from teams in the Classification range Level 1 to 3 have been meeting monthly to discuss a range of issues, including communication processes, team ways of working and values discussion and promotion. These meetings have been used as a development opportunity for the staff and as a means of evaluating some of our processes. The findings of these meetings will be presented during September 1999 and strategies developed to address any issues.

Bibliographical Services and Document Delivery Review

Staff in the combined Bibliographical Services teams were transferred to new teams in the State Reference Library, J S Battye Library, and Public Library Services to provide services focused on client groups. As part of this restructuring initiative, a project plan was developed to ensure that staff were kept informed of the changes, proper consultation took place with the union, and any issues of concern were addressed fairly and equitably. While this was a very difficult time for staff in the bibliographical services areas, the change was effected with minimal disruption. Staff have adapted to new ways of working and have integrated well into the new cost centres.

As part of the Bibliographic Services Review, it was agreed that six months after implementation an evaluation would be carried out “to ensure maximum efficiency and effectiveness of each area”. This review showed that the benefits envisaged by the restructure had been achieved. The report was made available to staff through LISWA Online.
**Occupational Health and Safety**

A new committee structure for the Occupational Safety and Health Committee was established in February 1999 with representatives from all teams. The committee will meet every two months and steps have been taken to identify training needs and review all existing policies and procedures relating to safety and health. By bringing issues of concern to the notice of Building Services staff and other cost centre managers the Committee plays an important role in LISWA.

The development of a safety section for the Intranet site has commenced and a team was responsible for the preparation and implementation of new Emergency Evacuation Procedures that meet Australian Standards.

**Workers’ Compensation**

The figures below report the indicators required by Treasurer’s Instruction 903(vii)(c).

**Frequency Rate** is defined as:
\[
\text{Frequency Rate} = \frac{\text{Number of LTI/D} \times 1,000,000}{\text{Total Hours Worked}}
\]

Where the number of LTI/D is the number of Lost Time Injuries/Diseases where one or more days was lost. Total Hours Worked is the total hours worked in the premium period 01 July 1998 to 30 June 1999.

The Frequency rate for LISWA this year was 15.35.

**Estimated Cost of Claims Incurred** can be defined as:
\[
\text{Estimated Cost of Claims Incurred} = \frac{\text{Cost of Claims Incurred} \times 100}{\text{Total Wages}}
\]

The Estimated Cost of Claims Incurred is the actuarially estimated cost of claims incurred by LISWA per $100 of payroll in the renewal period, adjusted to their present day value.

The Estimated Cost of Claims incurred was $0.58.

**The Premium Rate** is calculated as follows:
\[
\text{Premium Rate} = \frac{\text{Provisional premium} + \text{Premium adjusted component} \times 100}{\text{Total Wages Declared}}
\]

The provisional premium is the amount paid by LISWA prior to any adjustments being made. The premium adjustment component is that part of the premium charged after adjustments have been made. It is not charged as part of LISWA’s premium until the following financial year.

LISWA’s calculated premium rate for 1998-99 was 1.09%.

**Rehabilitation Success Rate** is defined as:
\[
\text{Rehabilitation Success Rate} = \frac{\text{Number of Rehabilitated Employees} \times 100}{\text{Number of Eligible Employees}}
\]

This was not applicable to LISWA in 1998-99.
Public Programs

Services provided

LISWA promotes its services to the community by organising events and experiences which inform, educate, challenge and entertain through the utilisation of LISWA facilities and collections either alone or in partnership with other organisations. These activities include publications, exhibitions, multimedia and public events.

Strategic objectives 1997 - 2001

- To make Western Australians aware of the range of LISWA's information services.
- To involve the community in interactive experiences which challenge, educate and explain.

Major Achievements for 1998-99

LISWA's program of four monthly themes was used in 1998-99 to coordinate a range of events. The themes presented were The Child - West Coast Kids; Old Books, New Authors - The Abbey of St Gall; Centenary of Women's Suffrage - Herstory: A 100 Years of the Vote, Another 100 Years for Equality? An exhibition based on the Friends of Battye Library/Lotteries Commission Grant Project entitled Access to WA Historical Newspapers Project 1833-1901 was held in the Centre for the Book in April-May 1999.

Hosted an exhibition from the Public Records Office of Victoria titled 'My Heart is Breaking' dealing with the plight of Aborigines in Victoria.

Display panels from the exhibition Cover to Cover which explored Western Australian literature and the role of the illustrator and cover of the book in portraying the story, toured 9 locations nationally.

The Centre for the Book and the Readers' Centre were the venue for a number of book launches throughout the year including Being Australian; Our State of Mind; and France Australie.

The major publication for the year was LISWA's corporate booklet titled Sharing our Treasures: presenting a journey through the State's collection. The booklet provides a brief history of the organisation and highlights the many special collections LISWA holds including early natural history, the Research Collection of Children's Literature, government and private records and the music collections. It will be used as a promotional tool.

The Readers' Centre was opened by the Minister for the Arts, Hon Peter Foss, at a function to celebrate those authors short listed for the 1998 WA Premier's Book Awards. This area is an extension of the Centre for the Book and provides a more informal area to host book launches, presentations, book readings and children's activities.

Significant public lectures held during the year were: Reworking Tomorrow: Conversations and actions for the 21st Century by Robert Theobald; Surrey University's E.H. Shepard Archives presented by Arthur E. Chandler; and a lecture on the Abbey of St Gall by the Abbey's Archivist, Dr Werner Vogler.

LISWA once again organised the Western Australian Premier's Book Awards. The winners were announced by the Premier, Hon Richard Court MLA, at a dinner in the Alexander Library Building in February 1999. The Premier's Prize and Special Award winner was Carolyn Polizzotto for her book Pomegranate Season. Other winners were Pat Jacobs in the fiction category for her first book Going Inland; a split prize for John Kinsella The Hunt and Fay Zwicky The Gatekeeper's Wife in the poetry category; Our State of Mind: Racial planning and the stolen generations by Quentin Beresford and Paul Omaji in the very strong Historical and Critical Studies section; Pat Lowe and Jimmy Pike won in the Children's Books category for Desert Dog; Deborah Lisson was a back-to-back winner for Red Hugh in the Dymocks Perth City Store Young Adult's Award, a new award this year; and Ingle Knight won the Script Award for his adaptation of Elizabeth Jolley's book Milk and Honey.

A feature of the dinner were specially handmade candle holders made from discarded books on all tables.

Compliance with Section 175ZE of the Electoral Act 1997

During 1998-99 The Library Board did not have any expenditure with advertising agencies, market research organisations, polling organisations or direct mail organisations.

$26,102 was spent on radio and newspaper advertising for events and services with Media Decisions. $4,840 was spent sponsoring the West Coast Magazine (formerly The Western Review) Online Internet site. $9,170 was spent on various magazine advertising booked direct with Publishers. $12,271 was spent on radio advertising booked direct with Radio 94.5KYFM in conjunction with their sponsorship for The Abbey of St Gall Exhibition.

The Western Australian Library Society

The Western Australian Library Society, launched in November 1996, aims to involve the whole community in the life of The Library and Information Service of Western Australia. Its objects are to assist, encourage and promote interest in the Service in many ways.

Members of the Society receive a number of benefits including invitations to exhibition openings, public lectures, book launches and special tours of the Alexander Library Building. They also receive a subscription to the bi-monthly LISWA Newsletter Knowit which keeps friends aware of what LISWA is doing to improve services and collections, as well as providing details of activities for members. Activities for members are aligned to LISWA's cycle of themes, and a number of the events which were held in 1998-99 are mentioned above.
Public Programs (cont.)

WA State Library Custodians

The WA State Library Custodians were officially launched at a celebration dinner in November 1998, and in April 1999 were legally incorporated as an association. The custodians are a business network group which will assist LISWA gain corporate support for special projects such as digitisation, special exhibitions or multimedia projects. Membership in 1998-99 has grown from eight to thirteen, with many sectors of Western Australian business and industry represented.

Members of the WA State Library Custodians are:

Peter Holland
Robert Muir
Helen Muir
Brian de Garis
Ron Sheen
Richard Hazlewood
Ray Steedman
Simon Dawkins
Ray Saunders
Graham McCeachran
Ian Satchwell
Peter Purcell
Rob Bower

In February it was announced that the Governor of Western Australia, His Excellency Major General Michael Jeffery and Mrs Jeffery were the official patrons of the WA State Library Custodians. The Custodians are honoured to have the support of the Governor of Western Australia and Mrs Jeffery.

The Custodians launched a major fundraising initiative, the Save Our Century Fund, in December to support the collections of the State Library. The Fund aims to raise $5 million over three years for the benefit of the State’s 20th century documentary heritage and it has received widespread community support through cash and in-kind donations as well as much publicity through the media.

Major supporters of the Fund include the founding partners, The West Australian and Channel Nine, Perth, and major sponsors, Airlink, Goundrey Fine Wines, Scott Four Colour Print, the Sheraton Perth Hotel and the Commonwealth Bank. The WA State Library Custodians gratefully acknowledge the generous support of these organisations in helping to make the Save Our Century Fund possible.

Friends of Battye Library

The Friends of Battye Library (Inc.) assists and promotes the interests of the J S Battye Library and the State Records Office, with particular concern for the acquisition, preservation and use of archival and documentary records. These aims are achieved through volunteers undertaking special projects, publishing guides and bibliographies, the sale of publications, and donating funds for projects or to acquire materials.

A highlight for the year was the completion and exhibition of the project Access to Western Australian Historical Newspapers 1833-1901. This major project began in January 1998 and was funded by a grant from the Lotteries Commission of Western Australia. The Minister for the Arts, Hon Peter Foss, opened the exhibition, with Emeritus Professor Geoffrey Bolton speaking on behalf of the Friends. The Minister for Finance, Hon Max Evans, and the Heritage Minister, Hon Graham Kierath, also attended. Since the completion of the project there have been many favourable comments from researchers who are delighted at the quality of the images and prints that are now possible.

Another major project funded by the Friends, and completed this year, was the indexing of the Chief Protector of Aborigines records held at the State Records Office. The index provides a quick search mechanism to approximately 1500 files from 1898 to 1908 which contain a wealth of information and personal references. It has proved of great benefit to Aboriginal persons tracing their family history, as well as other researchers.

There were a number of lectures presented during the year: John Taylor, The art and architecture of John Hawes; Alison Gregg, Free libraries for all: the development of children’s libraries in WA; Fred Collard, Fred’s story: growing up under the 1905 Act; Virginia Rowland, Herstory: 100 years of the vote, another 100 years for equality?; and Geoffrey Bolton, Claremont, a community history.

The Friends supported the Adopt-A-Soldier project of the Save our Century Fund by adopting the soldier Frank Martin.

An application was prepared by the Friends seeking a grant from the National Council for the Centenary of Foundation to digitise items from the Battye Library ephemera collection, but it was unsuccessful.

Forty six volunteers from the Friends of Battye Library continued an important partnership by giving 2704 hours of their time. Tasks undertaken by the Friends included cleaning and identifying glass negatives for the Adopt-A-Soldier project, sorting and listing private archive and pictorial collections, compiling local bibliographies for public libraries in the Pilbara, and compiling a list of duplicate books for regional libraries to enhance their Western Australian reference and literature collections. Others are helping with indexing records. Without their valuable work there are many Western Australian collections that would remain unused or unidentified, and information that would be inaccessible. Morning tea meetings provided useful forums for friendship and information exchange, and the annual Christmas lunch for volunteers is appreciated by all.
All Friend’s publications are now available through the Library including Gillian O’Mara’s popular *Convict Records of Western Australia: a research guide* which is back in print. A bibliography of the map collection in the Battye Library was prepared and is due for publication shortly.

Two new ex-officio members were welcomed to the committee, Ronda Jamieson as Director of the Battye Library, and Jennie Carter as Team Leader, Original Materials.

The continued support of members is appreciated, as is the interest taken in activities by the patron, Mrs Ruth Reid. Friends were delighted that a long-time member and previous Director of the Battye Library and the State Archives, Ms Margaret Medcalf, was awarded an Order of Australia Medal in the Queen’s birthday honours.

It is with great regret that the Friends record the passing of Beryl Parnell, Ingebord Zoll, Mary Tamblyn and Ian Heppingstone. All made major contributions to the State in their chosen fields and will be missed as supporters of the Friends.

The Heritage Minister, the Hon. Graham Kierath, The Minister for the Arts, the Hon. Peter Foss, Kerry Pearson Lotteries Commission, Emeritus Professor Geoffrey Bolton and The Minister for Finance, the Hon Max Evans
Statement of Compliance

Accountable authority
The Library Board of Western Australia is the Accountable Authority as defined by the Financial Administration and Audit Act 1985.

Legislation
The Library Board operates under The Library Board of Western Australia Act, 1951 - 1983.

Responsible Minister
Minister for the Arts
The Hon. Peter Foss QC MLC

Ministry for Culture & the Arts
On the 1 July 1997 the Ministry for Culture & the Arts was formed. The Library Board’s staff were notified by the Ministry that they had been transferred to the Ministry for Culture & the Arts from the 1 July 1997. Associated funds were appropriated to the Ministry, leaving the remaining funds needed for the Board’s operations under the direct control of the Board. Legislation giving legal authority to this arrangement is yet to be enacted.

Other significant legislation
The Board has complied with all relevant written law taking particular account of the following Western Australian and Commonwealth Acts.

Western Australian Acts
Equal Opportunity Act 1984
Financial Administration and Audit Act 1985
Freedom of Information Act 1992
Industrial Relations Act 1979
Minimum Conditions of Employment Act 1993
Occupational Health, Safety and Welfare Act 1984
Public Sector Management Act 1994
State Supply Commission Act 1991
Workers Compensation and Rehabilitation Act 1981
Workers Compensation and Rehabilitation Amendment Act (No 2)1992
Workplace Agreements Act 1993
Workplace Relations Act 1996

Commonwealth Acts
Competition Policy Reform Act 1995
Copyright Act 1968
Trade Practices Act 1974
To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 1999

Scope
I have audited the key effectiveness and efficiency performance indicators of The Library Board of Western Australia for the year ended June 30, 1999 under the provisions of the Financial Administration and Audit Act 1985.

The Board is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance and appropriateness of the performance indicators in assisting users to assess the Board’s performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

The audit opinion expressed below has been formed on the above basis.

Audit Opinion
In my opinion, the key effectiveness and efficiency performance indicators of The Library Board of Western Australia are relevant and appropriate for assisting users to assess the Board’s performance and fairly represent the indicated performance for the year ended June 30, 1999.

D D R. PEARSON
AUDITOR GENERAL
November 11, 1999
OUTCOME
A community that is informed of, and has access to, a diverse range of innovative ideas, knowledge and cultural experiences.

Funds for the Library Board of Western Australia are included in the Budget Statements under the outcome for the Ministry for Culture & the Arts. These funds are allocated to the Ministry’s outputs 1 and 2. Legislation giving legal authority to the arrangement between the Library Board and the Ministry is yet to be enacted.

The Library and Information Service of Western Australia contributes to this outcome by:

- Meeting the information needs of the people of Western Australia through the public library service by providing local authorities and associated bodies with leadership, information and support services, and through the provision of reference and information services to individuals and organisations from the Alexander Library Building.

- Maintaining and providing access to Western Australia’s documentary heritage to meet the needs of current and future customers.

- Ensuring public records of continuing value are available for use by government agencies and the public through the provision of records and archival management services.

- Creating cultural experiences by displaying and interpreting information through exhibitions, publications and on the Internet.

KEY EFFECTIVENESS INDICATORS
The extent to which the State Government’s contribution to the public library system is delivered to meet the information and reference needs of public library users.

The ratio of LISWA public library stock to State population.

LISWA provides a circulating stock to public libraries. To meet this requirement the Library Board has a policy of maintaining an overall stock of 1.25 items per capita. Improved funding now reflects increased availability of stock. However continued population increases have offset these stock increases in real terms.

<table>
<thead>
<tr>
<th>Number of items per capita</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990-91</td>
</tr>
<tr>
<td>1991-92</td>
</tr>
<tr>
<td>1992-93</td>
</tr>
<tr>
<td>1993-94</td>
</tr>
<tr>
<td>1994-95</td>
</tr>
<tr>
<td>1995-96</td>
</tr>
<tr>
<td>1996-97</td>
</tr>
<tr>
<td>1997-98</td>
</tr>
<tr>
<td>1998-99</td>
</tr>
</tbody>
</table>

Note: (1) The population estimate of the WA population for 1998-99 is 1,847,800 (from the Australian Bureau of Statistics publication 3101.0 Australian Demographic Statistics, December quarter 1998)

(2) Public Library Stock includes 65,000 items in the Core Stack - a collection of final copies of books available for inter-library loan.

Percentage of inter library loan requests which were satisfied.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1995-96</td>
<td>91.68%</td>
</tr>
<tr>
<td>1996-97</td>
<td>92.12%</td>
</tr>
<tr>
<td>1997-98</td>
<td>90.75%</td>
</tr>
<tr>
<td>1998-99</td>
<td>92.26%</td>
</tr>
</tbody>
</table>

Note: By satisfied, the person was supplied with an inter-library loan, the requested item was purchased for stock, a photocopy was provided, information was provided, or the person was referred to an appropriate alternative source of information.
The extent to which the public's information requirements are satisfactorily met in a timely, cost effective and efficient manner by services available from the Alexander Library Building.

LISWA provides information services to clients from the State Reference Library, the J S Battye Library of West Australian History and the State Records Office. These clients have been surveyed for a number of years to determine their satisfaction with the services provided. The same survey form is used for clients of the State Reference Library and the J S Battye Library, with a more targeted form used in the State Records Office reflecting their more specialised clientele. Coding of the survey forms allows responses from the different areas to be analysed. Administration of the survey is by a sample of clients for one week, with a set number of forms distributed each day (and at different times) for 7 days. The sample sizes were 128 clients of the Battye Library, 609 clients of the State Reference Library and 37 clients of the State Records Office. There is a high response rate because clients are personally asked to participate. The standard error rate is 3.52%.

The level of overall satisfaction with the services and facilities of the Alexander Library Building were:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied or very satisfied</td>
<td>89.4%</td>
<td>90.5%</td>
<td>87.6%</td>
<td>89.8%</td>
<td>92.3%</td>
</tr>
<tr>
<td>Neutral</td>
<td>8.3%</td>
<td>5.7%</td>
<td>8.1%</td>
<td>7.9%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0.7%</td>
<td>0.9%</td>
<td>3.4%</td>
<td>1.15%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Did not respond</td>
<td>1.6%</td>
<td>2.9%</td>
<td>2.4%</td>
<td>1.15%</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

Note: 1998/99 satisfaction rates for individual areas were:
- 94.2% for the Battye Library
- 89.4% for the State Reference Library
- 100% for the State Records Office (the new State Records Office Search Room opened in April 1999)

The extent to which Government agencies are satisfied with the quality of archival services

A survey of 39 government agencies who are the most frequent clients of these services was conducted in June 1999 to determine whether archival and records management services are satisfying their needs. The same agencies are surveyed each year. Twenty one agencies responded, a 54% response rate.

The results indicate respondents who were satisfied or very satisfied with the service provided.

<table>
<thead>
<tr>
<th>Performance Indicators (cont.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EFFICIENCY MEASURES</strong></td>
</tr>
<tr>
<td><strong>OUTPUT 1</strong></td>
</tr>
</tbody>
</table>

Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

Cost of Exchanging stock

The exchange system is the cornerstone of the public library system in WA, distributing new stock and used stock to public libraries, and therefore providing access to a diverse range of knowledge. 384,134 items were distributed in 1998-99.

The cost per item of sending library materials to public libraries on exchange.

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost per Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993-94</td>
<td>$2.20</td>
</tr>
<tr>
<td>1994-95</td>
<td>$1.86</td>
</tr>
<tr>
<td>1995-96</td>
<td>$2.48</td>
</tr>
<tr>
<td>1996-97</td>
<td>$2.22</td>
</tr>
<tr>
<td>1997-98</td>
<td>$2.17</td>
</tr>
<tr>
<td>1998-99</td>
<td>$2.21</td>
</tr>
</tbody>
</table>

Cost of providing information services to the public

Providing information to the public is a vital service of the J S Battye Library and the State Reference Library. While these costs are measured per enquiry, it also includes the time staff spend on indexing, developing and providing guidance to the collections. Staff in the J S Battye Library answered 54,603 enquiries and the State Reference Library 141,024.

Cost per enquiry in J S Battye Library

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost per Enquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>1994-95</td>
<td>$ 6.46</td>
</tr>
<tr>
<td>1995-96</td>
<td>$ 9.85</td>
</tr>
<tr>
<td>1996-97*</td>
<td>$11.84</td>
</tr>
<tr>
<td>1997-98</td>
<td>$10.97</td>
</tr>
<tr>
<td>1998-99</td>
<td>$ 9.54</td>
</tr>
</tbody>
</table>

Note: During 1998-99 the number of enquiries and consultancies has increased, although enquiries to staff from the Infolink government & community information database continue to fall now that clients can search for information themselves.
Cost per enquiry in the State Reference Library

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1991-92</td>
<td>$7.93</td>
</tr>
<tr>
<td>1992-93</td>
<td>$9.66</td>
</tr>
<tr>
<td>1993-94</td>
<td>$7.46</td>
</tr>
<tr>
<td>1994-95</td>
<td>$7.19</td>
</tr>
<tr>
<td>1995-96</td>
<td>$9.15</td>
</tr>
<tr>
<td>1996-97</td>
<td>$9.07</td>
</tr>
<tr>
<td>1997-98</td>
<td>$8.24</td>
</tr>
<tr>
<td>1998-99</td>
<td>$8.04</td>
</tr>
</tbody>
</table>

Note: The decrease in costs are because of an increase in the number of enquiries and because enquiries are answered by a wider profile of staff, including library technicians and contract staff.

Retrieving documents for researchers in the Archives search room

With all archival material stored in closed stacks, identifying and retrieving documents for researchers is a very staff intensive process.

Cost per document retrieved for researchers

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992-93</td>
<td>$6.17</td>
</tr>
<tr>
<td>1993-94</td>
<td>$4.83</td>
</tr>
<tr>
<td>1994-95</td>
<td>$4.92</td>
</tr>
<tr>
<td>1995-96</td>
<td>$4.82</td>
</tr>
<tr>
<td>1996-97</td>
<td>$5.46</td>
</tr>
<tr>
<td>1997-98</td>
<td>$4.53</td>
</tr>
<tr>
<td>1998-99</td>
<td>$4.34</td>
</tr>
</tbody>
</table>

Note: (i) The decrease in costs is mainly due to increased retrievals with the opening of the new search room. (ii) From 1996-97 this figure only includes government records, as the private archives collections were transferred to the J S Battye Library.

EFFICIENCY MEASURES OUTPUT 2

Output 2

Development and management of the State’s natural, cultural and documentary collections.

Each year over 7 million dollars are spent purchasing stock for public libraries and the permanent collections in the Alexander Library Building. Considerable resources are allocated to purchasing, cataloguing and processing new stock and maintaining the permanent collections.

Cost per title of acquiring public library stock.

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993-94</td>
<td>$10.74</td>
</tr>
<tr>
<td>1994-95</td>
<td>$12.79</td>
</tr>
<tr>
<td>1995-96</td>
<td>$12.89</td>
</tr>
<tr>
<td>1996-97</td>
<td>$13.34</td>
</tr>
<tr>
<td>1997-98</td>
<td>$11.02</td>
</tr>
<tr>
<td>1998-99</td>
<td>$10.25</td>
</tr>
</tbody>
</table>

Note: From 1993-94 to 1997-98 these costs were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figure is for public library stock, the bulk of the orders.

Unit cost of cataloguing new titles for stock.

<table>
<thead>
<tr>
<th>Year</th>
<th>All stock</th>
<th>Public Library stock</th>
<th>StateReference Library stock</th>
<th>J S Battye Library stock</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993-94</td>
<td>$25.89</td>
<td>$25.89</td>
<td>$32.64</td>
<td>$54.51</td>
</tr>
<tr>
<td>1994-95</td>
<td>$23.65</td>
<td>$12.79</td>
<td>$24.79</td>
<td></td>
</tr>
<tr>
<td>1995-96</td>
<td>$24.79</td>
<td>$12.89</td>
<td>$22.25</td>
<td></td>
</tr>
<tr>
<td>1996-97</td>
<td>$22.25</td>
<td>$13.34</td>
<td>$21.10</td>
<td></td>
</tr>
<tr>
<td>1997-98</td>
<td>$21.10</td>
<td>$11.02</td>
<td>$21.10</td>
<td></td>
</tr>
<tr>
<td>1998-99</td>
<td>$21.10</td>
<td>See over</td>
<td>$6.07</td>
<td>$32.64</td>
</tr>
</tbody>
</table>

Note 1: Figures for 1993-94 to 1997-98 were based on total costs of the Bibliographical Services Branch and included all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figures are separated into stock for each client area. The figures now more accurately reflect the different levels of cataloguing for different types of stock and client groups.

(i) Public library stock includes large numbers of junior and fiction stock which receives minimal cataloguing, with most non-fiction being copy cataloguing.

(ii) State Reference Library stock requires additional subject access and has a range of material which requires original cataloguing such as music, recordings, videos and maps.

(iii) The cost of cataloguing stock for the Battye Library reflects the high level of cataloguing required for this material (for which LISWA has national responsibility) and the amount of original cataloguing for unique Western Australian material.

Note 2: Although expressed in terms of titles catalogued, these figures include time staff spend on retrospective conversion of material, updating records and maintaining the database to a high standard. The Team Leader for the Battye Bibliographical Services Team also has organisational responsibility for maintaining database standards and training staff. The move to the National Library’s Kinetica system (requiring considerable staff training), and the move to new team structures, has meant that fewer titles were catalogued in 1998-99.
Performance Indicators (cont.)

Unit cost of preparing public library stock for use.

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993-94</td>
<td>1.53</td>
</tr>
<tr>
<td>1994-95</td>
<td>0.88</td>
</tr>
<tr>
<td>1995-96</td>
<td>1.03</td>
</tr>
<tr>
<td>1996-97</td>
<td>0.81</td>
</tr>
<tr>
<td>1997-98</td>
<td>0.81</td>
</tr>
<tr>
<td>1998-99</td>
<td>0.59</td>
</tr>
</tbody>
</table>

Note: From 1993-94 to 1997-98 these costs were for all LISWA stock. In 1998-99 the bibliographical services teams were divided among the client service programs. The 1998-99 figure is for public library stock, the bulk of the stock (264,650 items).

Cost of maintaining the collections

Cost per support staff activity in the J S Battye Library
Support staff activities counted are current serial issues processed, new materials processed and items re-shelved.

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1994-95</td>
<td>2.56</td>
</tr>
<tr>
<td>1995-96</td>
<td>2.75</td>
</tr>
<tr>
<td>1996-97</td>
<td>2.32</td>
</tr>
<tr>
<td>1997-98</td>
<td>1.80</td>
</tr>
<tr>
<td>1998-99</td>
<td>1.96</td>
</tr>
</tbody>
</table>

Note: Support staff activities increased marginally in 1998-99, but salaries also increased. Some additional staff were employed on a project to prepare newspapers for microfilming, for which some costs will be recouped.

Cost per support staff activity in the State Reference Library
Support staff activities counted are current serials issues processed, new books processed, items reshelved

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1991-92</td>
<td>1.64</td>
</tr>
<tr>
<td>1992-93</td>
<td>1.67</td>
</tr>
<tr>
<td>1993-94</td>
<td>1.65</td>
</tr>
<tr>
<td>1994-95</td>
<td>1.44</td>
</tr>
<tr>
<td>1995-96*</td>
<td>1.92</td>
</tr>
<tr>
<td>1996-97</td>
<td>2.01</td>
</tr>
<tr>
<td>1997-98</td>
<td>1.90</td>
</tr>
<tr>
<td>1998-99</td>
<td>1.50</td>
</tr>
</tbody>
</table>

Note: *Previous figures included the Battye Library and Infolink as well as the State Reference Library. From 1995-96 only the State Reference Library is included. The reduction for 1998-99 results from fewer staff involved in this activity.

Certification of Performance Indicators

In accordance with the Financial Administration and Audit Act and Treasurer’s Instruction 905, we hereby certify that the accompanying Performance Indicators are based on proper records and fairly represent the performance of The Library Board of Western Australia for the year ending 30 June 1999.

Mr Graham McEachran
Member of the Board

Mrs Kay Poustie
Member of the Board

27 August 1999
Output Measures

Outcome
A community that is informed of, and has access to, a diverse range of innovative ideas, knowledge and cultural experiences.

LISWA reports under Outputs 1 and 2 of the Ministry for Culture & the Arts. (These measures are reported in the 1998-99 and 1999-2000 Budget Statements. They are not audited.)

Output 1
Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quantity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of interactions</td>
<td>2,942,000</td>
<td>3,034,883</td>
<td>2,900,000</td>
</tr>
<tr>
<td>Number of products</td>
<td>324</td>
<td>231</td>
<td>280</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Satisfaction rate - interactions</td>
<td>92%</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>Satisfaction rate - products</td>
<td>92%</td>
<td>89%</td>
<td>93%</td>
</tr>
<tr>
<td><strong>Timeliness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours the Library is open</td>
<td>74.5 hours</td>
<td>74.5 hours</td>
<td>74.5 hours</td>
</tr>
<tr>
<td><strong>Cost</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per interaction</td>
<td>$5.59</td>
<td>$4.91</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

Notes for Output Measure 1
The number of interactions measures the contact LISWA has with its many clients through services provided from the Alexander Library Building and electronically. It includes visitors to the library, searches on the LISWA database, enquiries, people attending training courses and exchanges with public libraries.

Products include exhibitions, publications and training courses developed by LISWA staff which interpret the collections and provide information to clients.

The satisfaction rate is a combined measure of feedback from our clients to the services and products provided.

Although timeliness is measured by the hours the Alexander Library Building is open to the public, through the LISWA website LISWA provides access 24 hours a day.

Output 2
Development and management of the State’s natural, cultural and documentary collections.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quantity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of items maintained which support WA’s collection management.</td>
<td>3,313,843</td>
<td>3,253,777</td>
<td>3,293,000</td>
</tr>
<tr>
<td>Number of new items added to the collections.</td>
<td>373,000</td>
<td>374,206</td>
<td>370,000</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of acquisitions which adhere to collection policy.</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>% of permanent collections stored according to appropriate standards.</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>% of permanent collections which reflect WA heritage.</td>
<td>35%</td>
<td>36%</td>
<td>35%</td>
</tr>
<tr>
<td><strong>Timeliness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time taken from order to dispatch (public library collections)</td>
<td>145 days</td>
<td>139 days</td>
<td>130 days</td>
</tr>
<tr>
<td><strong>Cost</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per item</td>
<td>$3.88</td>
<td>$3.56</td>
<td>$3.82</td>
</tr>
</tbody>
</table>

Notes for Output Measure 2
The number of items maintained indicates the number of items in LISWA’s collections. These include the public library collections and the reference and heritage collections housed in the Alexander Library Building. This covers a variety of formats which are measured in different ways, but the overall figure gives a trend in the collections maintained and it is increasing by approximately 110,000 items per year.

The number of new items added to the collections provides an indication of the spending power of the acquisition budget, although most heritage materials are not purchased. This figure is higher than the total by which the collections increase because of the discarding process for public library materials.

Setting the quality measure for adherence to collection policy at 99% reflects the difficulty of adhering to a collection policy 100% of the time when many staff are purchasing and appraising nearly 400,000 items per year. Some mistakes do occur. The collections stored adequately is also at 99% because some films and photographs in the J S Battye Library are not stored to Australian standards. Of the new items added to the permanent collections, 36% are for the Western Australian heritage collections.

Timeliness is measured by a sample of exchanges to a country and metropolitan library. Performance has improved and is expected to improve further as recommendations from the Public Library Resources Review are implemented.

Members of The Library Board of Western Australia

Members of the Board are appointed by the Governor in accordance with The Library Board of Western Australia Act, 1951-1983.

Chairperson
Professor Brian de Garis  
First appointed 1991  
Term ends April 2003

Brian de Garis is currently Professor of History at Murdoch University. He has held previous appointments at the University of Western Australia and the Australian National University.

Born in Western Australia, he has taught and researched many aspects of the history of this State and has been a Director of the Western Australian History Foundation since its inception.

Professor de Garis has also published extensively on the history of the federation movement and other aspects of Australian political history. He is at present working on a history of Australian popular culture.

Personal interests include most of the visual and performing arts, planting trees on a small property in the South-west and reading as much of LISWA’s bookstock as possible.

A member of the Library Board since 1991, Professor de Garis was elected as its Chairperson in December 1993.

Vice-Chairperson
Councillor Joan Cameron  
First appointed 1990  
Term ends February 2002

Joan Cameron was appointed to the Library Board in 1990. A member of the Board’s Executive from 1991 to 1997 and Vice-Chairperson of the Board from 1993 to 1997, she was an inaugural member of the Library Board’s Standing Committee on Public Libraries in 1991 and chaired the Committee from 1993 to 1997.

With a background as a legal executive, Mrs Cameron has been a farmer and grazier for the past thirty years and has been active in community affairs in that time. Whilst being impressed by, and dedicated to, the library system as a whole, there is a particular interest in small and isolated rural libraries which provide such a vital and comprehensive service to people who have limited access to cultural, educational and recreational facilities. Coming to the Board with eighteen years experience as a Councillor of the Shire of Plantagenet and as a long standing member of the Country Shire Council’s Association, she is interested in seeing the partnership between the Board and local government strengthened.

Members

Councillor Bryn Jones  
First appointed 1998  
Term ends February 2002

Bryn Jones is an elected member of the Fremantle City Council where he has taken an active interest in the automation of the City Library and the provision of free Internet access to library users. He is a member of the steering committee of “Fremantle On-Line”, a project which is developing an integrated approach to information technology for the city. This includes the role of IT in economic development, customer service, and participation and democracy.

Bryn is Director of Information Technology at Notre Dame University, situated in the west end of Fremantle, and provides consultancy services on the planning and implementation of information technology in schools.

Mr Graham McEachran  
First Appointed 1994  
Term ends April 2002

Graham McEachran is a partner in the firm of Ernst & Young, specialising in information technology consulting. He brings to the Board over thirty years experience with large multinational corporations, the mining industry and many areas of government.

Mr McEachran has wide business, cultural and sporting interests and wrote a history of the Claremont-Nedlands Cricket Club to mark its centenary. He has particular interests in the performing arts and in architectural history. Graham is also a member of the Metropolitan Health Services Board which is responsible for the operations of Perth’s public hospitals. All his life, Graham has haunted libraries and bookshops.

Graham hopes to contribute his commercial and business experience to the Board, as well as his specific expertise in strategic information technology investment.

Mrs Kay Poustie  
First Appointed 1991-93 and 1998  
Term ends February 2002

Kay Poustie holds the position of Manager, Libraries, Arts and Culture at the City of Stirling. The City provides six public libraries and an Administration library to service the needs of elected members and staff, plus a community information service.

Kay is a member of the Bertelsmann International Network of Public Libraries, an international group of 14 public library managers responsible for undertaking research on issues pertinent to public libraries. She is also Director of AIMA Training and Consultancy Ltd., and has held various positions in the Australian Library and Information Association, including four years as the Chair of the Board of Education and Member of the Executive of the General Council of the Association. She was made a Fellow of the Association for her contribution to public libraries and the profession in 1997.

As Past District 23 Governor of Zonta International, a worldwide service organisation of executives in business and the professions, Kay is also involved in community service.
Dr John Reid  
**First appointed 1993**  
**Term ends February 2002**

Dr Reid holds degrees from each of Western Australia’s universities and a PhD from Murdoch University. He has also studied overseas, completing a Master of Education degree at the University of Alberta while on a WA Education Department Travelling Scholarship.

John Reid has taught in many secondary and primary schools in towns scattered throughout the State, and has interests in atypical children and isolated and distance education. In more recent times he has served as Director of Schools and as the District Superintendent of the Swanbourne District of Schools. He is a fellow of the Australian College of Education and the Western Australian Institute of Educational Administrators. Dr Reid brings to the Board extensive experience in education.

He has served on numerous University committees, been a syndicate leader in the Graduate School of Education, and presently holds a position on the Postgraduate Research Committee at the University of WA. He is Chairman of the Education Faculty Board at Edith Cowan University and patron of the Cottesloe Primary School.

Dr Reid takes a keen interest in the National Trust having been a State Councillor, chairman of the Education committee and member of the State Executive. He is now the Chairman of the Council, which is the governing body of the National Trust (WA).

Dr Reid is past Chair of the Library Board Standing Committee on Public Records and an honorary member of the Western Australian Library Society.

Councillor Nola Waters  
**First appointed 1994**  
**Term ends June 2002**

Mrs Nola Waters has been a Councillor of the City of Cockburn for 21 years and represents the Council on the South West Zone Local Government Association, Community Policing District Committee and Bridging the Gap (South). Mrs Waters is chairperson of the Policy and Strategy Committee and the Equal Employment Opportunity Committee and is a member of the Administration Committee.

Mrs Waters is employed by the Education Department as a teacher assistant in junior primary schools.

She has been a staunch supporter for the public library system in Cockburn and played a major role in the establishment of the branch library at Coolbellup.

**Professor Robert S White**  
**First appointed 1996**  
**Term ends September 2000**

Professor Bob White was born in Sydney and graduated from the Universities of Adelaide (BA, MA) and Oxford (D. Phil). He was lecturer and senior lecturer in English at the University of Newcastle upon Tyne from 1974 to 1987, before taking up the Chair of English at the University of Western Australia, where he has been Head of Department from 1989 to 1991 and from 1995 to 1996. He has held visiting Fellowships at the ANU and Oxford, and is a Fellow of the Australian Humanities Academy. Professor White has published thirteen books, mainly on Shakespeare, and his latest publication is *Natural Law in English Renaissance Literature* (Cambridge University Press, 1996). Bob White has chaired the Western Australian Premier’s Book Awards judges committee. He regards libraries as sacred places, comparable with cathedrals.

**Mr David Wood**  
**First appointed 1997**  
**Term indefinite**

Mr Wood is the Principal of Sevenoaks Senior College. Sevenoaks is a new government school that will open in 2001. Mr Wood has a BScEd and a MAppSc(ScEd).

He had a distinguished career as a science teacher in government schools for approximately twenty years before moving into educational administration where he managed several key strategic curriculum initiatives within the Education Department including Library and Informational skills, the technology in schools initiatives and implementation of the state-wide curriculum improvement program.

Mr Wood will contribute his broad educational perspective as well as his knowledge and skills in the areas of inter-agency collaboration and joint use of library facilities, science and technology, and the impact of emerging technologies on information systems.

Councillor Terese Stroud  
**First appointed 1996**  
**Resigned May 1999**

Ms Stroud represented the City of Perth on the Library Board.

In 1972 she was a founding councillor on the West Pilbara Shire Council and she continues her interest in the pastoral industry as a National Director of the Stockman’s Hall of Fame and Outback Heritage Centre. Ms Stroud is an author and has written a book of poetry titled *A Camel to the moon* which has country life in Western Australia as its theme.
Standing Committee On Public Records

Councillor Nola Waters, Chairperson  
Library Board

Dr John Reid  
Library Board

Mrs Maidee Smith  
Library Board (until November 1998)

Professor Geoffrey Bolton  
Historian

Mr Michael Sonter  
Legal Profession

Mr Phil Chapman  
Records and Information Management Liaison Group

Mr Shane Culbertson  
Records Management Association of Australia (WA)

Ms Jenny Edgecombe  
Australian Society of Archivists

Mr Stephen Dodd  
Local Government Records Management Group (until February 1999)

Mrs Rhonda Beaton  
Local Government Records Management Group

Dr Lynn Allen, Ex officio  
CEO and State Librarian, LISWA

Mr Chris Coggin, Executive Secretary  
Director: State Records Office

Ms Isabel Smith, Secretary of the Committee  
Team Leader: State Records Office

Terms of reference

Since its first meeting in April 1991 the Standing Committee on Public Records has operated under the terms of reference originally set for it in 1990, namely to make recommendations to the Library Board with regard to:

- the retention and disposal of public records; and
- other matters incidental thereto.

Activities

The Standing Committee on Public Records met on four occasions and recommended 33 disposal authorities for Board approval. Major retention and disposal schedules were approved for the Western Australian Police Service, Registrar General’s Office, South West Regional College of Tafe, Office of Energy, Metropolitan Cemeteries Board and the University of Western Australia.
Principal Officers of LISWA

Chief Executive Officer and State Librarian
Dr Lynn Allen
Appointed: January 1989

Director: Public Library Services
Debrah Lewis
Appointed: December 1997

Director: J S Battye Library
Ronda Jamieson
Appointed: March 1999

Director: State Records Office
Chris Coggin
Appointed: May 1995

Director: State Reference Library
Claire Forte
Appointed: April 1999

Director: Strategic Support & Development
Peter Lambert
Appointed: May 1999

Manager: Organisation Development
Carole Baetge
Appointed: August 1995

Manager: Business Development
Greg Doehring
Appointed: February 1995

Manager: Information Systems
Graham Hilton
Appointed: March 1995

Manager: Preservation Services
Position vacant

Manager: Public Programs
Doug George
Appointed: October 1996

Consultant: Policy & Evaluation
Julie Ham
Appointed: May 1997

FINANCIAL INTERESTS OF PRINCIPAL OFFICERS
No financial interests have been declared to the Accountable Authority by senior officers or members of the Library Board of Western Australia.
The following people were employed by The Library Board of Western Australia as at 30 June 1999. The list includes full-time, part-time, permanent and contract staff in the positions they held at that date.

PUBLIC LIBRARY SERVICES

Director: Public Library Services
Debrah Lewis

Administrative Assistant
Claire Harloe

Library Advisory Services Team
Team Leader
George Cowcher

Consultants
Consultant: Multicultural Services
Pearl Tan

Consultant: Senior Services
Ruth Balding

Consultant: Special Needs
Yvonne Morant

Consultant: Young People’s Services
Sue North

Librarians
Nola Allen
Michael Cuomo
Oliver Gatty
Norene Garry
Michelle Gherghinis
Leonie Hayes
Sue Hunter
Tom Knapp
Karin Smith

Library Officers
Teresa Epps
Maria Milos
Anne Oakes
Amrick Singh

Stock Management Services Team
Team Leader
Ian Kane

Supervising Clerk: Maintenance Team
Kathleen Wilkinson

Supervising Clerk: Outgoing Exchanges Team
Roger Ford

Supervising Clerk: Incoming Exchanges Team
Pat Cambridge

Library Officers
Jenny Feehan
Rhonda Granner
Yvonne Grant
Pam Gully
Diane Herbert
Ken Hewitt
Krystyna Kudla
John Naturalny
Pamela Pilmer
Daniella Popiel
Brian Pratt
Lynsey Scott
Peter Thackray
Brian Walker
Alan Wyncol

Store Officers
Valma Caldow
Terry Cambridge
Phillip Hough
Clint Polman

Van Drivers
Zachary Bell
Gary Obrecht
David Rowe

Bibliographical Services Team

Team Leader
Gladys Douthwaite

Librarians
Jane Jeleric
Joan McKenna

Orders Coordinator
Pat Hyde

Library Technicians
David Jones
Wendy Monaghan

Supervisors
Helen Gourlay
Deborah Jones
John Rebick

Library Officers
Alex Brennan
Kim Bucchino
Zofia Carter
Antonetta Fernandes
Lorraine Karas
Gregory Kirby
Karen Lydon
Margaret Matthews
Jo O’Connor
Jeanette Shepherd
Nicola Smith
Graham Sutherland
Pat Szabo

Storepersons
Catherine McIntyre
Ron McPherson

Ron McPherson
Staff Members (cont.)

J S BATTYE LIBRARY OF WEST AUSTRALIAN HISTORY
Director: Battye Library
Ronda Jamieson
Administrative Assistant
Tamla Cook
Original Materials and Information Services Team
Team Leader
Jennie Carter
Librarians
Julie Martin
Steve Howell
Gerard Foley
Private Archivist
Michael Price
Secretary: Oral History
Valda Kiely
Library Technicians
Mary Jones
Maryon Craig
Carmel McRobert
Library Officers
Diana Ridge
Carl Studd
Information Materials and Information Services Team
Team Leader
Brian Stewart
Librarians
Sue Byrne
Alison Hocken
Ted North
Glenda Oakley
Carol Smith
David Whiteford
Information Officer
Ken Smith (Seconded)
Anne Lilleyman
Library Technician
Jan Skillington
Senior Clerk
Robert Reece

Library Officers
Pamela Beveridge
Fiona Catherwood
Lynley Edwards
Meredith Howell
Andrew MacDonald
Sue Osmond
Robert Swain (Transferred)

Bibliographical Services Team
Team Leader
Beth Reece
Librarians
John Draffin
Angela Don
Robyn Edwards
Library Officers
Lucy Dal Busco
Linda Davis
Patricia Barr

STATE RECORDS OFFICE
Director: State Records Office
Chris Coggin
Archival Services Team
Team Leader
Tom Reynolds
Archivists
Ann Archer
Damien Hassan
Lise Summers
Archives Officers
Pat Paterson
Maria Carvalho
Justin Fairhead
Archives Assistants
Heather Magee
Peter Di Marco
Patrick McCourt
Recordkeeping Services Team
Team Leader
Isabel Smith
Records Management Consultant
Anne Gill
Recordkeeping Consultant
Julie Bright
Recordkeeping Advisory Officers
Martin Fordham
Paul Ferridge
Kim Cannon
Support Officer
Doug Carrie
Staff Members (cont.)

STATE REFERENCE LIBRARY

Director: State Reference Library
Claire Forte

Secretary
Wendy Mekisic

Arts & Literature Team

Librarians
Marilyn Carcavas
Julianne Clifford
Anne Keehan
Mary Lewin
Mary Magaraggia
Jeya Ponnuthurai
Carol Rikli

Coordinator: State Film & Video Library
Julie Coyle

Library Assistants
Linda Black
Paul Butsworth
Derek Chantler
Kay Commons
Lucien Duwooz
Alan Hamence

Business & Management Team

Team Leader
Pam Phelan

Librarians
Jude Cooper
Caroline Dowling
Elaine Olsen
Salwa Soliman
John Toomey

Library Technician
Virginia Burris

Senior Clerk
Tanya Daddi

Library Assistants
Sue Gray
Rosemary Jones
Adele Sugars
Rick Weiss

Industry & Technology Team

Team Leader
Gabrielle Reynolds

Librarians
Peter Bloomfield
Brenda Collins
Kate Eckersley
Gaye Sweeney

Senior Clerk
Sharon Pratt

Library Assistants
Julie Ellender
Samantha Fairbanks
Karen Godfrey
Julie Jennings
Angela Maw

Music & Performing Arts Team

Team Leader
Brian Dawson

Librarians
Allison Fyfe
Janet Hocken
Jane Jones

Library Technician
May Pye

Library Assistants
Dixie Moore
Gayle Roberts
Julie Sheren

Social Sciences Team

Team Leader
Barbara McGuire

Librarians
Nick Duncan
Russell Hamilton
Susan Henson
Sue Sondalini

Library Technician
Natalie McDonald

Senior Clerk
Jolanta Andres

Library Assistants
Eileen Branson
Moira Harding
Cecil Hare
Robert King
Sue Ryan
Maria Vargas
Margaret Watts

Bibliographical Services Team

Team Leader
Kathy Rawlinson

Librarians
Sai Kee Kek
Pam Marciano
Robin Robinson
Jeri Tatian

Senior Clerk
Ilona Tobin

Library Assistants
Betty Bilton
Grace Chiu
Linda Laycock
Glenys Oakes
Kerry Randall
Renata Roberts
Annette Stephens

Preservation Services Branch

Manager
Position vacant

Senior Conservator
Pamela Najar-Simpson

Paper Conservator
Amanda Simper

Bookbinder and Boxmaker
Timothy Cooke

Conservation Technician
Susan Anderson

Conservation Assistant
Patrick Smith

Micrographics Coordinator
Pat Griffiths

Micrographic Technicians
Lee Blackford
Jennifer Crabtree
Deborah Ennis
Fay Hayward
Gayle McGlynn
Paul Mitchell
Tina Taylor

Coordinator Photographic and Multimedia Services
Toni Munro

Photographic Technician
Robert Diggens

Clerk
Maria Jakovcich
EXECUTIVE AND STRATEGIC MANAGEMENT

Chief Executive Officer and State Librarian  
Lynn Allen

Senior Executive Assistant  
Pauline Jamieson

Director: Strategic Support & Development  
Peter Lambert

Manager: Business Development  
Greg Doehring

Manager: Organisation Development  
Carole Baetge

Consultant: Policy & Evaluation  
Julie Ham

Consultant: Bibliographical Services  
Ian Stone

Project Leader: Western Stories  
Patrick Moore

Executive Officer: Sponsorship & Investment  
Jenny Underwood

Save Our Century Fund Project  
Leigh Hays  
Fiona Caratozzolo

Project Officer  
Belinda Walsh

Executive Assistant  
Jean Duff

Officers  
Shirley D’Cruze  
Maureen D’Rozario  
Jane Masterman

PUBLIC PROGRAMS

Manager  
Doug George

Exhibition Coordinator  
Penny McKay

Production Assistant  
Dana Tonello

Researcher  
Virginia Rowland

FINANCE

Manager  
Lily Mirco (Transferred)

Financial Officer Budgeting  
Lilian Dinardo (Outplaced)

Supply Officer  
Kim Armstrong (Outplaced)

Finance Officers  
Diana Edwards (Outplaced)  
Daniel Hutchinson (Outplaced)

BUILDING SERVICES

Coordinator: Building Operations  
Rob Didcoe

House Officer  
Lorraine Beck

Van Dock Supervisor  
Vic Thorpe

Bookings Officer  
Pat Skidmore

Duty Officers  
Sam Earnshaw  
Rimar James  
Mike Phillipsz  
Tim Riley  
Des Tonge

Storemen  
Brian Howard  
Quang Nguyen

Special Projects  
Peter Marshall (Transferred)

DOCUMENT DELIVERY SERVICES

Manager  
Ross Withnell

Librarians  
David Hodgson  
Pena Polmear

Senior Clerk  
Anita Freeman (M/L)  
Nicole Piotek

Library Technician  
Sue McDonald

Library Assistants  
Ewa Bieniawski  
Evelyn Bullin  
Julie Jennings  
Sandra Jones  
Kate Kenny  
Helen Lysaght  
Caroline Nightingale  
Leah Proud  
Dianne Young

INFORMATION SYSTEMS

Manager  
Graham Hilton

Coordinator: Application Services  
Kaye Hill

Coordinator: Information Technology  
Dianne Calway (M/L)

System Administrator  
Ian Saldanha

Network Administrator  
Ivelina Staneva (M/L)

Web Administrator  
Lori Polkinghorn

LIDDA Administrator  
Collette Orchard

Contractors  
Brett Donovan  
David Robinson  
Trisha Rolls  
Craig Willoughby

Coordinator: Corporate Information  
Jill Jones

Senior Corporate Records Officer  
Kerri Mockett

Officers  
Del Lewis  
Win Wharam

Staff Members (cont.)
Staff Achievements

Lynn Allen
Pro Chancellor, Curtin University of Technology.
Member, Advisory Board, Department of Library and Information Studies, Curtin University of Technology.
Member, Health Information Systems Board.
Chairperson, Education Department of WA Internal Audit Committee.
Member, Information and Communications Policy Advisory Committee.
Member, CEO Online Services Group.
Member, Council of Australian State Libraries.
Custodian, WA State Library Custodians Inc.
Speaker, Information Technology Students Breakfast, Asia Pacific AT&T Awards.
Speaker, St Andrews Society Annual Dinner.

Nola Allen
Secretary, Children’s Book Council of Australia, W.A. Branch.
Judge, Tim Winton Young Writers Competition.
Judge, Christobel Mattingley Young Writers Competition.
Reviewer, Magpies: Talking About Books for Children.
Panel Member, Childrens Book Week Seminar ALIA (CYSS), 25 July 1998

Julie Bright
Chair, Local Government General Disposal Authority Review Committee.
Chair, Keyword AAA Thesaurus User Group Forum (WA).
Mentor, RMAA Mentoring Group.

Chris Coggin
Member, Geographic Names Committee.
Member, Friends of Battye Library (Inc) Committee.
Member for WA, Council of Federal, State and Territory Archives.
Member, “Bringing Them Home” Records Task Force.

George Cowcher
Member, ALIA Public Libraries Section Committee (WA Group).
Editor, Just keeping in touch.

Gerard Foley
Program Coordinator, Australian Society of Archivists (WA Branch).
Member, Organising Committee, Australian Society of Archivists annual conference, Place, Interface and Cyberspace: Archives at the Edge, Fremantle, August 1998.
Jointly curated heritage film program with the Film & Television Institute for the Fremantle Festival, 14-15 November 1998.
Presentation and curated film program for the Mid West Region, Geraldton Public Library, 23 November 1998.

Claire Forte
Member, Council of Australian Libraries (CASL) Copyright Working Group.
Member, Council of Australian Libraries (CASL) Partnerships in Education Working Group.

Michelle Gherghinis
Committee member, Children's Book Council (WA).
Committee member, Western Australian Young Reader's Book Award.
State coordinator, Nestle Write Around Australia Creative Writing Competition.
Judge, Tim Winton Young Writers Competition.
Judge, Christobel Mattingley Young Writers Competition.
Recipient, Western Australian Children’s Week Award, 1998.

Patricia Griffiths
Member, Micrographics and Image Management Committee of Standards Australia, who are developing and reviewing Australian National and ISO standards.

Julie Ham
Member, ALIA Continuing Professional Development Committee (WA).
Secretary, University, College and Research Libraries Section, ALIA (WA Branch).
Member, Council of Australian Libraries (CASL), Public Libraries Statistics Group.

Damien Hassan
Publications coordinator, Western Archives, Australian Society of Archivists (WA Branch).
Member, Marketing Committee, Australian Society of Archivists annual conference, Place, Interface and Cyberspace: Archives at the Edge, Fremantle, August 1998.

Leigh Hays
Committee member, Australian Society of Archivists.
Copy editor, Archives and Manuscripts: journal of the Australian Society of Archivists.
Kaye Hill

Graham Hilton
"Managing Large Information Systems Projects", talk, Edith Cowan University, April, 1999.
Member, Online Managers Committee, Department of Commerce and Trade.

Debrah Lewis
Member, Community Services Co-Location Committee, Department of Commerce and Trade.
Member, Regional Services Committee, Ministry for Culture and the Arts.

Julie Martin
"Lest we forget: Adopt-A-Soldier Project", Western Ancestor, September 1999 and other newsletters and periodicals.
"Hidden Treasures of the ALB", talk, Western Australian Genealogical Society, November 1998.
"South Australian sources in the Australian Joint Copying Project materials", talk, Western Australian Genealogical Society (SA Special Interest Group), April 1999.
Treasurer and Newsletter editor, Friends of Battye Library Inc.

Wendy Monaghan
Secretary, Library Technicians’ Section ALIA (WA Branch).

Patrick Moore
Chair, Advisory Board of the Archives of the Catholic Archdiocese of Perth.

Yvonne Morant

Ted North

Pam Phelan
Member, WA State Government’s Internet Business and Investment Embassy Management Committee.

Tom Reynolds
Treasurer, Australian Society of Archivists (WA) Branch.

Isabel Smith
Member, Records and Information Management Liaison Group, Executive Committee.
Member, Institute of Information Management, Executive Committee.
Member, Australian Society of Archivists (WA), Committee.
Mentor, RMAA Mentoring Group.
Tutor, Edith Cowan University.
"Role and function of the Public Records Office of Western Australia", presentation, Edith Cowan University Students, October 1998.

Sue Sondalini
Guest speaker, Family History Workshop, University of the Third Age, March 1999.
Regular contributor to Western Ancestor, the journal of the Western Australian Genealogical Society.

Sue Osmond
Committee Member, Friends of Battye Library Inc.

Pam Phelan
Member, WA State Government’s Internet Business and Investment Embassy Management Committee.

Tom Reynolds
Treasurer, Australian Society of Archivists (WA) Branch.

Isabel Smith
Member, Records and Information Management Liaison Group, Executive Committee.
Member, Institute of Information Management, Executive Committee.
Member, Australian Society of Archivists (WA), Committee.
Mentor, RMAA Mentoring Group.
Tutor, Edith Cowan University.
"Role and function of the Public Records Office of Western Australia", presentation, Edith Cowan University Students, October 1998.

Sue Sondalini
Guest speaker, Family History Workshop, University of the Third Age, March 1999.
Regular contributor to Western Ancestor, the journal of the Western Australian Genealogical Society.
**Staff Awards**

**Terry Campbell Courtesy Award**

The Terry Campbell Courtesy Award is awarded to a staff member who, on a particular occasion or, by general attitude to the public or to staff, has shown great courtesy and helpfulness. Nominations are received from staff members or members of the public.

The award is in memory of Terry Campbell (1931 - 1989) who worked as a receptionist and telephonist with LISWA. She was unfailingly helpful and courteous and this award aims to recognise staff who display these characteristics.

The award was given to the following staff:
- Maureen D’Rozario
- Anne Lilleyman
- Brian Howard
- Julie Jennings
- Jenny Jenkins
- Kathy Rawlinson
- Lina Brodalka, Teresa Epps, Maria Milos

**James Hammond Award**

The James Hammond Award is presented for the attainment of excellence in the field of book selection and library education.

This award, presented by Mrs Hammond, commemorates James Hammond who made an outstanding contribution to librarianship during his time as Chief Assistant Librarian of The Library Board of Western Australia from 1954 to 1972.

The 1998-99 award was presented to David Whiteford for his work in the J S Battye Library.

David has responsibility for the development of the monographs collections of Westraliana, for providing library education, and for assisting in the development of local studies collections in public libraries. His dedication and enthusiasm in carrying out his responsibilities in all these areas has been exemplary.

David’s knowledge of the published history of Western Australia is extensive and he takes every opportunity to extend his knowledge and to develop the collections. He has been very involved in the provision of library education, conducting training sessions for LISWA staff and clients of LISWA's online catalogue. His careful course preparation, combined with his wide knowledge of the collections and how to access them, have made his training sessions highly successful. David is a true book person and his passion for books is shown in his professional work and is reflected in his personal collecting. Like all true enthusiasts, David is generous with his knowledge and is always ready to help colleagues.
The State Librarian’s 10th Anniversary Achievement Awards

On 16th January 1999, the State Librarian, Dr Lynn Allen, celebrated 10 years in that position. To mark the occasion the State Librarian’s 10th Anniversary Achievement Awards were initiated to recognise ten years of achievement by LISWA staff who had worked tirelessly to reach high levels of excellence in a range of areas: from technological innovation to teams, and from improvements in service delivery to systems replacement.

Nominations were called for teams to present their achievements for a particular project or a team based initiative in five categories. Nominations were judged by a panel comprising John Bishop (retired from LISWA in February 1998), Wendy Birman (previously Chairperson of the Library Board) and Lynn Allen. Team presentations were made at staff meetings enabling all staff to have an understanding of the many projects which have been undertaken throughout LISWA. The Minister for the Arts, Hon Peter Foss, presented the Staff Achievement Awards and commended LISWA for its innovation, philosophy of continuous improvement and striving for excellence in a range of areas.

Service Improvement
Team Award: Information Services for Small Business Starters
Business & Management Team

Project Team Award: PIA Serials Implementation Project
Project Information Access (PIA) Serials Implementation Team

Commendations:
Improved Client Access to Westraliana
Information Materials and Services Team (Battye)
Training Towards 2000
Recordkeeping Services (State Records Office)
Special Open Days 1991 and 1993
Open Day Committee
Bookings for Public Internet workstations
Internet Bookings Project Group

Innovative Use of Technology
Team Award: Online Organisation Project and Public Libraries Online Website
Information Systems Team, and the Public Library Services, Library Advisory Services Team

Project Team Award: PIA Indexing Project
PIA Indexing Team

Managing Change
Team Award: From projects to programmes: A decade of change in Preservation Services at LISWA
Preservation Services Team

Project Team Award: Circulation Module
Circulation Team

Improving Productivity
Team Award: Archives: into the 21st Century
Public Records Access Team

Project Team Award: Public Photocopy Services: incorporating monitor swipe cards access system
Public Photocopy Service Project Team

Commendations:
Financial Management Initiatives
Finance & Building Services Team
DDC21 Reclassification process and linking
Industry & Technology Team

Teamwork
Team Award: Becoming a team - the Music and Performing Arts experience
Music & Performing Arts Team

Project Team Award: Cataloguing Costs Project
Reference Services: Bibliographical Services Team

Commendation:
Battye Original Materials (OMIS) Team Development
Original Materials and Information Services Team
New LISWA Publications in 1998 -1999

• Annual report / The Library and Information Service of Western Australia. (Annual) Free

• Knowit: the official newsletter of The Library and Information Service of Western Australia. (Bi-monthly) $20.00 annual subscription

• Material Girls: a select bibliography of women’s issues and interests. (Bibliographical Series No.1) (1999, 30p.) $17.00

• Sharing our Treasures: a journey through the State’s collections (1999, 36p.) Free

• Statistical Bulletin for Public Libraries in Western Australia (Annual) $12.00

• The Western Australian Calendar of Special Dates 1998 / Infolink Government and Community Information Service. (1998, 52p.) $5.00

A list of current publications produced by LISWA

Corporate

• Annual report / The Library and Information Service of Western Australia. (Annual) Free

• Blueprint 2: Opening new windows on information for Western Australians. A discussion paper on issues for LISWA’s Strategic Plan for 1996-2001 / Library and Information Service of Western Australia. (1996, 14 p.) Free

• Commitment to service: your window on the world of information: LISWA’s customer service charter / Library and Information Service of Western Australia. (1995, 13 p.) Free

• Information and Beyond: strategic directions 1997-2001 / Library and Information Service of Western Australia. (1996, 56 p.) Free

• Services to Aboriginal and Torres Strait Islander Peoples. (1998, 12p.) out of print

Catalogues / Indexes

• Catalogue of resources in Dutch: a catalogue of resources in the Western Australian public library system / Library and Information Service of Western Australia. (1997, 140 p.) Free

• Catalogue of resources in Greek: a catalogue of resources in the Western Australian public library system / Library and Information Service of Western Australia. (1995, 87 p.) Free

• Catalogue of resources in Russian: catalogue of resources in the Western Australian public library system / Library and Information Service of Western Australia. (1996, 91 p.) Free

• Catalogue of resources in Vietnamese: a catalogue of resources in the Western Australian public library system / Library and Information Service of Western Australia. (1994, 121 p.) Free

• Film catalogue, 1991 / State Film and Video Library. (1991, 537 p.) $15.00

• Latest Acquisitions / State Film and Video Library $12.00 annual subscription

• Performing Arts Collection, 1991: catalogue of plays, film scripts and vocal scores. 7th edition / Library Board of Western Australia. (1991, 257 p.) $10.00

Exhibition publications and brochures

• Booty caricatures of WA personalities at the turn of the century: an exhibition / research & text by Wendy Birman. Exhibition catalogue (1993, 11 p.) $2.00

• Creating the public realm: public architecture in Western Australia 1890-2000. Exhibition publication (1994, 68 p.) $12.00

• Fortunes: portraits of the people of Kalgoorlie-Boulder, a centennial celebration, 1893-1993. Exhibition publication (1993, 40 p.) $2.00

Genealogical and Historical guides

• Access to ancestors: a research kit of resources in the State Archives of Western Australia. (1990, 247 microfilm reels, 77 microfiche, guide (36 p.) Details available on request from Public Records Office

• Dead reckoning: how to find your way through the genealogical jungle of Western Australia / compiled by Steve Howell. Library Board of Western Australia (1997, 126 p.) $20.00

• Order in the Court: a guide to the records of the Supreme Court of Western Australia / State Archives of Western Australia. (1990, 86p.) Govt: $20.00 Private: $25.00

• Our Military Ancestors: a guide to sources in the JS Battye Library of Western Australian History and the State Archives of western Australia / Glenda Oakley. (1991, 27p) $5.00

• Young, old and in between: how to interview for family history, kit / by Ronda Jamieson. (1992, 1 sound cassette (60 min.), 1 book (22 p.) $19.95
Publications (cont.)

**LISWA Research Series**

- National Think Tank on Library Statistics: papers presented at a meeting held 29 September 1990, Perth / Library Board of Western Australia (LISWA research series no. 1) (1990, 76p.) *out of print*

- Does WA have the potential to be an Information Society?: identifying strategic issues for the development of an information policy agenda / Library Board of Western Australia (LISWA research series no. 2) (1992, 88p.) *out of print*

- Copyright protection of computer software policy issues for Australian libraries / by Dorothy Harris. (LISWA research series, no. 3) (1990, 50 p.) $8.00

- Electronic records: an investigation into retention, storage and transfer options / State Archives of Western Australia (LISWA research series, no. 4) (1993, 77 p.) *out of print*

- Just in Case or Just in Time?: strategies for the development and management of Western Australian government library and information services. Volume 1, executive report. (LISWA research series, no. 5) (1994, 35 p.) $8.00

- Westminster or Whitehall: modern problems and issues in records management and preservation in changing British constitutional monarchies / by Leslie R. Marchant. (LISWA research series, no. 6) (1995, 98 p.) $20.00

- Directory of Western Australian oral history and folklore collections / Library and Information Service of Western Australia. (LISWA research series, no. 7) (1996, 46 p.)

- Catalysts for change: the influence of individuals in establishing children’s library service in Western Australia / by Alison Gregg. (LISWA research series, no. 8) (1996, 206 p.) $35.00

**Public Libraries**

- Operational standards for public libraries in Western Australia. 2nd revised edition (1994, 48p.) $10.00


- Statistical Bulletin for Public Libraries in Western Australia. (Annual) $12.00

**Public Records Office**


- Policies and Standards Manual / State Archives of Western Australia. (1992) *Price on application*


- General disposal authority for local government records / Records Management Office, State Archives of Western Australia. (1994) *Price on application*

- General disposal authority for financial and accounting records / Records Management Office, State Archives of Western Australia. (1994) *Price on application*

- How to Design a Records Management Procedure Manual / State Archives of Western Australia (1995) *Price on application*

- Public records management: a guide to normal administrative practice / Public Records Office of Western Australia. (1995, 45 p.) *out of print*
Freedom of Information

The Freedom of Information Act 1992 ("the FOI Act"), which came into effect on 1 November 1993, created a general right of access to documents held by State and local government agencies.

During 1998-99 The Library and Information Service of Western Australia did not receive any Freedom of Information applications for access to information under the Freedom of Information Act, 1992.

Policy statement on freedom of information

The Library Board of Western Australia (the Board) provides support for and commitment to the Freedom of Information (FOI) Legislation. A copy of The Library and Information Service of Western Australia’s Information Statement, together with internal policies and procedures which have an effect or potential effect on members of the public are available for public inspection from the FOI coordinator in the Alexander Library Building.

Where possible, the Board prefers that an issue be resolved between the parties, without resorting to an FOI application.

FOI requests do not apply to documents that are already available for inspection in the State Archives. Requests for access to records which the Public Records Office may hold in its custody on behalf of other agencies should be addressed to an appropriate officer in the agency concerned.

FOI Procedures and initial contact.

Enquiries concerning procedures for seeking information from LISWA under the FOI Act may be made in writing, by telephone or in person to the:

**FOI Coordinator**
**Library and Information Service of Western Australia**
**Alexander Library Building**
**Perth Cultural Centre**
**PERTH 6000**

Telephone: (08) 9427 3444
Facsimile: (08) 9427 3336

FOI Applications

All applications must be in writing, giving enough information to identify the documents requested and an address in Australia to which correspondence can be directed.

A person wishing to apply to LISWA for amendment of personal information in documents held by LISWA must apply to LISWA in writing. Under Section 48 of the FOI Act, the amendment may be made by:

- altering information;
- striking out or deleting information;
- inserting information;
- inserting a note in relation to information; or
- in two or more of the above ways.

Fees and charges

The costs of providing information under FOI are determined by provisions of the FOI Act and Regulations. An application fee and charges for non personal information are payable in full unless there is financial hardship. In the case of access to personal information, neither an application fee nor charge is payable for providing access. For further information concerning fees and charges contact the FOI Coordinator (see above).
Workload Indicators 1998-99 (as at 30 June 1999)

Workload indicators for 1998-99 operations and stock levels are provided on the following pages, along with figures for the previous five years.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PUBLIC LIBRARY SERVICES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total public libraries and extension services</td>
<td>229</td>
<td>229</td>
<td>228</td>
<td>230</td>
<td>234</td>
<td>236</td>
</tr>
<tr>
<td>Additional volumes in public libraries</td>
<td>10,662</td>
<td>51,992</td>
<td>44,436</td>
<td>60,415</td>
<td>74,535</td>
<td>85,845</td>
</tr>
<tr>
<td>Volumes despatched on Exchange Program</td>
<td>375,018</td>
<td>502,649</td>
<td>418,137</td>
<td>444,523</td>
<td>393,459</td>
<td>384,134</td>
</tr>
<tr>
<td>Volumes repaired in-house</td>
<td>56,639</td>
<td>20,908</td>
<td>15,027</td>
<td>9,447</td>
<td>15,234</td>
<td>25,197</td>
</tr>
<tr>
<td>Information materials distributed</td>
<td>286,040</td>
<td>219,646</td>
<td>317,979</td>
<td>282,055</td>
<td>200,955</td>
<td>243,097</td>
</tr>
<tr>
<td>Information enquiries</td>
<td>2,728</td>
<td>2,710</td>
<td>3,795</td>
<td>3,261</td>
<td>3,267</td>
<td>4,291</td>
</tr>
<tr>
<td>Multi-language volumes lent</td>
<td>62,247</td>
<td>67,687</td>
<td>64,249</td>
<td>54,234</td>
<td>67,961</td>
<td>69,286</td>
</tr>
<tr>
<td>Number attending training courses</td>
<td>539</td>
<td>365</td>
<td>347</td>
<td>172</td>
<td>311</td>
<td>352</td>
</tr>
<tr>
<td>Annual public library visits</td>
<td>96</td>
<td>66</td>
<td>22</td>
<td>174</td>
<td>132</td>
<td>192</td>
</tr>
</tbody>
</table>

WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES

<table>
<thead>
<tr>
<th>J S Battye Library</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Information enquiries</td>
<td>44,657</td>
<td>44,507</td>
<td>45,927</td>
<td>43,766</td>
<td>52,563</td>
<td>54,603</td>
</tr>
<tr>
<td>Government and community information enquiries</td>
<td>33,386</td>
<td>23,932</td>
<td>20,386</td>
<td>17,404</td>
<td>12,183</td>
<td>11,123</td>
</tr>
<tr>
<td>Total information enquiries</td>
<td>78,043</td>
<td>68,439</td>
<td>66,313</td>
<td>61,071</td>
<td>64,746</td>
<td>65,726</td>
</tr>
<tr>
<td>Index entries made</td>
<td>13,154</td>
<td>10,683</td>
<td>6,627</td>
<td>3,148</td>
<td>3,158</td>
<td>4,449</td>
</tr>
<tr>
<td>Infolink Database records updated</td>
<td>7,073</td>
<td>8,009</td>
<td>6,281</td>
<td>4,287</td>
<td>11,895</td>
<td>7,684</td>
</tr>
<tr>
<td>Private archive collections received</td>
<td>104</td>
<td>77</td>
<td>41</td>
<td>87</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>Private archive collections processed</td>
<td>139</td>
<td>119</td>
<td>69</td>
<td>220</td>
<td>144</td>
<td></td>
</tr>
</tbody>
</table>

PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES

<table>
<thead>
<tr>
<th>Information services</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference information enquiries</td>
<td>8,066</td>
<td>8,674</td>
<td>8,665</td>
<td>9,948</td>
<td>10,743</td>
<td>12,380</td>
</tr>
<tr>
<td>Records management enquiries</td>
<td>977</td>
<td>896</td>
<td>1,323</td>
<td>1,737</td>
<td>1,863</td>
<td>1,456</td>
</tr>
<tr>
<td>Total information enquiries</td>
<td>9,043</td>
<td>9,570</td>
<td>9,988</td>
<td>11,685</td>
<td>12,606</td>
<td>13,836</td>
</tr>
<tr>
<td>Documents used by researchers</td>
<td>19,845</td>
<td>18,556</td>
<td>19,961</td>
<td>17,495</td>
<td>18,021</td>
<td>20,154</td>
</tr>
<tr>
<td>Archival management services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agencies registered</td>
<td>116</td>
<td>127</td>
<td>62</td>
<td>37</td>
<td>20</td>
<td>49</td>
</tr>
<tr>
<td>Series registered</td>
<td>351</td>
<td>411</td>
<td>174</td>
<td>88</td>
<td>53</td>
<td>120</td>
</tr>
<tr>
<td>Archival loans to government agencies</td>
<td>3,582</td>
<td>5,075</td>
<td>4,132</td>
<td>3,498</td>
<td>4,186</td>
<td>5,297</td>
</tr>
<tr>
<td>Government archive consignments received</td>
<td>26</td>
<td>81</td>
<td>52</td>
<td>91</td>
<td>83</td>
<td>231</td>
</tr>
<tr>
<td>Government archive consignments processed</td>
<td>358</td>
<td>269</td>
<td>217</td>
<td>161</td>
<td>129</td>
<td>174</td>
</tr>
<tr>
<td>Records management services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultancies with state government agencies</td>
<td>56</td>
<td>18</td>
<td>38</td>
<td>93</td>
<td>43</td>
<td>36</td>
</tr>
<tr>
<td>Consultancies with local government agencies</td>
<td>11</td>
<td>6</td>
<td>4</td>
<td>10</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Loans of government records to agencies</td>
<td>4,449</td>
<td>3,596</td>
<td>2,871</td>
<td>2,416</td>
<td>1,692</td>
<td>911</td>
</tr>
</tbody>
</table>

REFERENCE AND INFORMATION SERVICES

| Visitors to the Alexander Library Building | 497,814 | 460,065 | 458,245 | 560,125 | 793,230 | 749,044 |
| Information services |         |         |         |         |         |         |
| Information enquiries made in person, by telephone or letter | 119,718 | 124,033 | 131,226 | 148,740 | 137,078 | 138,930 |
| Information enquiries via public libraries | 3,158 | 2,662 | 2,927 | 3,075 | 2,910 | 2,094 |
| Total information enquiries | 122,876 | 126,695 | 134,153 | 151,815 | 139,988 | 141,024 |
| Stock reshelved after public use | 445,932 | 459,948 | 467,236 | 472,601 | 442,418 | 436,902 |
| Scores, cassettes and scripts lent to members | 40,780 | 38,241 | 39,615 | 35,631 | 35,998 | 36,131 |
| Film and video loans to organisations | 23,235 | 20,436 | 17,009 | 11,395 | 7,480 | 7,130 |
| Recordings listened to by the public | 6,654 | 8,559 | 6,306 | 3,254 | 2,817 | 2,708 |
| Films / videos viewed in State Film and Video Library | 4,884 | 5,487 | 6,163 | 4,424 | 3,110 | 3,421 |
| Total membership of the State Music Library | 8,915 | 8,599 | 8,720 | 8,346 | 8,217 | 7,939 |
| Total membership of the State Film and Video Library | 2,695 | 2,300 | 2,076 | 2,064 | 2,248 | 2,372 |
### OPERATIONS (cont.) 1998-99 ANNUAL REPORT - PAGE THE LIBRARY AND INFORMATION SERVICE OF WESTERN AUSTRALIA

#### BIBLIOGRAPHICAL SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquiring stock</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total orders raised</td>
<td>34,083</td>
<td>30,358</td>
<td>29,310</td>
<td>31,911</td>
<td>31,106</td>
<td>29,669</td>
</tr>
<tr>
<td>Items processed for Public Library Services stock</td>
<td>199,504</td>
<td>334,581</td>
<td>275,617</td>
<td>326,353</td>
<td>262,475</td>
<td>264,650</td>
</tr>
<tr>
<td>Volumes processed for Alexander Library Building stock</td>
<td>12,467</td>
<td>13,332</td>
<td>13,154</td>
<td>15,325</td>
<td>16,118</td>
<td>11,779</td>
</tr>
<tr>
<td>Serial issues processed for Alexander Library Building stock</td>
<td>118,069</td>
<td>99,764</td>
<td>92,727</td>
<td>97,176</td>
<td>96,116</td>
<td>91,448</td>
</tr>
<tr>
<td>Government publications sent abroad</td>
<td>4,718</td>
<td>4,799</td>
<td>1,581</td>
<td>6,110</td>
<td>3,883</td>
<td>3,788</td>
</tr>
<tr>
<td>Cataloguing stock</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of titles catalogued</td>
<td>31,782</td>
<td>31,758</td>
<td>29,602</td>
<td>33,893</td>
<td>34,565</td>
<td>32,486</td>
</tr>
<tr>
<td>Titles catalogued for Public Library Services</td>
<td>20,177</td>
<td>19,350</td>
<td>17,769</td>
<td>17,965</td>
<td>17,120</td>
<td>19,659</td>
</tr>
<tr>
<td>Titles catalogued for State Reference Library</td>
<td>13,130</td>
<td>14,268</td>
<td>13,431</td>
<td>10,872</td>
<td>11,958</td>
<td>7,938</td>
</tr>
<tr>
<td>Titles catalogued for J.S. Battye Library</td>
<td>see above</td>
<td>see above</td>
<td>see above</td>
<td>4,905</td>
<td>5,487</td>
<td>4,889</td>
</tr>
</tbody>
</table>

#### PRESERVATION SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reels of microfilm produced</td>
<td>928</td>
<td>894</td>
<td>994</td>
<td>1,912</td>
<td>1,358</td>
<td>727</td>
</tr>
<tr>
<td>Microfilm jackets produced</td>
<td>not available</td>
<td>not available</td>
<td>not available</td>
<td>not available</td>
<td>16,234</td>
<td>11,122</td>
</tr>
<tr>
<td>Negatives made for stock</td>
<td>2,488</td>
<td>4,934</td>
<td>4,606</td>
<td>882</td>
<td>3569</td>
<td>1,332</td>
</tr>
<tr>
<td>Items produced for outside orders</td>
<td>2,689</td>
<td>2,495</td>
<td>2,766</td>
<td>3,529</td>
<td>2,437</td>
<td>1,661</td>
</tr>
<tr>
<td>Protective encasements</td>
<td>3,003</td>
<td>3,598</td>
<td>3,895</td>
<td>3,910</td>
<td>4,332</td>
<td>3,749</td>
</tr>
<tr>
<td>Public enquiries</td>
<td>173</td>
<td>259</td>
<td>239</td>
<td>85</td>
<td>92</td>
<td>113</td>
</tr>
</tbody>
</table>

#### DOCUMENT DELIVERY SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Author/title requests received from public libraries</td>
<td>71,049</td>
<td>60,683</td>
<td>63,869</td>
<td>64,215</td>
<td>59,460</td>
<td>50,294</td>
</tr>
<tr>
<td>Subject requests received from public libraries</td>
<td>3,570</td>
<td>3,347</td>
<td>3,872</td>
<td>3,506</td>
<td>3,506</td>
<td>2,094</td>
</tr>
<tr>
<td>Author/title requests received from non-public libraries</td>
<td>2,643</td>
<td>2,406</td>
<td>2,042</td>
<td>1,962</td>
<td>1,708</td>
<td>1,514</td>
</tr>
<tr>
<td>Total number author/title and subject requests received</td>
<td>77,262</td>
<td>66,436</td>
<td>69,783</td>
<td>69,683</td>
<td>64,674</td>
<td>53,902</td>
</tr>
<tr>
<td>Reference and location enquiries</td>
<td>17,542</td>
<td>16,581</td>
<td>18,011</td>
<td>17,633</td>
<td>12,550</td>
<td>9,451</td>
</tr>
<tr>
<td>Loans arranged</td>
<td>50,506</td>
<td>39,876</td>
<td>39,657</td>
<td>34,970</td>
<td>33,139</td>
<td>28,140</td>
</tr>
<tr>
<td>Photocopy requests received</td>
<td>3,879</td>
<td>3,593</td>
<td>2,831</td>
<td>2,488</td>
<td>2,019</td>
<td>1,768</td>
</tr>
</tbody>
</table>

#### PUBLIC PROGRAMS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitions / displays mounted</td>
<td>44</td>
<td>55</td>
<td>70</td>
<td>57</td>
<td>50</td>
<td>45</td>
</tr>
<tr>
<td>Books, booklets and newsletters published</td>
<td>17</td>
<td>18</td>
<td>22</td>
<td>16</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Brochures and leaflets produced</td>
<td>32</td>
<td>21</td>
<td>21</td>
<td>26</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Posters, flyers and ephemera produced</td>
<td>not available</td>
<td>77</td>
<td>239</td>
<td>198</td>
<td>127</td>
<td>92</td>
</tr>
<tr>
<td>Total number of items published or printed</td>
<td>not available</td>
<td>116</td>
<td>282</td>
<td>240</td>
<td>161</td>
<td>128</td>
</tr>
<tr>
<td>Media releases prepared (excluding advertisements)</td>
<td>19</td>
<td>15</td>
<td>19</td>
<td>20</td>
<td>15</td>
<td>12</td>
</tr>
</tbody>
</table>
## Workload Indicators 1998-99 (as at 30 June 1999)(cont.)

### STOCK

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PUBLIC LIBRARY SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult non fiction</td>
<td>872,083</td>
<td>887,902</td>
<td>902,037</td>
<td>921,295</td>
<td>917,971</td>
<td>938,935</td>
</tr>
<tr>
<td>Adult fiction</td>
<td>616,100</td>
<td>626,198</td>
<td>631,654</td>
<td>652,512</td>
<td>643,912</td>
<td>656,463</td>
</tr>
<tr>
<td>Junior</td>
<td>636,528</td>
<td>650,399</td>
<td>658,264</td>
<td>674,864</td>
<td>677,472</td>
<td>691,875</td>
</tr>
<tr>
<td>Multi language resources collection</td>
<td>45,393</td>
<td>52,400</td>
<td>48,064</td>
<td>50,053</td>
<td>50,207</td>
<td>51,908</td>
</tr>
<tr>
<td>Microfilm (reels)</td>
<td>1,312</td>
<td>1,461</td>
<td>1,461</td>
<td>1,461</td>
<td>1,461</td>
<td>1,461</td>
</tr>
<tr>
<td>Total stock</td>
<td>2,171,416</td>
<td>2,218,360</td>
<td>2,240,411</td>
<td>2,298,816</td>
<td>2,289,654</td>
<td>2,339,273</td>
</tr>
</tbody>
</table>

### WA DOCUMENTARY HERITAGE COLLECTIONS AND INFORMATION SERVICES

#### J S Battye Library

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monograph titles</td>
<td>36,468</td>
<td>39,512</td>
<td>42,792</td>
<td>46,084</td>
<td>49,460</td>
<td>52,479</td>
</tr>
<tr>
<td>Monograph volumes</td>
<td>58,691</td>
<td>63,846</td>
<td>68,707</td>
<td>73,813</td>
<td>78,846</td>
<td>83,531</td>
</tr>
<tr>
<td>Serial titles</td>
<td>8,720</td>
<td>10,668</td>
<td>11,255</td>
<td>11,367</td>
<td>11,732</td>
<td>12,927</td>
</tr>
<tr>
<td>Newspaper titles</td>
<td>781</td>
<td>791</td>
<td>804</td>
<td>811</td>
<td>823</td>
<td>836</td>
</tr>
<tr>
<td>Microfilm (reels)</td>
<td>10,483</td>
<td>10,653</td>
<td>10,885</td>
<td>11,109</td>
<td>11,279</td>
<td>11,432</td>
</tr>
<tr>
<td>Microfiche (metres)</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>10</td>
<td>13,05</td>
</tr>
<tr>
<td>Cartographic items</td>
<td>21,050</td>
<td>21,612</td>
<td>22,077</td>
<td>22,580</td>
<td>25,087</td>
<td>25,601</td>
</tr>
<tr>
<td>Ephemera (items)</td>
<td>58,896</td>
<td>60,333</td>
<td>60,862</td>
<td>63,757</td>
<td>65,759</td>
<td>66,962</td>
</tr>
<tr>
<td>Pictorial items</td>
<td>111,629</td>
<td>114,179</td>
<td>114,199</td>
<td>114,552</td>
<td>114,965</td>
<td>115,094</td>
</tr>
<tr>
<td>Pictorial volumes (includes albums)</td>
<td>402</td>
<td>420</td>
<td>420</td>
<td>428</td>
<td>429</td>
<td>434</td>
</tr>
<tr>
<td>State Film Archives film and video titles</td>
<td>2,381</td>
<td>2,386</td>
<td>2,401</td>
<td>2,620</td>
<td>2,764</td>
<td>2,844</td>
</tr>
<tr>
<td>Oral history hours of tape</td>
<td>8,084</td>
<td>9,024</td>
<td>9,796</td>
<td>10,437</td>
<td>10,937</td>
<td>11,321</td>
</tr>
<tr>
<td>Oral history transcripts</td>
<td>1,825</td>
<td>1,947</td>
<td>2,030</td>
<td>2,287</td>
<td>2,394</td>
<td>2,470</td>
</tr>
<tr>
<td>Private archives (metres)</td>
<td>2,245</td>
<td>1,242</td>
<td>1,274</td>
<td>1,289</td>
<td>1,327</td>
<td>1,342</td>
</tr>
<tr>
<td>Government and community information Infolink database records</td>
<td>5,966</td>
<td>6,184</td>
<td>6,248</td>
<td>6,554</td>
<td>7,058</td>
<td>7,494</td>
</tr>
</tbody>
</table>

### PUBLIC RECORDS AND ARCHIVAL MANAGEMENT SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Government archives (metres)</td>
<td>7,740</td>
<td>8,037</td>
<td>8,335</td>
<td>8,740</td>
<td>9,031</td>
<td>9,311</td>
</tr>
<tr>
<td>Cartographic items</td>
<td>40,922</td>
<td>42,422</td>
<td>45,834</td>
<td>46,784</td>
<td>46,784</td>
<td>46,984</td>
</tr>
<tr>
<td>Microfilm reels</td>
<td>4,402</td>
<td>4,729</td>
<td>5,011</td>
<td>5,397</td>
<td>5,626</td>
<td>5,815</td>
</tr>
</tbody>
</table>

### REFERENCE AND INFORMATION SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs (volumes)</td>
<td>316,335</td>
<td>323,157</td>
<td>328,312</td>
<td>336,926</td>
<td>346,889</td>
<td>352,155</td>
</tr>
<tr>
<td>Current serials and newspaper titles</td>
<td>9,011</td>
<td>9,033</td>
<td>9,122</td>
<td>9,285</td>
<td>9,405</td>
<td>9,421</td>
</tr>
<tr>
<td>Microfilm (reels)</td>
<td>9,939</td>
<td>10,168</td>
<td>10,336</td>
<td>10,837</td>
<td>11,114</td>
<td>11,902</td>
</tr>
<tr>
<td>Microfiche (metres)</td>
<td>168</td>
<td>173</td>
<td>175</td>
<td>176</td>
<td>179</td>
<td>190</td>
</tr>
<tr>
<td>Scores</td>
<td>33,092</td>
<td>34,401</td>
<td>35,619</td>
<td>36,272</td>
<td>37,220</td>
<td>38,784</td>
</tr>
<tr>
<td>Musical sound recordings</td>
<td>12,719</td>
<td>13,020</td>
<td>13,585</td>
<td>14,005</td>
<td>14,452</td>
<td>15,000</td>
</tr>
<tr>
<td>Cartographic items</td>
<td>21,173</td>
<td>21,528</td>
<td>21,881</td>
<td>22,094</td>
<td>22,160</td>
<td>22,245</td>
</tr>
<tr>
<td>State Film and Video Library videos (titles)</td>
<td>4,517</td>
<td>5,216</td>
<td>5,814</td>
<td>5,900</td>
<td>6,014</td>
<td>6,169</td>
</tr>
<tr>
<td>State Film &amp; Video Library 16mm films (titles)</td>
<td>8,223</td>
<td>8,243</td>
<td>8,252</td>
<td>8,107</td>
<td>7,627</td>
<td>7,464</td>
</tr>
</tbody>
</table>
Financial Statements - Auditor General’s Opinion

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 1999

Scope
I have audited the accounts and financial statements of The Library Board of Western Australia for the year ended June 30, 1999 under the provisions of the Financial Administration and Audit Act 1985.

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing and presenting the financial statements, and complying with the Act and other relevant written law. The primary responsibility for the detection, investigation and prevention of irregularities rests with the Board.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, the controls exercised by the Board to ensure financial regularity in accordance with legislative provisions, evidence to provide reasonable assurance that the amounts and other disclosures in the financial statements are free of material misstatement 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 statements are presented fairly in accordance with Accounting Standards, other mandatory professional reporting requirements and the Treasurer’s Instructions.

The audit opinion expressed below has been formed on the above basis.

Audit Opinion
In my opinion,

(i) the controls exercised by The Library Board of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys and the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions; and

the Operating Statement, Statement of Financial Position and Statement of Cash Flows and the Notes to and forming part of the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards, other mandatory professional reporting requirements and the Treasurer’s Instructions, the transactions for the year ended June 30, 1999 and the financial position at that date.

D D R PEARSON
AUDITOR GENERAL
November 11, 1999
THE LIBRARY BOARD OF WESTERN AUSTRALIA

OPERATING STATEMENT
for the year ended 30 June 1999

<table>
<thead>
<tr>
<th>COST OF SERVICES</th>
<th>Note</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating expenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries, Wages and Allowances</td>
<td>2, 23</td>
<td>9,518</td>
<td>10,361</td>
</tr>
<tr>
<td>Superannuation</td>
<td>23</td>
<td>453</td>
<td>300</td>
</tr>
<tr>
<td>Other staff costs</td>
<td></td>
<td>260</td>
<td>253</td>
</tr>
<tr>
<td>Library Acquisitions</td>
<td>23</td>
<td>41</td>
<td>1,527</td>
</tr>
<tr>
<td>Consumable Supplies and Sundry Materials</td>
<td>23</td>
<td>961</td>
<td>1,190</td>
</tr>
<tr>
<td>Services and Contracts</td>
<td>23</td>
<td>1,774</td>
<td>1,712</td>
</tr>
<tr>
<td>Maintenance</td>
<td>23</td>
<td>808</td>
<td>1,116</td>
</tr>
<tr>
<td>Interest (On Loans)</td>
<td>23</td>
<td>2,258</td>
<td>2,453</td>
</tr>
<tr>
<td>Subsidies</td>
<td>3</td>
<td>393</td>
<td>391</td>
</tr>
<tr>
<td>Depreciation</td>
<td>4, 23</td>
<td>8,158</td>
<td>2,332</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>5, 23</td>
<td>785</td>
<td>668</td>
</tr>
<tr>
<td>Total operating expenses</td>
<td></td>
<td>25,409</td>
<td>22,303</td>
</tr>
</tbody>
</table>

Revenue from services

| Service Charges                        | 23   | 169            | 770            |
| Sales                                  |      | 594            | 591            |
| Repayments and Recoveries              | 23   | 525            | 684            |
| Commonwealth Grant                     | 23   | 10             | 190            |
| Other operating revenue                | 6, 23| 205            | 138            |
| Total revenue from services            |      | 1,503          | 2,373          |

Net cost of services before abnormal and extraordinary items

| Abnormal item                          | 7    | (11,031)       | (26,317)       |

Net cost of services after abnormal and extraordinary items

|                              |      | 12,875         | (6,387)        |

REVENUE FROM GOVERNMENT

| Consolidated Fund - recurrent appropriation | 8     | 14,870         | 13,879         |
| Premier’s Book Awards Grant               | 23    | -              | 50             |
| Resources received free of charge         | 9, 23 | 9,579          | 10,578         |
| Total revenue from Government             |      | 24,449         | 24,507         |

Change in net assets resulting from operations

| Extraordinary item                      | 7     | -              | 6,521          |

Add Opening balance of accumulated surplus (deficit)

|                                |      | 31,219         | (6,196)        |

Closing balance of accumulated surplus/(deficit)

|                                |      | 42,793         | 31,219         |
## Statement of Financial Position

**As at 30 June 1999**

<table>
<thead>
<tr>
<th>Note</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash resources</td>
<td>10</td>
<td>597</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>11</td>
<td>237</td>
</tr>
<tr>
<td>Inventories</td>
<td>12</td>
<td>26</td>
</tr>
<tr>
<td>Prepayments</td>
<td>13</td>
<td>41</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td></td>
<td>901</td>
</tr>
<tr>
<td><strong>Non-Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>14</td>
<td>82,309</td>
</tr>
<tr>
<td><strong>Total non-current assets</strong></td>
<td></td>
<td>82,309</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td></td>
<td>83,210</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>15</td>
<td>493</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>16</td>
<td>660</td>
</tr>
<tr>
<td>Borrowings from WA Treasury Corporation</td>
<td>17</td>
<td>1,077</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td></td>
<td>63</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td></td>
<td>2,293</td>
</tr>
<tr>
<td><strong>Non-Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowings from WA Treasury Corporation</td>
<td>17</td>
<td>23,626</td>
</tr>
<tr>
<td><strong>Total non-current liabilities</strong></td>
<td></td>
<td>23,626</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td></td>
<td>25,919</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td></td>
<td>57,291</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accumulated surplus/(deficit)</td>
<td>19</td>
<td>42,793</td>
</tr>
<tr>
<td>Asset Revaluation Reserve</td>
<td>18</td>
<td>14,498</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td></td>
<td>57,291</td>
</tr>
</tbody>
</table>
### Statement of Cash Flows

**The Library and Information Service of Western Australia**

#### Year Ended 30 June 1999

<table>
<thead>
<tr>
<th>Note</th>
<th>1998/99 Inflows (Outflows)</th>
<th>1997/98 Inflows (Outflows)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($'000)</td>
<td>($'000)</td>
</tr>
<tr>
<td></td>
<td><strong>CASH FLOWS FROM/TO GOVERNMENT</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Consolidated Fund - recurrent appropriation</td>
<td>14,870</td>
</tr>
<tr>
<td></td>
<td>Grants and subsidies from government sources</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Net cash provided by government</td>
<td>14,884</td>
</tr>
<tr>
<td></td>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payments to suppliers</td>
<td>(4,972)</td>
</tr>
<tr>
<td></td>
<td>Payments for library acquisitions</td>
<td>(40)</td>
</tr>
<tr>
<td></td>
<td>Payments to employees</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Interest paid to WA Treasury Corporation</td>
<td>(2,334)</td>
</tr>
<tr>
<td></td>
<td>Loan guarantee charges paid to WA Treasury Corporation</td>
<td>(47)</td>
</tr>
<tr>
<td></td>
<td>Subsidies paid</td>
<td>(393)</td>
</tr>
<tr>
<td></td>
<td>Receipts from customers</td>
<td>1,339</td>
</tr>
<tr>
<td></td>
<td>Interest</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Other operating revenue</td>
<td>128</td>
</tr>
<tr>
<td></td>
<td><strong>Net cash used in operating activities</strong></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td><strong>CASH FLOWS FROM INVESTING ACTIVITIES</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payments for purchase of property, plant, equipment and collections</td>
<td>(9,906)</td>
</tr>
<tr>
<td></td>
<td><strong>Net cash used in investing activities</strong></td>
<td>(9,906)</td>
</tr>
<tr>
<td></td>
<td><strong>CASH FLOWS FROM FINANCING ACTIVITIES</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proceeds of borrowings from WA Treasury Corporation</td>
<td>2,223</td>
</tr>
<tr>
<td></td>
<td>Repayment of borrowings to WA Treasury Corporation</td>
<td>(997)</td>
</tr>
<tr>
<td></td>
<td><strong>Net cash provided by financing activities</strong></td>
<td>1,226</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL CASH FLOWS FROM OPERATING, INVESTING AND FINANCING ACTIVITIES</strong></td>
<td>(14,994)</td>
</tr>
<tr>
<td></td>
<td><strong>Net (Decrease)/Increase in cash held</strong></td>
<td>(110)</td>
</tr>
<tr>
<td></td>
<td>Cash at the beginning of the reporting period</td>
<td>679</td>
</tr>
<tr>
<td></td>
<td>Effects of exchange rate changes on the balance of cash held in foreign currencies at the end of the financial year</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td><strong>Cash at the end of the reporting period</strong></td>
<td>10</td>
</tr>
</tbody>
</table>
1 Statement of Accounting Policies

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated these policies are consistent with those adopted in the preceding year.

(a) General

(i) The financial statements are prepared in accordance with the Financial Administration and Audit Act 1985.
(ii) Subject to the exceptions noted in these accounting policies, the financial statements have been drawn up on the basis of historical cost principles.
(iii) The accrual basis of accounting is being applied.
(iv) The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards and UIG Consensus Views as applied by the Treasurer’s Instructions. Several of these are modified by the Treasurer’s Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and Treasurer’s Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant effect upon the reported results, details of that modification and where practicable, the resulting financial effect is disclosed in individual notes to these financial statements.

(b) Valuation of Non-current Assets

(i) The Statement of Financial position shows assets at cost value, with the exception of land and buildings. The Alexander Library Building and Dianella Repository building were both revalued by the Valuer General's Office (VGO) in 1996/97 and 1998/99 respectively. The figure provided by the VGO for the Alexander Library Building represented the depreciated replacement value of the building. Market value (based on Integrity 3 - kerbside valuation) was used for the Dianella Repository building. Written down values for both buildings were adjusted in line with these valuations.

(ii) Part of the Board's collection was included for the first time in 97/98, relating to the Public Library Services program ($32,902,060). The value represented five years purchases (cost value) as this has been deemed to be an appropriate "useful life" of the stock.

Each year, the latest year's purchases will be added and the earliest years purchases (from the five years previous) will be deleted. For 98/99, purchases of $7,185,950 have been added and the purchases in 93/94 ($6,040,977) have been subtracted.

As part of an ongoing commitment to recognise all library collections, another section of the Board's collections has been brought to account for the first time in 98/99. This relates to the State Reference Library collections and ten year purchases has been deemed to represent an appropriate useful life. An amount of $12,264,714 has been included as assets. As with the Public Library Services collection, each year the latest years purchases will be added and the earliest year's purchases (from ten years previous) will be deleted.

(c) Depreciation of Non-current Assets

Non current assets, excluding Works of Art and Library Collections, are depreciated over their estimated useful lives using the straight line method, which reflects the consumption of their service potential. Depreciation has not been provided for Works of Art owned by the Board. They are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period.

The valuation method for Library Collections has been explained above at (b)(ii). That is, an amount is included in depreciation in relation to the purchases made in previous years that do not form part of the current valuation.

Depreciation rates are reviewed each year and the useful lives for each class of depreciable asset are:

- Buildings: 50 years
- Furniture and Equipment: 10 years
- Computer Hardware and Software: 4 years
(d) Inventories

Stationery stores on hand are used for internal administration and sale to the public through photocopying services. The average cost method of valuation has been used. A contract for the supply of certain stationery items commenced in April 1999 resulting in a reduction in the amount of inventory held in the store.

(e) Foreign Currency Translation

To enable the payment of overseas book suppliers, bank accounts are held in London and New York. Transactions denominated in a foreign currency are translated at the rates in existence at the dates of the transactions. Foreign currency receivables and payables at balance date are translated at exchange rates current at balance date. Exchange gains and losses are calculated at balance date. Such gains and losses are brought to account in determining the result for the year.

Forward foreign exchange contracts are entered into as hedges to avoid or minimise possible adverse financial effects of movements in exchange rates. Exchange gains and losses and costs arising from these contracts are deferred and included in the determination of the amounts at which the transactions are brought to account.

(f) Employee Entitlements

As explained in Note 2, the Ministry for Culture and the Arts was created with effect from 1 July 1997. At that date, all employees of the Arts Portfolio agencies, including the Library Board, became employees of the Ministry. Therefore, the Library Board no longer has liabilities in relation to employee entitlements as it no longer employs staff.

(g) Insurance

The Library Board continues to utilise the Riskcover Managed Fund for the majority of its insurance arrangements. Included under this cover is:

(i) public liability,
(ii) professional indemnity,
(iii) workers compensation,
(iv) property and business interruption,
(v) motor vehicle and
(vi) travel and personal accident insurance.

Cover for the Board’s assets, including Library Collections, is included in item (iv).

The Board also has cover in relation to Directors’ and Officers’ liability.

(h) Revenue

Revenue is produced from a range of activities and includes the sale of photocopies, publications, discarded books and photographic materials, charges for lost and damaged books and income from facilities hire.

(i) Appropriations (Revenues from Government)

Appropriations, whether for recurrent or capital purposes, are recognised as revenue in the period in which the Board gains control of the appropriated funds. These funds are applied to such items as library acquisitions, services and contracts, consumable supplies and interest. Appropriations which are repayable by the Board to the Treasurer are recognised as liabilities.
(j) Accounts Receivable, Accounts Payable and Accrued Salaries

Accounts Receivable are recognised at the amounts receivable and are due for settlement no more than 30 days from the date of recognition. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubt as to collection exists.

Accounts Payable, including accruals not yet billed, are recognised when the Board becomes obliged to make future payments as a result of a purchase of assets or services. Accounts Payable are generally settled within 30 days.

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year as the end of the last pay period for that financial year does not coincide with the end of the financial year.

(k) Leases

The Library Board has entered into a number of operating lease arrangements for buildings, vehicles and office equipment where the lessors effectively retain all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the operating statement over the lease term, as this is representative of the pattern of benefits to be derived from the leased property.

(l) Rounding of Figures

The figures in the financial statements have been rounded to the nearest thousand dollars.

2 The Ministry for Culture and the Arts

The Government created the Ministry for Culture and the Arts with effect from 1 July 1997. It encompasses the Library Board and other agencies in the Arts Portfolio. The introduction of the Ministry altered the appropriation arrangements of the Board, mainly in relation to salaries. The Board received an appropriation direct from government in relation to acquisitions (of library collections) and other operating expenditure.

The Ministry received an appropriation to cover the cost of the staff previously employed by the Board and which still provide services to the Board. These resources, provided to the Board, but paid for by the Ministry, have been treated as ‘resources received free of charge’. The expenses have been included in the appropriate categories, being offset by an equivalent amount included in the item Revenues from Government.

<table>
<thead>
<tr>
<th></th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Subsidies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regionalisation</td>
<td>194</td>
<td>194</td>
</tr>
<tr>
<td>Association for the Blind</td>
<td>163</td>
<td>161</td>
</tr>
<tr>
<td>Royal WA Historical Society</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Royal Society of WA</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>393</td>
<td>391</td>
</tr>
<tr>
<td>4 Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buildings</td>
<td>913</td>
<td>903</td>
</tr>
<tr>
<td>Computer Equipment</td>
<td>1,098</td>
<td>1,339</td>
</tr>
<tr>
<td>Furniture and Equipment</td>
<td>106</td>
<td>90</td>
</tr>
<tr>
<td>Library Acquisitions</td>
<td>6,041</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>8,158</td>
<td>2,332</td>
</tr>
</tbody>
</table>

The inclusion of depreciation for Library Materials reflects the valuation policy explained at 1(b)(ii).
Notes to Financial Statements - 30 June 1999 (cont.)

5 Other Operating Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>290</td>
<td>303</td>
</tr>
<tr>
<td>Refunds and Recoupable Expenditure</td>
<td>117</td>
<td>23</td>
</tr>
<tr>
<td>Loan Guarantee Fees</td>
<td>47</td>
<td>48</td>
</tr>
<tr>
<td>Services Received Free of Charge - Admin</td>
<td>36</td>
<td>22</td>
</tr>
<tr>
<td>Capital Purchases Expensed</td>
<td>245</td>
<td>203</td>
</tr>
<tr>
<td>Inventory Written Off</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Loss on Disposal of Assets</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Premier’s Book Awards</td>
<td>47</td>
<td>57</td>
</tr>
<tr>
<td>Bad Debts Written Off</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>785</strong></td>
<td><strong>668</strong></td>
</tr>
</tbody>
</table>

6 Other Operating Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gain on Exchange rate</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td>Donations and Contributions</td>
<td>8</td>
<td>15</td>
</tr>
<tr>
<td>Interest Received</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td>Conference Fees</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Sundry Income</td>
<td>164</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>205</strong></td>
<td><strong>138</strong></td>
</tr>
</tbody>
</table>

7 Abnormal and extraordinary items

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Current Assets brought to account for the first time</td>
<td>11,122</td>
<td>26,317</td>
</tr>
<tr>
<td>Transfer of Asset</td>
<td>(91)</td>
<td>0</td>
</tr>
<tr>
<td>Employee Entitlements</td>
<td>0</td>
<td>6,521</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,031</strong></td>
<td><strong>32,838</strong></td>
</tr>
</tbody>
</table>

The assets brought to account for the first time represent the inclusion of part of the library collections (see Note 1(b)(ii)).

The figure for employee entitlements relates to the transfer of liability from the Library Board (see Notes 1(f)).

8 Consolidated Fund Appropriation

The original appropriation for recurrent funding was increased by $1,305,000 during the year through applications for supplementary funding. These related to Past Service Superannuation payments ($453,000), Debt Servicing costs ($75,000) and the arrangements for funding between the Board and the Ministry for Culture and the Arts ($777,000). A summary is detailed below:

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original appropriation</td>
<td>13,565,000</td>
</tr>
<tr>
<td>Past Service Superannuation</td>
<td>453,000</td>
</tr>
<tr>
<td>Debt Servicing costs</td>
<td>75,000</td>
</tr>
<tr>
<td>Ministry financial arrangements</td>
<td>777,000</td>
</tr>
<tr>
<td><strong>Final appropriation</strong></td>
<td><strong>14,870,000</strong></td>
</tr>
</tbody>
</table>
9 Resources Received Free of Charge

<table>
<thead>
<tr>
<th>Services provided by the Ministry for Culture and the Arts</th>
<th>1998/99</th>
<th>1997/98</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($)000</td>
<td>($)000</td>
</tr>
<tr>
<td>Administration expenses</td>
<td>9,579</td>
<td>10,578</td>
</tr>
</tbody>
</table>

The services provided by the Ministry for Culture and the Arts reflects the salaries for the officers employed by the Ministry and providing services to the Board.

Administration expenses have been determined on the basis of the following estimates provided by agencies.

Office of the Auditor General
- audit services: 18
Treasury Department
- financial services: 4
Department of Contract and Management Services
- supply and contract services: 14

10 Cash Resources

<table>
<thead>
<tr>
<th>Accounts receivable for goods and services supplied</th>
<th>1998/99</th>
<th>1997/98</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($)000</td>
<td>($)000</td>
</tr>
<tr>
<td>Overseas bank accounts</td>
<td>213</td>
<td>80</td>
</tr>
<tr>
<td>Funds held at Reserve Bank</td>
<td>381</td>
<td>595</td>
</tr>
<tr>
<td>Cash on hand</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

11 Accounts Receivable

<table>
<thead>
<tr>
<th>Accounts receivable for goods and services supplied</th>
<th>1998/99</th>
<th>1997/98</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($)000</td>
<td>($)000</td>
</tr>
<tr>
<td></td>
<td>237</td>
<td>247</td>
</tr>
<tr>
<td>Less : provision for doubtful debts</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

12 Inventories

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26</td>
<td>51</td>
</tr>
</tbody>
</table>

13 Prepayments

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>41</td>
<td>33</td>
</tr>
</tbody>
</table>
## 14 Property, Plant, Equipment and Collections

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($000)</th>
<th>1997/98 ($000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land at valuation 1999 (see Note 1 (b) (i))</td>
<td>225</td>
<td>220</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>9</td>
<td>211</td>
</tr>
<tr>
<td>Buildings and Improvements - at valuation 1997</td>
<td>35,029</td>
<td>35,029</td>
</tr>
<tr>
<td>(See note 1 (b) (i))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- at valuation 1999</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>- at cost</td>
<td>495</td>
<td>898</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>1,806</td>
<td>34,131</td>
</tr>
<tr>
<td>Computer Hardware and Software at cost</td>
<td>935</td>
<td>3,399</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>293</td>
<td>2,055</td>
</tr>
<tr>
<td></td>
<td>642</td>
<td>1,344</td>
</tr>
<tr>
<td>Furniture and Equipment at cost</td>
<td>1,521</td>
<td>943</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>360</td>
<td>271</td>
</tr>
<tr>
<td></td>
<td>1161</td>
<td>672</td>
</tr>
<tr>
<td>Works of Art at cost</td>
<td>254</td>
<td>254</td>
</tr>
<tr>
<td>Library Collections (see Note 1 (b) (ii))</td>
<td>52,280</td>
<td>32,902</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>6,041</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>46,239</td>
<td>32,902</td>
</tr>
<tr>
<td>Total property, plant, equipment and collections</td>
<td>82,309</td>
<td>69,514</td>
</tr>
</tbody>
</table>

## 15 Accounts Payable

Accounts payable for goods and services received  
493 637

The Board considers the carrying amounts of accounts payable approximate their net fair values.

## 16 Accrued Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>1998/99 ($000)</th>
<th>1997/98 ($000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest and Loan Fees</td>
<td>513</td>
<td>589</td>
</tr>
<tr>
<td>Salaries, Wages &amp; Allowances</td>
<td>147</td>
<td>115</td>
</tr>
<tr>
<td></td>
<td>660</td>
<td>704</td>
</tr>
</tbody>
</table>

The figure for accrued salaries, wages and allowances relates to amounts owing for the four working days from 25 June to 30 June 1999. (1998 - 26 June to 30 June, 3 working days).

The Board considers the carrying amounts of accrued expenses approximate their net fair values.
17 Borrowings from WA Treasury Corporation

Private Loans with WA Treasury Corporation amounting to $37,353,000 have been raised to complete the construction and equipping of the Alexander Library Building, the upgrading of storage at the Intermediate Repository in Dianella, purchase of Furniture, Equipment and a new Computerised Library and Information Management System.

Unspent loan funds of $947,000 were on hand at the end of the previous year and during the year a further $2,223,000 was raised through borrowings. Loan funds of $402,000 remain on hand to finance further purchases of Furniture and Equipment and Minor Works. Further borrowings of $1,850,000 are anticipated in 99/00 for the replacement of floor coverings within the Alexander Library Building and furniture, fittings, plant and equipment. Repayments of $12,649,761 have reduced the principal outstanding to $24,703,239 and this appears as a Current Liability ($1,077,132) and a Non Current Liability ($23,626,107) in the Statement of Financial Position.

The Board considers the carrying amounts of borrowings approximate the net fair value. A portion of the annual appropriation is applied to the repayment of loan debt, interest and guarantee fees.

The Board does not have title to the Alexander Library Building. In 1989 a lease of the land and buildings was executed between the Board and the Minister for Works. The agreement is for 50 years from 1 July 1988 and yearly rental is one peppercorn payable if and when demanded.

As the Board met the costs of constructing the building, the cost is shown in the Statement of Financial Position and is being depreciated over the life of the lease.

<table>
<thead>
<tr>
<th></th>
<th>1998/99 ($’000)</th>
<th>1997/98 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 Asset Revaluation Reserve</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at beginning of the year</td>
<td>14,410</td>
<td>14,410</td>
</tr>
<tr>
<td>Revaluation during the year</td>
<td>88</td>
<td>0</td>
</tr>
<tr>
<td>Balance at end of year</td>
<td>14,498</td>
<td>14,410</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>1998/99 ($’000)</th>
<th>1997/98 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Accumulated Deficit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at beginning of year</td>
<td>31,219</td>
<td>(6,196)</td>
</tr>
<tr>
<td>Change in net assets resulting from operations</td>
<td>11,574</td>
<td>37,415</td>
</tr>
<tr>
<td>Balance at end of year</td>
<td>42,793</td>
<td>31,219</td>
</tr>
</tbody>
</table>
### Notes to Financial Statements - 30 June 1999 (cont.)

<table>
<thead>
<tr>
<th>20 Reconciliation of Net Cash Used in Operating Activities to Net Cost of Services</th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net cash used in operating activities</td>
<td>6,314</td>
<td>13,836</td>
</tr>
<tr>
<td>Depreciation</td>
<td>8,158</td>
<td>2,332</td>
</tr>
<tr>
<td>Cost of Resources Free of Charge</td>
<td>9,579</td>
<td>10,578</td>
</tr>
<tr>
<td>Gain on Exchange Rate</td>
<td>(28)</td>
<td>0</td>
</tr>
<tr>
<td>Asset Transfers</td>
<td>91</td>
<td>0</td>
</tr>
<tr>
<td>Accounts Receivable (Increase)/Decrease</td>
<td>10</td>
<td>(118)</td>
</tr>
<tr>
<td>Prepayments (Increase)/Decrease</td>
<td>(8)</td>
<td>21</td>
</tr>
<tr>
<td>Inventory (Increase)/Decrease</td>
<td>25</td>
<td>14</td>
</tr>
<tr>
<td>Accounts Payable Increase/(Decrease)</td>
<td>(144)</td>
<td>230</td>
</tr>
<tr>
<td>Accrued Expenses Increase/(Decrease)</td>
<td>(14)</td>
<td>(178)</td>
</tr>
<tr>
<td>Other Liabilities Increase/(Decrease)</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Loss on Disposal</td>
<td>(3)</td>
<td>(8)</td>
</tr>
<tr>
<td>Bad Debts / Write Offs</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>(11,122)</td>
<td>(32,902)</td>
</tr>
<tr>
<td>Transfer of employee entitlements</td>
<td>0</td>
<td>(6,521)</td>
</tr>
<tr>
<td><strong>Net cost of services (operating statement)</strong></td>
<td>12,875</td>
<td>(12,718)</td>
</tr>
</tbody>
</table>

### 21 Remuneration of Accountable Authority and Senior Officers

**The total fees, salaries and other benefits received or due and receivable for the financial year, by members of the Library Board.**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>8</td>
</tr>
</tbody>
</table>

**The total of fees, salaries and other benefits received or due and receivable for the financial year by Senior Officers other than members of the Library Board.**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>720</td>
<td>885</td>
</tr>
</tbody>
</table>

**The number of members of the Library Board whose total of fees, salaries and other benefits received or due and receivable for the financial year, falls within the following bands**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

**The number of Senior Officers other than members of the Library Board, whose total of fees, salaries and other benefits received or due and receivable for the financial year, falls within the following bands:**

<table>
<thead>
<tr>
<th>$40,000 - $50,000</th>
<th>1998/99</th>
<th>1997/98</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>$50,000 - $60,000</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>$60,000 - $70,000</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>$70,000 - $80,000</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>$120,000 - $130,000</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
22 Retirement Benefits

In respect of members of the Library Board, the following amounts were paid or became payable for the financial year:

- Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme: $0
- Contributions to other superannuation funds: $0

In respect of Senior Officers other than members of the Library Board, the following amounts were paid or became payable for the financial year:

- Contributions to Gold State Superannuation Scheme and West State Superannuation Scheme: $75,107
- Redundancy payments: $0

Number of Senior Officers presently employed who are members of the Superannuation and Family Benefits Act Scheme:

<table>
<thead>
<tr>
<th></th>
<th>1998/99</th>
<th>1997/98</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Members of the Accountable Authority</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>- Senior Officers other than members of the Accountable Authority</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

23 Explanatory Statement

(a) Comparison of Actual Results with those of the Preceding Year

Details and reasons for significant variations between actual expenditure and revenue (income) and the corresponding item of the preceding year are detailed below. Significant variations are considered to be those greater than 5% or $50,000.

<table>
<thead>
<tr>
<th></th>
<th>1998/99</th>
<th>1997/98</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries Wages and Allowances</td>
<td>$9,518</td>
<td>$10,361</td>
<td>($843)</td>
</tr>
</tbody>
</table>

The decrease is mainly the result of the transfer of costs to the Ministry for Culture & the Arts relating to the Arts Portfolio Finance Bureau and other administrative functions.

<table>
<thead>
<tr>
<th></th>
<th>1998/99</th>
<th>1997/98</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superannuation</td>
<td>$453</td>
<td>$300</td>
<td>153</td>
</tr>
</tbody>
</table>

The Board retains an obligation to only pay for past service superannuation costs as a result of the establishment of the Ministry for Culture and the Arts. The variation reflects the increased past service superannuation costs in 98/99.

<table>
<thead>
<tr>
<th></th>
<th>1998/99</th>
<th>1997/98</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Acquisitions</td>
<td>$41</td>
<td>$1,527</td>
<td>($1,486)</td>
</tr>
</tbody>
</table>

The variation is not the result of a reduction in expenditure but relates to the decision to bring to account the majority of collection purchases as an asset.

<table>
<thead>
<tr>
<th></th>
<th>1998/99</th>
<th>1997/98</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumable Supplies and Sundry Materials</td>
<td>$961</td>
<td>$1,190</td>
<td>($229)</td>
</tr>
</tbody>
</table>

The decrease is mainly the result of a reduction in costs for such items as electricity and water and for non asset computing and equipment items.

Notes to Financial Statements - 30 June 1999 (cont.)
### Notes to Financial Statements - 30 June 1999 (cont.)

<table>
<thead>
<tr>
<th></th>
<th>1998/99 '000</th>
<th>1997/98 '000</th>
<th>Variation '000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services and Contracts</td>
<td>1,774</td>
<td>1,712</td>
<td>62</td>
</tr>
<tr>
<td>Maintenance</td>
<td>808</td>
<td>1,116</td>
<td>(308)</td>
</tr>
<tr>
<td>Interest on Loans</td>
<td>2,258</td>
<td>2,453</td>
<td>(195)</td>
</tr>
<tr>
<td>Depreciation</td>
<td>8,158</td>
<td>2,332</td>
<td>5,826</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>785</td>
<td>668</td>
<td>117</td>
</tr>
<tr>
<td>Service Charges</td>
<td>169</td>
<td>770</td>
<td>(601)</td>
</tr>
<tr>
<td>Repayments and Recoveries</td>
<td>525</td>
<td>684</td>
<td>(159)</td>
</tr>
<tr>
<td>Other Operating Revenue</td>
<td>205</td>
<td>138</td>
<td>67</td>
</tr>
<tr>
<td>Premier’s Book Award Grant</td>
<td>0</td>
<td>50</td>
<td>(50)</td>
</tr>
<tr>
<td>Commonwealth Grant</td>
<td>10</td>
<td>190</td>
<td>(180)</td>
</tr>
</tbody>
</table>

(b) Comparison of Estimates and Actual Results

Section 42 of the Financial Administration and Audit Act requires statutory authorities to prepare annual budget estimates. Treasurer’s Instruction 945 requires an explanation of significant variations between these estimates and actual results. Significant variations are considered to be those greater than 5% of budget or $100,000. In the interests of concise reporting, explanations provided in note (a) which would also explain the variation in (b) have not been repeated.
### Notes to Financial Statements - 30 June 1999 (cont.)

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget $'000</th>
<th>Actual $'000</th>
<th>Variation $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries, Wages and Allowances</strong></td>
<td>10,500</td>
<td>9,518</td>
<td>(982)</td>
</tr>
<tr>
<td>The majority of the variation is the result of</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the estimates being prepared with the costs for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the Finance Bureau and other administrative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>functions included. These were transferred to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the Ministry for Culture and the Arts.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Library Acquisitions</strong></td>
<td>8,500</td>
<td>41</td>
<td>(8,459)</td>
</tr>
<tr>
<td>The variance is not the result of a reduction in expenditure. The estimate was prepared on the basis that these purchases would be expensed. A policy has now been introduced to capitalise the majority of this expenditure (see Note 1(b)(ii)).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Consumable Supplies and Sundry Materials</strong></td>
<td>1,200</td>
<td>961</td>
<td>(239)</td>
</tr>
<tr>
<td>The estimate was based on the previous years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>expenditure. The variation is mainly the result</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>of a reduction in costs for such items as</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>electricity, water and for non asset computing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and equipment items.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td>1,000</td>
<td>808</td>
<td>(192)</td>
</tr>
<tr>
<td>The estimate was based on the previous years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>expenditure. The variation is mainly the result</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>of a reduction in costs for PC support.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Interest on Loans</strong></td>
<td>2,450</td>
<td>2,258</td>
<td>(192)</td>
</tr>
<tr>
<td>The estimate was based on the previous years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>expenditure. The variation is mainly the result</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>of a reduction in interest rates.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Depreciation</strong></td>
<td>2,300</td>
<td>8,158</td>
<td>5,858</td>
</tr>
<tr>
<td>The increase relates to the Library Collections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>valuation policy (see Note 1(b)(ii)). The estimate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>was prepared prior to the specific treatment of</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the valuation policy being finalised. This is</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the first year that such depreciation has been</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>charged.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Repayments and Recoveries</strong></td>
<td>680</td>
<td>525</td>
<td>(155)</td>
</tr>
<tr>
<td>The decrease is mainly the result of a change in</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the classification of certain revenue items</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>since the estimates were prepared and fees for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lost and damaged books being less than estimated.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other Operating Revenue</strong></td>
<td>80</td>
<td>205</td>
<td>125</td>
</tr>
<tr>
<td>This variation is mainly the result of the</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>change in the classification of certain revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>items as mentioned above.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Abnormal and extraordinary items</strong></td>
<td>0</td>
<td>(11,031)</td>
<td>(11,031)</td>
</tr>
<tr>
<td>At the time the estimates were prepared, an item</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in this category was not anticipated.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Consolidated Fund - recurrent appropriation</strong></td>
<td>13,965</td>
<td>14,870</td>
<td>905</td>
</tr>
<tr>
<td>The variation mainly relates to the financial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>arrangements between the Board and the Ministry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>for Culture and the Arts. Additional funds were</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>appropriated to the Board in 98/99.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Resources received free of charge</strong></td>
<td>10,500</td>
<td>9,579</td>
<td>(921)</td>
</tr>
<tr>
<td>This estimate was linked to that of Salaries,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages and Allowances. The actual cost of services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>provided by the Ministry on behalf of the Board</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>was less than expected.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
24 Service Delivery Agreement - Commonwealth Government

The Library Board and the Commonwealth Government have entered into a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos (Keeling) Islands). The Commonwealth Government recoups to the Library Board the costs associated with these services, as detailed below:

\[
\begin{array}{c|c}
\text{Opening balance of funds} & 3 \\
\text{Recoups received from the Commonwealth Government} & 98 \\
\text{Cost of providing services 98/99} & (107) \\
\text{Balance on hand} & (12) \\
\end{array}
\]

A payment due in July 1999 will cover the shortfall of $12,000.

25 Additional Financial Instruments Disclosures

Derivative Financial Instruments

Forward foreign exchange contracts

The Library Board has entered into certain forward foreign exchange arrangements for the 99/00 financial year. The majority do not place a contractual obligation on the Board to complete the transactions. That is, the Board may or may not exercise the option at the time of the foreign exchange transaction.

The details of the contractual obligations at balance date are:

\[
\begin{array}{c|c}
\text{United States dollars} & \$000 \\
\text{less than 3 months at a rate of US$0.6516} & 130 \\
\end{array}
\]

\[
\begin{array}{c|c}
\text{Pounds Sterling} & \$000 \\
\text{less than 3 months at a rate of GBP$0.413} & 133 \\
\end{array}
\]

Interest rate risk exposure

The Library Board’s exposure to interest rate risk, repricing maturities and the effective interest rates on financial instruments are:

\[
\begin{array}{l|rrrrrr}
\text{Weighted average effective interest rate} & \text{Floating interest rate} & \text{Fixed interest rate maturities} & \text{Non interest bearing} & \text{Total} \\
\hline
\text{1998/99} & \% & \% & 1 \text{ year or less} & 1 \text{ to 5 years} & 1 \text{ year or less} & 1 \text{ year or less} \\
\text{Assets} & & & $'000 & $'000 & $'000 & $'000 \\
\text{Cash resources} & 597 & 597 & \\
\text{Accounts receivable} & 237 & 237 & \\
\text{Total financial assets} & 834 & 834 & \\
\text{Liabilities} & & & & & & \\
\text{Accounts payable} & 493 & 493 & \\
\text{Borrowings from WA Treasury Corp} & 9.26\% & 9,337 & 9,630 & 5,736 & 24,703 & \\
\text{Accrued expenses} & 660 & 660 & \\
\text{Total financial liabilities} & 9,337 & 9,630 & 5,736 & 1,153 & 25,856 & \\
\text{Net financial assets (liabilities)} & (9,337) & (9,630) & (5,736) & (319) & (25,022) & \\
\end{array}
\]
25 Additional Financial Instruments Disclosures (cont.)

<table>
<thead>
<tr>
<th></th>
<th>1997/98</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Weighted average effective interest rate</td>
</tr>
<tr>
<td></td>
<td>%</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Cash resources</td>
<td>679</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>247</td>
</tr>
<tr>
<td><strong>Total financial assets</strong></td>
<td>926</td>
</tr>
</tbody>
</table>

| **Liabilities**  |                  |                    |                       |                      |                    |       |       |
| Accounts payable | 637              | 637                |                       |                      |                    |       |       |
| Borrowings from WA Treasury Corp | 10.12%        | 8,847              | 7,214                | 7,415                | 23,477             | 704   | 704   |
| Accrued expenses |                  |                    |                       |                      |                    |       |       |
| **Total financial liabilities** | 8,847          | 7,214              | 7,415                | 1,341                | 24,818             |       |       |
| **Net financial assets (liabilities)** | (8,847)       | (7,214)            | (7,415)              | (415)                | (23,892)           |       |       |

Credit risk exposure

All financial assets are unsecured.

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts.

The following is an analysis of amounts owing by other government agencies:

<table>
<thead>
<tr>
<th>Western Australian Government agencies</th>
<th>1998/99 $'000</th>
<th>1997/98 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government agencies of other jurisdictions</td>
<td>0</td>
<td>83</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>108</td>
</tr>
</tbody>
</table>

26 Commitments - Library Acquisitions

The Board had commitments outstanding at 30 June 1999 for Library Acquisitions of A$2,651,931.

27 Non-cancellable operating lease commitments

The Board has lease commitments in relation to:

- a locker service
- motor vehicles
- photocopiers

Categorised as follows:

<table>
<thead>
<tr>
<th></th>
<th>1998/99 ($'000)</th>
<th>1997/98 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>not later than one year</td>
<td>195</td>
<td>200</td>
</tr>
<tr>
<td>later than one year but not later than two years</td>
<td>100</td>
<td>105</td>
</tr>
<tr>
<td>later than two years but not later than five years</td>
<td>40</td>
<td>146</td>
</tr>
<tr>
<td>later than five years</td>
<td>0</td>
<td>54</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>335</td>
<td>505</td>
</tr>
</tbody>
</table>
### Schedule of Expenses and Revenues

<table>
<thead>
<tr>
<th>Activity / Output</th>
<th>Output 1</th>
<th>Output 2</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>98/99 ($'000)</td>
<td>97/98 ($'000)</td>
<td>98/99 ($'000)</td>
</tr>
<tr>
<td>Operating expenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries, wages and allowances</td>
<td>7,805</td>
<td>8,496</td>
<td>1,713</td>
</tr>
<tr>
<td>Superannuation</td>
<td>371</td>
<td>246</td>
<td>82</td>
</tr>
<tr>
<td>Other staff costs</td>
<td>213</td>
<td>207</td>
<td>47</td>
</tr>
<tr>
<td>Library acquisitions</td>
<td>41</td>
<td>1,527</td>
<td>788</td>
</tr>
<tr>
<td>Consumable supplies and sundry materials</td>
<td>1,455</td>
<td>1,404</td>
<td>1,519</td>
</tr>
<tr>
<td>Services and contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>663</td>
<td>915</td>
<td>145</td>
</tr>
<tr>
<td>Interest (On Loans)</td>
<td>1,852</td>
<td>2,011</td>
<td>146</td>
</tr>
<tr>
<td>Subsidies</td>
<td>393</td>
<td>391</td>
<td>393</td>
</tr>
<tr>
<td>Depreciation</td>
<td>6,690</td>
<td>1,912</td>
<td>1,468</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>644</td>
<td>548</td>
<td>141</td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td>20,873</td>
<td>17,107</td>
<td>4,537</td>
</tr>
<tr>
<td>Revenue from services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Charges</td>
<td>139</td>
<td>631</td>
<td>30</td>
</tr>
<tr>
<td>Sales</td>
<td>487</td>
<td>485</td>
<td>107</td>
</tr>
<tr>
<td>Repayments and Recoveries</td>
<td>431</td>
<td>561</td>
<td>95</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>168</td>
<td>113</td>
<td>37</td>
</tr>
<tr>
<td><strong>Total revenue from services</strong></td>
<td>1,224</td>
<td>1,790</td>
<td>269</td>
</tr>
<tr>
<td>Net cost of services before abnormal and extra-</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>items</td>
<td>19,648</td>
<td>15,317</td>
<td>4,268</td>
</tr>
<tr>
<td>Abnormal and extraordinary items</td>
<td>(5,347)</td>
<td>(11,031)</td>
<td>(27,491)</td>
</tr>
<tr>
<td>Net cost of services after abnormal and extra-</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>items</td>
<td>19,648</td>
<td>9,969</td>
<td>(6,763)</td>
</tr>
<tr>
<td><strong>REVENUE FROM GOVERNMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consolidated Fund - recurrent appropriation</td>
<td>8,372</td>
<td>7,814</td>
<td>6,498</td>
</tr>
<tr>
<td>Premier’s Book Awards Grant</td>
<td>50</td>
<td>-</td>
<td>50</td>
</tr>
<tr>
<td>Commonwealth Grant</td>
<td>10</td>
<td>190</td>
<td>10</td>
</tr>
<tr>
<td>Resources received free of charge</td>
<td>7,855</td>
<td>8,674</td>
<td>1,724</td>
</tr>
<tr>
<td><strong>Total revenue from Government</strong></td>
<td>16,237</td>
<td>16,728</td>
<td>8,222</td>
</tr>
<tr>
<td>Change in net assets resulting from operations</td>
<td>(3,412)</td>
<td>6,758</td>
<td>14,986</td>
</tr>
<tr>
<td>Add Opening balance of accumulated (deficit)/</td>
<td>17,576</td>
<td>(3,488)</td>
<td>13,643</td>
</tr>
<tr>
<td>surplus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closing balance of accumulated (deficit)/sur</td>
<td>14,165</td>
<td>3,270</td>
<td>28,628</td>
</tr>
</tbody>
</table>

#### Output 1
Creation of, and the provision of access to, a diverse range of knowledge, information, arts and cultural experiences.

#### Output 2
Development and management of the State’s natural, cultural and documentary collections.

Note: The Library Board does not have separate Outputs. In the 1998/99 Budget Statements document, the Board is included in Division 59, the Ministry for Culture and the Arts.

The Board contributes to Outputs 1 and 2 of the Ministry. Therefore, no details are provided in relation to Output 3.

These details may be found in the financial statements of the Ministry for Culture and the Arts.
THE LIBRARY BOARD OF WESTERN AUSTRALIA

CERTIFICATION OF FINANCIAL STATEMENTS

The accompanying financial statements of The Library Board of Western Australia have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the year ending 30 June 1999 and the financial position as at 30 June 1999.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.

Mr Graham McEachran
Member of the Board

Dr Lynn Allen
Chief Executive Officer and State Librarian

Mrs Kay Poustie
Member of the Board

Dr Lynn Allen
Principal Accounting Officer