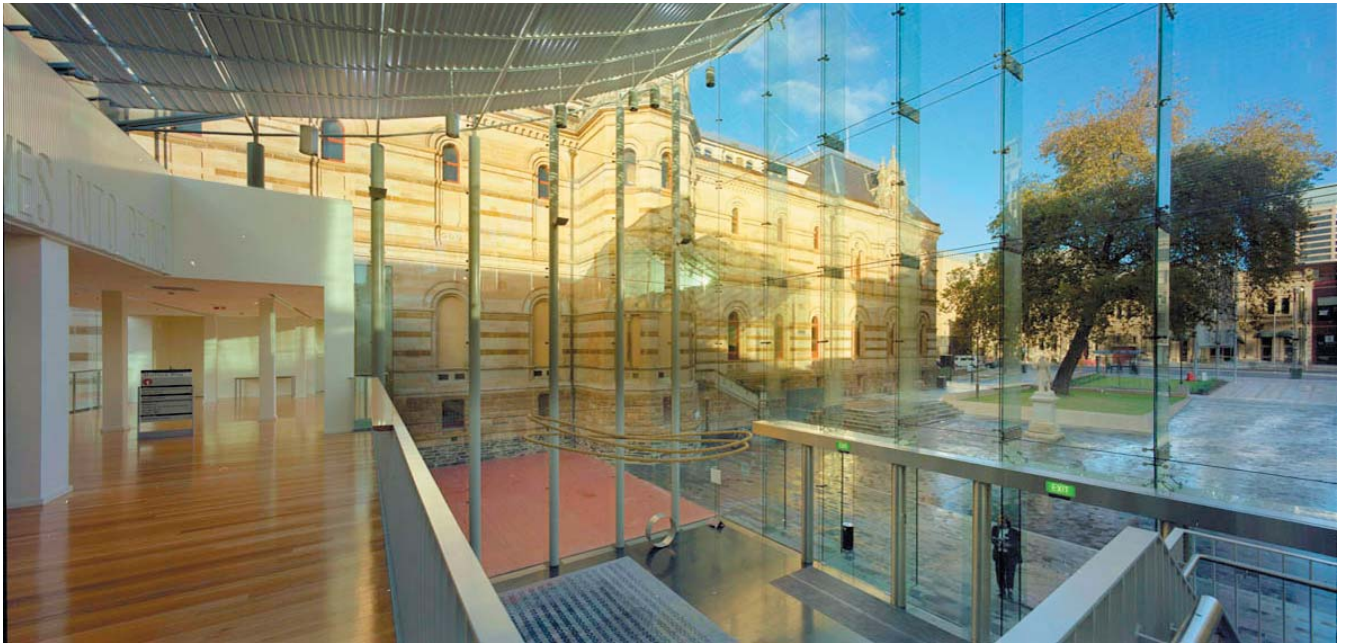


Libraries Board of South Australia Annual Report 2003 - 2004



Annual report production

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Cover photographs of the State Library of South Australia post-redevelopment reproduced with kind permission of John Gollings Photography

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For further information on the programs or services of the State Library please write to the Director, State Library of South Australia, GPO Box 419, Adelaide SA 5001, or call in person to the State Library on North Terrace, Adelaide, or check the website at www.slsa.sa.gov.au

Telephone (08) 8207 7200

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Facsimile (08) 8207 7207

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For further information on the programs or services of the State Library relating to the public library network, please write to the Associate Director, PLAIN Central Services, 8 Milner Street, Hindmarsh SA 5007, or check the website at www.plain.sa.gov.au

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THE LIBRARIES BOARD OF SOUTH AUSTRALIA

The Libraries Board of South Australia is established under the provisions of the *Libraries Act 1982*. The Board is responsible for administration of the State Library of South Australia and the Public Libraries Automated Information Network (PLAIN) Central Services and for the promotion of, and support for, the delivery of a coordinated system of public libraries throughout the State. The State Library and PLAIN Central Services are part of the Division of Arts SA, which is part of the Department of Premier and Cabinet.

Members of the Board appointed by Her Excellency the Governor

Peter Goldsworthy, MD, Chairman
Peter Myhill LLB (Hons), Deputy Chairman
Geoffrey Coles AM, FAICD
Jan Connolly BEc, B. Soc. Admin., FIPAA
Rosemary Craddock LLB
Beth Davidson-Park BA, Grad. Dip. Lib. (to 31 January)
Hieu Van Le B.Ec., MBA, ASCPA, Assoc. Member SIA (from 5 February)
Greg Mackie BA, OAM (to 25 November)
John McDonnell
Janice Nitschke AALIA
Tony Zappia JP (from 15 April)

Officers of the Board

Bronwyn Halliday BA, MEd, MBA, FAICD, AALIA, Director, State Library of South Australia (until 16 January)
Margaret Allen BA (Library Studies), AALIA Acting Director, State Library of South Australia (from 19 January)
Tania Paull BA (Library Studies) Associate Director, PLAIN Central Services
Carolyn Spooner BA (Hons), Dip. Lib. Studies, Executive Officer.

Role of the Libraries Board

The Libraries Board of South Australia as established under the *Libraries Act 1982* (and under its antecedent legislation), has the following objectives:

- To achieve and maintain a coordinated system of libraries and library services that adequately meets the needs of the whole community
- To promote and facilitate the establishment and maintenance of libraries and library services by councils and other appropriate bodies
- To promote a cooperative approach to the provision of library services
- To ensure that the community has available to it adequate research and information services stored in libraries and other institutions both within and outside the State.

The Board met 10 times during 2003-04. The Finance Committee and PLAIN Central Services Standing Committee met regularly during the year.



Officially launching the Public Library Internet Network from left were Janice Nitschke (Public Libraries SA), Michael Luchich (Telstra), Hon John Hill (Minister assisting the Premier in the Arts) and Robin Guy (Applied Data Control)

CHAIRMAN'S MESSAGE

To the Honourable the Minister for the Arts for the information of Her Excellency the Governor.

Dear Minister,

Pursuant to section 42 of the *Libraries Act 1982*, the Libraries Board of South Australia has the honour to present its report for the year ended 30 June 2004.

The outstanding achievement for the year was the successful opening and subsequent operations of the Spence Wing of the State Library. This was made possible by the generous support of the State Government of South Australia which contributed \$41.2 million to enable the library to have its first major development in a generation. This far-sighted investment in the cultural life of the state has already paid enormous dividends, due to the inspired new design and functionality of the new library. Visitations to the North Terrace site have increased by an extraordinary 66% from pre- redevelopment, with 911,821 visitors, and their satisfaction with customer satisfaction was surveyed at an amazing 97.8%. Surely South Australia has seen no greater or more immediate example of how judicious investment in our cultural facilities can bring great benefit to so many South Australians.

With the opening of the Spence Wing by Hon. Mike Rann, Premier of South Australia and Mr Rupert Murdoch AC on 15 July, I see the new State Library as the jewel in the crown of North Terrace, itself the premier cultural boulevard in Australia. The opening of the Mortlock Wing in August 2004 will bring the redevelopment program to a successful conclusion on time and on budget.

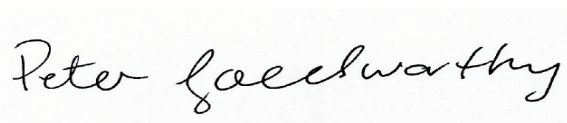
The Libraries Board wishes to express its deep gratitude for the government's support in enabling us to better service our customers through our vastly improved facilities and online services. It has enabled our superb collections to be more readily available to all South Australians, not just Adelaide residents, while services to public libraries and their customers around the state have also been improved.

The Libraries Board takes seriously its commitment to regional South Australia. The Board's annual regional tour covered Eyre Peninsula libraries, with visits to Port Pirie, Port Augusta, Whyalla, Cowell, Cleve, Tumby Bay and Port Lincoln. The opportunity for Board members to visit libraries and meet with library staff, local government and library boards of management is invaluable. It was gratifying to see well-managed collections and well used Internet services, and the Board noted the need for increased bandwidth.

The fundraising efforts of the State Library Foundation were again outstanding, and the initiative of the major sponsors in supporting spaces within the buildings, including exhibitions and artworks, is valued beyond measure. The Board expresses its thanks to the Foundation Chair, Mr Peter Gregg and all Foundation committee members for their work during 2003-04.

The Board also thanks the staff, volunteers, the Friends of the State Library and the Friends of the Paul McGuire Maritime Library, the PLAIN Central Services Standing Committee, and the Council of Library Administrators of South Australia for their contributions during the year. Their support and commitment to provision of an excellent library service for the people of South Australia is more important than ever.

I express the Board's appreciation of the role played by outgoing Director Bronwyn Halliday over the last four years in the redevelopment of the Library, and the caretaker role played by Acting Director Margaret Allen. I also express my appreciation to my fellow Board members for the depth of their commitment to their Board responsibilities.



Peter Goldsworthy
Chairman

ORGANISATION STRUCTURE AND FREEDOM OF INFORMATION

Senior Management

Director Bronwyn Halliday BA, MEd, MBA,
FAICD, AALIA (until 16 January)
Margaret Allen BA (Library Studies) AALIA (from
19 January)

Associate Director Library and

Information Services Margaret Allen BA (Lib
Stud) AALIA
Business Manager George Sc라우zero BA (Acc)
Collection Development Tony Leschen BA, AALIA
Collection Specialists Andrew Piper BA (Library
Studies)
Customer Services Neil Turner BA, Grad. Cert.
Man.
Collection Processing Joyce Searle BA, Grad. Lib.
Stud.
Information and Communications Technology
Lesley Sharp
Preservation Heather Brown BA, Dip Ed., AALIA
Resources and Infrastructure Joanne Freeman

Associate Director Foundation Sue Lear BA,
Grad. Cert. PR

Associate Director Library

Redevelopment Sue Lewis BA (Library Studies)

Associate Director PLAIN Central

Services Tania Paull BA (Library Studies)
Business Operations Manager Tony Bruno PNA
(Professional National Accountant), JP
Computer Services Manager Sue Billett,
Acting, Chris Lewis BA (Lib and Info Man) from
November
Public Libraries Liaison Manager Shane
Cathcart BA, Grad. Dip. Lib. Teresa Brook BA (Lib
and Info Man) from November
Technical Services Manager Helen Walkden BA
(Lib and Info Man), Helen Hennessy BA (Lib Stud),
grad Dip ed, grad Dip Applied History from May.

Vision statement

South Australian citizens, government,
communities and businesses use and passionately
champion the knowledge and information services
and resources of the State Library.

Mission

The State Library of South Australia enriches the
lives of South Australians by

- Providing access to world wide information
and knowledge
- Collecting, organising and preserving the
South Australian story

- Working with other libraries and agencies
to support life long learning
- Developing imaginative and inclusive
public programs
- Supporting the economic development of
the State.

Strategic Plan

The *Strategic Plan 2001-2004* is reflected in
the structure of this annual report.

EEO statement

The State Library provides employment on
the basis of merit for all positions within
the organisation and updates management
practices and decision-making processes in line
with Equal Employment Opportunity (EEO)
principles. The Libraries Board promotes a
workplace environment where EEO legislation
is supported by management and organisational
policy and action. The Libraries Board is
represented on the Arts SA EEO Committee.

Staffing

Tables showing the breakdown of Public Sector
Management Act employees for both the
State Library and PLAIN Central Services by
stream, level, appointment type and gender are
provided as an appendix.

Fraud

There were no cases of fraud detected during
the year, and the Libraries Division has a risk
management strategy in place to control and
prevent fraud.

Freedom of information statement

The Libraries Board of South Australia is
established under the provisions of the
Libraries Act 1982. The Board is responsible
for administration of the State Library of South
Australia and PLAIN Central Services, and for
the promotion of and support for the delivery
of a coordinated system of public libraries
throughout the State. The State Library and
PLAIN Central Services are part of the Division
of Arts SA, which is part of the Department of
Premier and Cabinet.

Structure of the Libraries Board

The structure and responsibilities of the
Libraries Board are established in the Libraries
Act 1982.

Membership

The Libraries Board consists of nine members appointed by the Governor-in-Council.

Two members of the Board must be members or officers of councils, nominated by the Local Government Association of South Australia, one of whom must be a librarian employed in a public library or a community information officer employed by a council.

One member must be a person with experience in local government (who may, but need not be a member or officer of a council) nominated by the Local Government Association.

Six persons are nominated by the Minister, one of who must have experience in local government (who may, but need not, be a member or officer of a council).

The Governor may appoint one member of the Board to be the presiding member and another member to be the deputy presiding member of the Board.

Functions of the Libraries Board

- To formulate policies and guidelines for the provision of public library service,
- To establish, maintain and expand collections of library materials and, in particular, collections of such materials that are of South Australian origin, or have a particular relevance to this State,
- To administer the State Library,
- To establish and maintain such other public libraries and public library services as may best conduce to the public interest,
- To promote, encourage and assist in the establishment, operation and expansion of public libraries and public library services by councils and others,
- To collaborate with departments and instrumentalities of government, and with other authorities and bodies, in the provision of library and information services,
- To make recommendations to the Minister upon the allocation of funds that are available for the purposes of public libraries and public library services,
- To receive and expend funds for the purposes of this Act,
- To acquire, deal with and dispose of real and personal property, and to enter into

contracts and arrangements, for the purposes of the Board,

- To initiate and monitor research and experimental projects in relation to public libraries and public library services,
- To keep library services provided in the State under continuing evaluation and review.

Public participation in policy development

The Libraries Board of South Australia seeks input from various agencies and members of the community to develop State Library policies and guidelines for public library and community information services. The Libraries Board undertakes an annual tour of selected public libraries throughout the state to keep itself informed of public library developments.

Access to documentation

Most reports presented to the Libraries Board, and the minutes of its meetings are available for perusal at the State Library during office hours. Some documentation is also available on the State Library website at www.slsa.sa.gov.au and the PLAIN Central Services website at www.plain.sa.gov.au.

The Libraries Board also publishes a *Statistical bulletin for public libraries in South Australia*.

Mechanisms for community feedback

Feedback for the State Library is sought in a number of ways:

- Through annual customer surveys
- The online catalogue allows customers to comment on services and collections
- There are customer comments forms at main service points
- For remote users, the website provides for feedback by email.
- Through the establishment of a Services Advisory Panel comprising staff and customer representatives.

PLAIN Central Services is primarily a service agency for South Australian public libraries and seeks feedback in that area through the Council of Library Administrators of South Australia and the PCS Standing Committee. PLAIN Central Services also conducts various customer surveys with public libraries, and the PCS web site provides an email feedback service for public libraries and the community.

STATE LIBRARY BUILDING REDEVELOPMENT

Project management

The Department of Administrative and Information Services (DAIS) continued to manage the building redevelopment project. The State Library Redevelopment Steering Committee has representatives from Arts SA, the Libraries Board, the State Library, DAIS, the principal consultants, cost manager and the managing contractor. The Board received regular reports on the progress and financial status of the project. The governance role of the Board in relation to the project is one of representing the main client group and advising Arts SA on client needs.



Key players in the State Library Redevelopment coming in 'on time and on budget' check building plans at one of their regular meetings. From left Sue Lewis Associate Director Redevelopment, State Library, Daniel Ross Project Manager for the Supplementary Funded Works and Barrie Montgomery Site Foreman, both of Built Environs

Throughout the year the State Library provided input to the ongoing savings strategy requirements of the redevelopment project. The redevelopment project program remained on budget and on time during 2003-4. Completion of the main project works occurred in January 2004.

Building work on the three buildings progressed on program throughout the year. The Spence Wing was completed in July with progressive occupancy by staff through June/July. Work commenced in July in the Mortlock Wing and the Institute Building. This work consisted of main project work and Supplementary Funded Works provided from grants, bequests and donations, which included exhibitions, and some equipment, furniture and fit-out.

Main building works were completed in the Mortlock Wing in October. Mortlock exhibitions work in the Wing is scheduled for completion in July 2004; ongoing redesign to match a capped budget pushed out the completion date.

Main and supplementary works were completed in the Institute Building in January. Supplementary Funded Works included a portion of the fit-out, refresh of the Bradman Exhibition, installation of audio-visual equipment and the Royal South Australian Society of Arts Gallery. Staff and services were successfully relocated from Netley, the Institute Building and the Mortlock Wing to the Spence Wing in June and July with services to the community from the new site from 14 July.

Information and Communications Services Plan (ICS)

The upgrade of the Library's technology projects identified in the ICS Plan and as required to complement the Building Redevelopment were largely completed during the year. Increased numbers of new computers available for public use, and supporting infrastructure to improve and extend the range of services that can be offered were unveiled with the opening of the Spence building. The remaining ICS funds will be primarily directed to the development of the SA Memory series of web sites supporting the exhibitions in the Mortlock Wing, digitisation of parts of the collection, and further collection processing projects to improve access to the collections via the Internet. Some funds have been reserved to enable a base level of Record and Electronic Document Management to be introduced.

Funding

In 2003-04 the building redevelopment project which had received State Government funding of \$44.2 million, including \$3 million for asbestos removal, drew to a conclusion. The Board and Arts SA encouraged the State Library to raise funds to provide enhancements to the project; this being work not funded from the original allocation. The management model endorsed by the State Library Redevelopment Steering Committee, Arts SA and the Libraries Board allowed for separate reporting and administration of funds by the Libraries Board. Building Works Interiors, within Built Environs

Pty Ltd, were the successful tenderer for the construction and management of this work, with Bannyan Wood as the exhibition designer.

Supplementary Funded Works

Work commenced early in 2003 and consisted of installation of exhibitions, audio-visual equipment, artworks and some fit-out work.

Kay Lawrence AM and John Nowland won the Arts SA Major Commission Program grant of \$100,000 for the four part public artwork in the foyer. Installation commenced in late June and was completed in July. Three rugs commissioned from Ernabella Arts Inc. were placed in the level 1 foyer of the Spence Wing.

The Ron Boland Newspaper Reading Area was completed on time in readiness for the opening of the Wing 14 July. Funding was provided by News Corp. This consisted of fit-out, self-service use of newspapers, furniture, microfilm readers and printers, and exhibitions that focus on Ron Boland, one time editor of *The news* and a history of the newspaper industry.

The Treasures Wall was completed in September and launched by Hon. Basil Hetzel AC, Patron of the State Library Foundation. Funding for the exhibition was achieved from a range of sponsors and donors The Wall consists of vertical panels of donated South Australian raw materials which contain intermittent museum quality exhibition cabinets to display the Library's treasures.

The Minister for Sport and Recreation and John Bradman with the assistance of Ray Martin of Channel 9 launched the redesigned Bradman exhibition on 14 November. Funding for the exhibition was from a range of sponsors. The Institute Building re-opened on 17 November.

The Multimedia Wall was completed in December and launched by South Australian film director Scott Hicks on 2 March. Funding for the exhibition was from a range of sponsors. The Wall installation consists of five panels, four of which are interactive touch screens that provide an introduction to the Library's audio-visual collections.

Tenants and other agencies

The café was leased in December for a three-year term. Services commenced January 2004. The

Libraries Board funded the fit-out for the café. The Royal South Australian Society of Arts gallery space was completed in January and occupied by the Society in April on their signing of a new agreement. The refurbishment of the gallery was made possible by a grant from the Commonwealth Department of Environment and Heritage.

Additional heritage funding

The Department of Administrative and Information Services sought and secured separate government funding for further cleaning and stone rectification work to the western side of the Jervois building, completed in October.

North Terrace Project

Work on the North Terrace Project, managed by the Adelaide City Council, commenced mid 2003 and continued throughout 2003/4. The Library forecourt was completed in May. The water feature was fully operational in June.

Energy efficiency

Energy efficiency has been monitored to determine the extent of efficiencies delivered by the redeveloped State Library. The new facility is significantly larger than pre-redevelopment and for the first time provides the appropriate environmental conditions for the storage of Library collections. The introduction of a solar panel system to the Library is being considered in line with a government strategy to increase solar energy production on North Terrace.

Opening of Spence Wing

The Spence Wing was opened on 15 October by the Premier of South Australia Hon. Mike Rann and Mr Rupert Murdoch AC.

Built Environs Pty Ltd won a High Commendation award for the State Library Redevelopment at the Australian Institute of Building Professional Excellence in Building Awards South Australia 2004, held in May.

Hassell & MGT in association, won two awards at the Royal Australian Institute of Architects, South Australian Chapter Awards, held in June. The two Awards of Merit 2004 were for the categories of New Building and Heritage.

CREATING A VITAL AND VIBRANT STATE LIBRARY

We will provide quality superior customer service

By creating a culture of excellent service delivery

The service delivery model for the new Library became operational on 14 July and is based on the following principles:

- skilled and competent library staff available at all service points across all opening hours
- ready access to staff in the main library area through roving/walking staff, visible and identifiable to customers
- consolidation of customer service points to provide a clear information focus for customers
- a welcoming introductory staffing point at the entry to the library
- a Security/Cloak Room at the main entry point
- separation of function venues from library spaces
- visible, sound-proof study rooms
- provision of quiet study spaces around the perimeter of the library
- introduction of natural light to library and function spaces
- self-service areas for family history, newspapers, printing and copying
- links between family history and newspapers
- specialist Copy Centre
- service link between the Reading Room and the Copy Centre
- use of colour-coded signage within the library
- more efficient retrieval processes with direct links to storage areas and the Reading Room
- greater access to public computing facilities
- enhanced microform equipment for family history/newspapers.



The State Library commissioned several South Australian artworks to create a unique atmosphere in the Spence Wing. Seen against the backdrop of its glass foyer are three key players, from left Pamille Berg, art program consultant, Pantjiti McKenzie of Ernabella Arts, designer of the rugs in the Treasures Wall area, and Bronwyn Halliday, Director of the State Library. Courtesy Alex Makeyev

In the lead-up to the opening of the new Library, customer service staff were trained in new service delivery policies and procedures and a Service Charter was developed setting out customer service standards for the major service functions. The Service Charter was published on the Library's web site and made available in hard copy format in the main library.

Throughout the year customer service staff attended monthly 'Service Issues' meetings where procedural and operational matters were raised, discussed and resolved.

A 'Tell us what you think' customer feedback facility was introduced and between the period of re-opening and 30 June, 717 feedback forms were received from customers. Of these, 411 could be considered as negative comments, 198 were positive and 108 made requests for particular action to be taken. All feedback was acknowledged within 24 hours, wherever possible.

Feedback fell into these main categories:

- general complaints and suggestions about the redevelopment of the Library, building facilities, computing resources equipment and collections
- general service related issues
- compliments about customer service, the new building and surrounds.

Early in 2004 the Library established a Services Advisory Panel made up of Library staff and six regular Library users appointed for a two year term. The role of the panel is to advise the Library on the service levels provided; to assist the Library improve information and services to customers; to assist the Library in the development of new services; to gather the views of other users; to advise the Library on accessibility issues; and to advise the Library on its promotional activities.

Communication and consultation mechanisms were maintained through regular management and team meetings, Service Issues meetings, Service 'Update' bulletins and information provided on the staff Intranet.

By aligning staff skills with service delivery requirements

Customer Services staff support a seven day per week extended hours roster covering all service points. The roster is maintained through an on-going training and awareness program for all service delivery staff to ensure they have the required job skills and knowledge to deliver the full range of library services.

A significant investment has been made to progressively increase the technology skills of staff.

Staff attended more specialised training and development programs for document delivery, copyright and dealing with difficult customers.

By being responsive to the requirements of customers with special needs

The State Library is represented on the Arts SA Disability Action Plan Implementation Committee.

The Special Programs Officer trained customers requiring assistance with the Library's enhanced access technology, and assisted with the provision of information in alternative formats for individual customers. Liaison continued with the Disability Information Resource Centre to determine the specific information needs and preferred methods of access for people with a range of special access requirements. The Special Programs Officer also consulted with the Royal Society for the Blind to assess the usefulness of the most recent technology for people with vision impairments within a Library context.

On 23 April the State Library hosted an event to celebrate the involvement of Aboriginal and Torres Strait Islander people in the military, involving a screening of the award winning documentary *The Forgotten*. This event was developed in conjunction with the Department of Veterans Affairs, Adelaide City Council and the Department of Premier and Cabinet, and was attended by the Lord Mayor, the Minister for Aboriginal Affairs, Aboriginal veterans George Tongerie and Kenny Laughton and many members of the local indigenous community. For the fortnight after the event, the State Library ran screenings and library tours for school groups and members of the community. Over 150 people attended these workshops.

The Special Programs Officer has continued to liaise with SA Link-Up, and counterparts at State Records and National Archives to work towards joint events to improve service provision for Indigenous Australians.

The English Language Learning and Improvement Service provided assistance to over 700 students this year during the 22 hours per week in which desk service and conversation classes were provided. This figure does not include the ongoing usage of IELTS (International English Language Testing System) and other audio visual and print resources on evenings and weekends when ELLIS is not staffed.

The majority of users were students from tertiary and TAFE institutions, particularly those around the North Terrace precinct and CBD. Smaller numbers included migrants with professional backgrounds who wished to improve their oral and written abilities; language school students and tourists on short term visas wanting to practice English as much as possible with native English speakers; and some older migrants who had been in Australia for many years and wished to improve their pronunciation and conversation. Most users came from South Korea, mainland China and Japan, with smaller groups from Taiwan, the Middle East, Thailand, Malaysia and a few users from Chile, Colombia, Brazil, Iran, Bosnia, Austria, France, and Switzerland.

Since the re-opening of the Library in July, the number of ELLIS volunteers has increased from 11 to 15. Demand for assistance with conversation and editing has continued to grow, as has the demand for conversation classes. A new Saturday afternoon conversation class was introduced in May and has proven very popular. Three English language learning computer software programs were purchased, and usage of these has grown steadily since their introduction in September. A new training manual and volunteer training program was prepared, and tours of ELLIS by external English language provider groups were introduced. Several seminars were jointly presented with other organisations, notably the Adelaide TAFE English Language Service.

By providing an efficient and cost-effective image reproduction service

The Copy Centre has emerged from the building redevelopment with new equipment and services that are providing customers with improved copying and reproduction facilities. Highlights include the Minolta overhead scanner, which is operated from the Copy Centre, and is providing faster and less expensive reproductions of archival and fragile material. The closer relationship with the Somerville Reading Room has also enabled the Copy Centre to provide expert advice on reproduction services and in many cases immediate photocopying service to our customers. The Copy Centre will continue to investigate new technologies in an effort to improve services.



The State Library is part of the Citilan wireless network which provides online Internet access without the need for a modem.

Above from left using the network are Choi Kwang Eun, a SACE student from Korea, and Qingnan Meng, a UniSA student from China, two of the many overseas students using the State Library regularly as a 'home away from home'.

Below is a close-up showing a camera on the top of Qingnan's laptop and on the screen a video image of himself being shown to a friend in China



Core business

The Library's Research Services responded to 2,012 research enquiries with support from Collection Specialists and others as required.

Typical information requests included:

- A list of gospel choirs in South Australia
- Any materials relating to the Chronicle journalist Mary Broughton. Specifically for notes she may have used in writing her columns of 9 April 1971 and 19 October 1973. The columns concerned deal with the North of South Australia.
- The legal age for drinking alcohol in Victorian hotels in the 1880s for a book set in Echuca at 1883. Also whether women were allowed in hotels, specifically a dining room. The Echuca historical society could not find the information.
- From which Aboriginal group the word 'bunyip' comes from. There are many references online to the word, but no Aboriginal group mentioned
- The date when stromatolites, particularly Australian/South Australian species, became extinct. Specifically identification of local species from the Clare district.

We will maximise the benefit of new technologies

By identifying organisational, staff and customer needs and exploring, developing and using appropriate technologies

With the opening of the Spence Wing the new network and technical infrastructure become operational. The increased numbers of computers provided for the public are heavily used and have resulted in increased technical support and management requirements. To meet this additional demand software tools have been deployed, however there remain a number of key projects to be undertaken in this area before the ICT support requirements stabilise. The ever increasing issues surrounding network security, viruses and deployment of software patches have commanded considerable investments of time throughout the year. With the significant risks associated with security issues it has become necessary to adopt a 'security over availability' regime. Planning for a full separation of the infrastructure that supports the public computers from the SA Government network to improve security became necessary and will be undertaken later in 2004.

A number of new projects commenced or were completed during the year including:

- Implementation of the web content management system and training of key staff. This project has significant impact across all areas of the library and will be ongoing throughout the next year
- Development of a new Library Intranet site, and data review and migration using the web content management system
- Online booking system with online credit card payments implemented for Summer School and all public training courses offered by the Library
- Deployment of Deep Freeze on the public computers
- Millennium Phase 2 upgrade (Library Management System)
- Deployment of an automated patching system for staff computers
- Deployment of the Citilan public wireless network (hotspot), enabling members of the public with handheld or wireless devices to access the Internet within the Spence wing.
- Planning for the SA Memory series of web sites from a technical architecture point of view.
- Development of the River Murray web site to be launched late July 2004.
- For digitising of library materials a second high quality A3 size flatbed scanner, a high quality medium format film scanner and more powerful computer equipment have been acquired.
- Preservation staff have investigated options for digital audio archiving with assistance from ScreenSound Australia. Based on these findings the Library issued a tender to acquire a state-of-the-art sound archiving system in the 2004-05 financial year.

A number of ICT projects have been identified that if undertaken would offer a range of improved business benefits or customer services. Formalisation of internal procedures to assess, prioritise, approve and manage these projects is being undertaken.

By providing an infrastructure for a technologically enhanced library

The new infrastructure throughout the Library has proven capable of meeting increased demands. There remain a number of projects to further leverage the investment in the infrastructure that will result in improved customer services or other business benefits.

There were a number of operational issues relating to security, internet access and system

backups that required significant amounts of time to manage and have corrected.

The South Australian Government's nine-year outsourcing contract with EDS ends in July 2005, and there is considerable activity now occurring in the area of Future ICT and planning for the transition to a range of new suppliers.

We will provide state leadership in library services

By understanding the changing needs and requirements for responsive, expert knowledge and advice

As part of a collaborative arrangement between all State and Territory libraries and the National Library of Australia, staff from Customer Services contributed over 570 hours of live online reference services via the Internet using interactive chat software to answer information enquiries. This service is called AskNow! and it operates Monday to Friday, AEST business hours. Over 3 500 enquires were handled nationwide ranging from ready reference to more complex enquiries on topics such as science, technology, health and geography. Over half the responses were provided from Internet sources, with 70% of customers rating the service as excellent or very good.

By advice in the preservation and storage of materials

The Preservation Reformatting team has continued to provide advice at the national and international level on reformatting issues. In conjunction with the National Library of Australia and IFLA (International Federation of Library Associations) the unit produced a 10 module training package for the Asian-Pacific region. Entitled Training in Preservation Microfilming, these materials have been distributed internationally and are available online as PDF pages from the National Library's website <www.nla.gov.au/preserve/trainmat.html>.

Following the opening of the Spence Wing, the Library has showcased its efficient new storage areas, providing advice about storage planning and systems to a range of state and national organisations such as libraries, archives and art galleries, including members of the Council of State Libraries Stack Management Working Group.

We will implement the Master Storage Plan

By anticipating storage requirements

The Library has continued to implement the final stages of the Master Storage Plan, including moving older government publications at the Netley offsite storage area, consolidating audiovisual materials in the Spence Wing and efficiently rehousing the Family History indexes within the public reading area.

The project to copy all acetate microfilms onto a stable polyester film-base has continued. To date over 7,900 master and duplicate microfilms have been replaced with polyester film. Over 5,600 of the preservation master microfilms are now housed in optimum cold storage conditions at the National Library.



The State Library's South Australian collections are largely built up through legal deposit. From left AudioVisual Librarian Rob Mc Dade receives from Ruth Estelle of Working Yoga a copy of her audio CD Your daily yoga practice to add to the Library's collection of over 2,000 South Australian CDs

The storage and migration of digital objects is one of the most challenging areas for the Library. The Library is planning to acquire a new 3.5 TB RAID storage system to store up to 2.5 Terabytes of digital images and audio files.

By ensuring storage provides optimal conditions for preservation, security and access

One of the key preservation priorities has been assisting with the Library's major exhibitions, involving stabilising, mounting, recording, digitising and installing items. During these projects Library staff have worked closely with the staff of Artlab Australia who have assisted with complex treatments and

installations and have also provided technical support for the display of specialised materials such as the river roll and Bradman caps.

The Library successfully completed a major co-operative project with the National Library to microfilm 34 reels of early South Australian newspapers including *Sporting Life* 1905-1914, *Kingston Weekly* 1946-1951, *County Light Times* 1949-1951, *Country News* 1922-1935, *SA Satirist* 1867-1868, *Bell's Life* in Adelaide and *Sporting Chronicle* 1861-1862. Partnerships with Mount Gambier Public Library and the Port Pirie, Barossa and Mount Barker libraries enabled the filming of *The Border Watch* 1987-1988, *The Recorder* July 1980-June 1983, *The Leader* 1961, 1963, 1976 and *The Courier* 1957.

By using best practice preservation

strategies including disaster preparedness
The long-term strategy of systematically cleaning priority items in the Library's collections has continued. To this end staff from Artlab Australia have cleaned over 3,027 rare and special items. Library staff also coordinated the special cleaning of overhead fixtures in the Spence basement and at Netley by commercial cleaners.

Following training with Artlab Australia a member of the Conservation staff developed a system for Integrated Pest Management in the Library, producing a manual, kit for field staff and training for key staff across the Library.

Core business

- The project of conserving and reformatting over 500 South Australian films that were formerly part of the South Australian Film and Video Centre collection was completed. These films were transferred to the Library in 1995.
- Over 11,700 images were digitised for the Mortlock exhibitions, SA Memory project and River Murray website.
- Over 240 reels of South Australian newspapers and archival items were produced comprising some 233,800 individual frames of microfilm.
- Over 13,000 photographs were copied for preservation, largely from the John Martin's collections.

We will ensure the development of collections

By providing general reference and information resources that meet identified customer needs.

The annual supplement of \$75,000 provided by the Libraries Board from Mortlock trust funds for monograph purchases for the past five years concluded in 2003-04. A number of substantial reference works were acquired including: *The Nature encyclopedia of the human genome* and a new edition of *Grzimek's animal life encyclopedia*.

A significant reduction in monograph purchasing and cancellation of a substantial number of serial titles will be necessary in 2004-05 to ensure that the Library continues to meet most identified customer needs. Print serials that have now been superseded by online resources will be particularly targeted for cancellation.

Two additional Ebscohost fulltext electronic resources, *Academic Search Premier* and *Business Source Premier* were added. This raises the number of full-text journal titles available to customers, including registered remote users throughout South Australia, to approximately 7,000.

Family historians have been provided with access to additional early English, Scottish and Irish birth, death and marriage indexes, from as early as 1538, by the purchase of a large number of parish records on CD-ROM.

The John Bray Bequest continued to fund the purchase of classical literature including a new translation of *De alimentorum facultatibus* [On the properties of foodstuffs] by the Greek physician and polymath Galen of Pergamum (b. 129 AD). This is his major work on the dynamics and kinetics of various foods, including cereals, legumes, dairy products and grapes.

Notable additions to the Paul McGuire Maritime Library included:

- *Historiae navalis mediae libri tres* by Thomas Ryves. A rare history of ancient and medieval naval warfare from Noah's Ark to the fall of Constantinople published in London in 1640
- *Biographia navalis, or, Impartial memoirs of the lives and characters of officers of the navy of Great Britain, from the year 1660*

to the present time by John Charnock. A facsimile of a six-volume work originally published 1794 to 1798.

Several America's Cup titles were purchased with funds provided by the Hardy family.

From July the published and archival sheet map collections were made available for use in the Somerville Reading Room and the basement Viewing Room.

By building on selected strengths, with a focus on South Australiana, that support priorities and new initiatives for the State. With funding support from Mr John Uhrig AC, the State Government, Mortlock trust funds and the National Cultural Heritage Account, the State Library purchased the Deed of Settlement of the South Australian Company at auction. This significant foundation document of the State has never been in South Australia and was held in private hands until the Library purchased the Deed at auction in February.

The South Australian company was formed by George Fife Angas and others committed to the establishment of the Colony of South Australia, to encourage the preliminary purchase of land after the decision by the Colonization Commission to fix the price of land at 20 shillings per acre had brought land sales to a standstill. This had made it doubtful that the Colonization Commission would succeed in fulfilling the terms of the *South Australian Act*, by which it was obliged to sell 35,000 pounds worth of land before the imperial authorities would consent to the colonization venture proceeding. It is likely that the colony would not have developed as it did, if at all, if the Company had not been formed, so this Deed is a very significant foundation document for the State.

The Deed carries the signatures of George Fife Angas, Thomas Smith and Henry King-scote who were directors of the Company. It is also signed by many of the Company's shareholders.

Notable archival donations included:

- Papers of bookseller and humanitarian Mary Martin (1915-1973), comprising letters to her family during her years in India (1963-1973) and notebooks she kept relating to her work with an Indian health welfare organisation.
- Personal papers of Kester Berwick (1903-1992), minor author, drama and English teacher whose early life and theatre interests in Adelaide with the 'Ab-Intra' Theatre Studio and his later life in Greece were the inspiration for Robert Dessaix's novel *Corfu*.



River Murray steamer Gem with passengers and a load of timber circa 1905. [B 34022] One of over 56,000 South Australian images loaded onto the Picture Australia website during the year. 2003-04 was the 'Year of the River Murray' at the State Library, with a River Murray website near completion

Significant additions to the Oral History Collection included:

- The Eminent people oral history project, conducted jointly with the National Library produced recordings of Stephen Skillitzi, founder of the hot glass studio movement in Australia; Professor John Daly, former Olympics athletics coach and lecturer and writer on the history and sociology of sport; Dr Basil Hetzel AC who worked tirelessly to unravel the mysteries of the most common cause of preventable brain damage - iodine deficiency
- Twelve interviews from the Mental Illness Fellowship oral history project in which the interviewees talk movingly about their experiences with mental illness.

By actively promoting the State Library as a legal deposit repository

The Library continued to promote the benefits of legal deposit to South Australian commercial and non-commercial publishers in all formats.

The growth of purely electronic publishing, including e-books and web sites, is a major challenge for the State Library. The existing *Libraries Act* does not specifically include virtual publications, so it is necessary to seek permission from publishers before archiving websites to PANDORA for example. Solutions include an amendment to the Act and the seeking of blanket permissions for archiving government web publishing, which constitutes a large part of total web publishing in South Australia.

By working with Arts SA to increase funding for collection development

A paper outlining the impact of the static materials budget on the State Library's ability to develop collections, and outlining a range of collection development initiatives that would be undertaken if additional funds were provided, was noted by the Libraries Board at its December meeting.

By encouraging more donations of indigenous and culturally diverse materials relating to South Australia

Significant effort was put into the management of indigenous collections with staff making contacts with research/collection organisations and amongst the indigenous communities of South Australia.

Notable oral history acquisitions included:

- *Sharing the experience* - several members of the Indian community in South Australia, speaking of their experiences of immigration and settlement in Australia.
- *Afghan refugees at Murray Bridge* – an interview with a refugee working at the meat works in Murray Bridge, together with interviews with several members of the local community providing support for these workers, including the Mayor and the Human Resources Manager of the meat works.

Donations of material to the Library, which meet our collection development policy, will increase by at least 10% per year.

Documented archival donor enquiries for the year increased by 67% over the previous year indicating that public awareness of the State Library's role in collecting unpublished South Australian material has increased significantly. The estimated value of the 644 donations to published collections was \$45,210.

These donations included:

- Two 'flicker' books featuring Don Bradman's square cuts and other cricket shots
- *The saint's everlasting rest, or, a treatise of the blessed state of the saints in their enjoyment of God in glory...* by Richard Baxter. Mr John Rau MP donated the twelfth edition of this work, published in London in 1688.

The Treasures Wall exhibition and associated talks provided the impetus for some people to donate items to the Library, in particular the 1932 Magarey Medal won by Max Pontifex and the 1881 Fowler's Premiers Medal won by Norwood.

We will process materials efficiently and effectively

By providing high quality, relevant and timely processing and resource descriptions for information resources

Major retrospective projects to relocate older material to closed access and to barcode parts of the Library's monograph collections continued throughout the year.

Cataloguing/recataloguing/integration projects begun and/or completed in 2003/2004 included:

- Relocating, relabelling and barcoding a further 15,000 books published between 1950 and 1973
- Barcoding almost 73,000 books from the open access collection published between 1974 and 1993
- Reclassifying and reintegrating into the closed access monograph collection a sequence of 8,240 books which had been declassified in the late 1940s as a space-saving measure
- Relabelling a proportion (2,875 items) of the South Australian ready reference collection to eliminate inconsistencies and ensure that the labels on items match the catalogue records
- Cataloguing of selected categories of material from the Children's Literature Research Collection continued to be carried out; categories handled during the year included the Collection's holdings of Lewis Carroll's works and editions of Grimm's fairy tales, as well as its currently received periodical titles
- A project was undertaken to link index records from the SA Database to catalogue records for the source titles in the Library catalogue database using a specified MARC tag for the purpose
- A project to fully catalogue the Library's collection of federal and interstate Parliamentary publications was completed

- Considerable time and effort was spent on working with a software developer to finalise a thesaurus management program for use in the SA Memory Websites
- Catalogue records for pictorial material on the SA Database were used to generate metadata for use in PictureAustralia, the pictorial database hosted on the National Library's website to which the Library now contributes digitised images

Ongoing work saw:

- 14,300 catalogue records for published items added to the Library's online catalogue; of these, 13,500 (94%) were catalogued to the National Bibliographic Database on Kinetica
- 56,518 serial issues accessioned during the year: 27,386 newspaper issues, 17,081 non-SA periodicals and 12,051 SA periodicals
- newspapers and periodicals continued to be available for public access within 24 hours of receipt for over 95% of the time
- 116 linear metres of archival record groups processed into the collections
- 7,195 pictorial items catalogued on to the SA Database by the Archival Processing team, including a project to enter records for the South Australian component of the pictorial collection albums which are being progressively digitised by the Preservation reformatting team
- Progress made with converting hard copy series lists to the online archival database, including major groups such as the Holden records
- The Library was recognised at the Kinetica Annual Users Meeting in August as having been one of the top ten contributors of authority headings on the National Bibliographic Database (Kinetica) for the previous year
- 5,200 records for index references converted from card files

By using best practice procedures and regularly reviewing them.

Ordering, acquisitions and cataloguing workflows for monographs and serials were reviewed and changes made to take advantage of the Library's automated library management system's electronic ordering module and of batch services offered by the National Library. This resulted in some savings of staff time, and cost savings for both Kinetica searching and specially printed order stationery

We will develop and implement a comprehensive marketing plan

By continuing regular market research on customer needs

The State Library as part of its performance agreement with Arts SA is required to provide an independent measure of satisfaction, which requires a systematic assessment of performance, including comments from people outside the organisation.

In recent years the customer survey has been outsourced, the latest being in 2002. This year, the Library accessed the services of Uni SA's Industry Internship Program to help conduct the survey inhouse. The survey provided valuable information about usage patterns and feedback on the new building which was considered by the Post-Implementation Review Working Group.



The State Library's Venue Hire program was well patronised during the year. The gracious book-lined Circulating Library in the Institute Building fronting North Terrace is proving popular for private dinners, small cocktail parties, product launches and small presentations. Courtesy Alex Makeyev

There has been an interesting demographic shift in the Library's customer base since the last survey in 2002, with almost double the proportion of younger people using the Library and a proportional increase in the number of students. Of particular interest is the high proportion, 19%, of people from overseas using the Library. Further analysis shows that most of these are international university students

studying in Adelaide, comprising 25% of the Library's student customers. This could be the basis for further development of the relationship with UniSA, where most of the international students are based.

The survey showed that satisfaction with customer service has increased from 96% in 2002 to 97.9% in 2004. This is an extremely high level of customer service and is unlikely to be bettered. There were other measures of satisfaction with a range of services and facilities included in the survey which could be used to track progress of the Library's functions over time.

By creative use of media and other activities to create high levels of awareness of Library services

The State Library has provided briefings and preview tours for the media and VIPs to keep them informed of building progress. Media monitoring figures show the value of free print media obtained by the Library was \$183,325.

As part of ABC radio 891's sponsorship, Public Programs Coordinator Michael Talbot and Family History Specialist Marie Maddocks were regular guests on Carole Whitelock's 'afternoon delights' program and Peter Goers' evening program. State Library and public library staff provided questions and answers for the evening program's literary quiz.

Radio 891 ABC also gave significant support to the State Library's Open Day in November. Collection Specialists were also involved in occasional promotion on Fresh FM and 5DN for specific events such as Anzac Day.

We will create a vibrant level of public programs for all user groups

By organising a regular program of events while integrating with major events, and by offering a comprehensive outreach program throughout SA to ensure that the Library is perceived as a critical source of information and reference material and broadly used

The Library held its inaugural Open Day on Sunday 23 November which was attended by 4,000 visitors. Visitors saw behind the scenes with 60 staff and a large contingent of volunteers. Talks, tours, storytelling and craft activities featured along with a self-guided tour, and a quiz rewarded with a State Library 'showbag'.

Public Libraries SA provided a display and access to their website. All affiliated organisations were involved in the day, and the Foundation organised a special visit by several members of the Redbacks cricket team.

A Summer School program was run from December to January to encourage more people to take advantage of the State Library's extensive facilities, collections and staff expertise. Designed to be informative and educative the program ranged from training in using technology, introduction to family history, and how to store photographs. The program included talks, tours and presentations and was attended by over 2,000 people, with Bradman tours and free movies drawing the largest numbers. The Adelaide City Council Library and Community Centre and Flinders University Art organised events and exhibitions respectively.

To commemorate Anzac Day the Library organised a medals valuation afternoon with two specialists, Barry Presgrave and Lionel Peisley who donated their time and expertise. Approximately 150 people turned up with a variety of military medals and other memorabilia. As a result of the Military Medals Roadshow, a piece of trench art created by a South Australian will be donated to the Library. Another highlight of the day was a set of four medals, which due to the rare combination, was conservatively valued at \$25,000. A military medals page with links to reference works and to other websites was created on the State Library website to provide resources for these ongoing enquiries.

A Family History program was developed in February to run for the whole calendar year, using speakers from within the Library and an external speaker. The courses included free introductory sessions to the collections and specialists research classes. Just under 500 people have attended the courses.

The Family History Collection Specialist gave specialist tours to a number of groups and individuals, some as a result of her sessions on ABC radio 891 and visits to public libraries with the State Library roadshow. These included the Australian Jewish Genealogical

Society (S.A. Branch), Church of Jesus Christ of Latter Day Saints Sydney office, Fleurieu Peninsula Family History Society Medieval group and Friends of the Victor Harbor Library.

Collection Specialist staff gave talks to the following groups and events: Tasting Australia, History Week, White Gloves groups, Public Libraries Indigenous Forum, and Treasures talks for sponsors.

The State Library and Adelaide Festival Centre presented a new work to South Australian schools and families titled *Stowaway and the Captain's Cat* a new play by Anne Brookman, inspired by Captain Matthew Flinders cat, Trim. The production was a culmination of a two-year collaboration and joint partnership between the Library and the Festival Centre.

Performances were held from 19-30 August at the Dunstan Playhouse. The play was a box office success, with wide-ranging media coverage, including ABC local radio, *The Advertiser* and *The Australian* newspapers. There were 12 school only sessions attracting 5,000 primary aged school students and six family performances attracting 2,500 people.

A teacher's kit was developed and is available at www.slsa.sa.gov.au/encounter/Trim/teachingkit.pdf The performance was supported by a curated exhibition using the collections of the Library reflecting Matthew Flinders and Nicolas Baudin's exploration of South Australia.



The State Library again coordinated the Nestlé Write Around Australia program. From left are the South Australian winners, Melina Butler of St Andrews School and Nicole Richards of Watervale Primary School. Courtesy Daniel Planquart

DEVELOPING PARTNERSHIPS

With public libraries

By providing training and information about State Library services

Public library staff are kept informed of changes to State Library services by regular emails from the Public Libraries Liaison Librarian, who also contributes regularly to the PLAIN newsletter to public libraries. Public library staff regularly email or telephone the Public Libraries Liaison Librarian with enquiries on specific issues.

During the year 33 training and information sessions were provided at the State Library for 175 regional and metropolitan public library staff by



From left the Premier of South Australia Hon Mike Rann and John Uhrig AC joined forces to acquire one of the state's landmark heritage documents, the Deed of Settlement of the South Australian Company, with the assistance of the National Cultural Heritage Account. The Deed of Settlement contains the names of the 290 people who in June 1836 became shareholders of the South Australian Company which provided the financial and administrative infrastructure for the colony to proceed. Below is the Deed displayed in the Treasures Wall. Courtesy Alex Makeyev



the Public Libraries Liaison Librarian. A new development for this year has been the inclusion of a State Library information session as part of PLAIN Central Service's monthly induction day for public library staff.

This year a new format, the State Library Travelling Roadshow was trialled. The idea is to take State Library expert staff out to both country and metropolitan public libraries and run workshops for the local community and library staff. For the three trial visits to Kingston, Kadina and West Torrens the focus was family history and State Library resources available online. A total of 163 people and 75% of the total library staff attended over the three days. As a result of these visits, groups from several of these areas arranged a special visit to the Library to follow up on family history resources.

Outreach staff also set up information stands at the Port Lincoln, Gawler, Royal Adelaide, Loxton, Mt Gambier, Kapunda and Mannum Shows. In conjunction with these visits training sessions were held for local public library staff.

Another successful Nestlé Write Around Australia competition was run in conjunction with five public libraries with 2,253 entries from 247 schools received in May for the 2004 competition. The State presentation was held in the Treasures Wall area of the Spence Wing of the State Library, with 95 guests in attendance. The guest presenter was Vini Ciccarello, the state Member of Parliament for Norwood, who had previously worked in the Young Peoples Section of the State Library. One of the state winners was from Watervale Primary School with only 42 pupils, and the school also produced the Year 5 State Winner last year, the first such achievement for a South Australian school. The Year 6 winner read her story on Carole Whitelock's program on ABC Radio 891.

Late in 2003 public libraries were surveyed on the type of services and information they wanted from the State Library. One of the issues highlighted was the provision of library services for indigenous people. To this end the State Library organised a forum called Indigenous Information Issues – Making the Link, which was held on 4 June in the Library's Lecture Theatre with a total of 47 participants, including 23 from 12 public libraries, seven from three schools and nine from the State Library.

Presentations on the day were from SA Link-Up Program, State Library, State Records and the Aboriginal Education Unit (DECS). As well, all participants toured the State Library, viewing selected Mountford Collection material in the viewing room, and toured the Museum archives.

With other libraries, archives and other relevant professional organisations

By building relationships to ensure collections are given national exposure

The SA Memory concept was advanced. It consists of a series of interpretive websites, acting as portals to key primary source materials relating to both the history and culture of South Australia held in collections throughout the State as well as providing links to relevant organisations and websites. The first part of the SA Memory website on the River Murray will be launched in July 2004.

The Library continued to work with the National Library in planning a touring exhibition of treasures from Australian libraries. The Library joined the Picture Australia service in August, contributing over 56,000 images. Picture Australia is an internet-based service that allows customers to search many significant on-line pictorial collections simultaneously.

For the second year in a row, the Library provided the prize money (jointly with SA Writer's Guild) for the Best Original Screenplay at the Zoom Short Films Awards.

By forming collaborative ventures and consortia arrangements

The State Library and the Department of Environment and Heritage (DEH) is planning joint use and resource sharing of regional photographs and images from *South Australia illustrated* by GF Angas creating a then-and-now aspect for use in DEH publications and Library websites and publications.

By fostering staff involvement in professional associations, activities and networking

Bronwyn Halliday is chair, School of Communication, Information & New Media Advisory Committee, University of South Australia, and is a member of the School of Commerce Advisory Board, University of Adelaide. She also chairs the Year of the Library Steering Committee.

Margaret Allen is the CASL representative on Standards Australia & New Zealand IT-019 Com-

mittee - Computer Applications - Information & Documentation. She is also a member of the CASL Performance Measures Working Group.

Tania Paull is on the CASL Public Library Performance Measures working party, the Information Economy Advisory Board, the Joint Use Libraries Committee and the Salisbury Learning Partnership. She is also on the Selection and access for teaching and learning materials guidelines for pre-schools and schools - Review Committee Chaired by Chris Hanna MP.

As well:

- Karen Brandwood chairs the CASL Partnerships in Education and Libraries Working Group
- Heather Brown is convenor of the CASL Stacks Management Working Group, a member of the state committee of AICCM, a member of ALIA National Acquisitions Committee, and the MS4 Standards Australasian Subcommittee on micro-filming. She presented papers on reformatting at the International Conference on Digital Libraries in Delhi in February 2004 and at the AICCM Paper conference in Sydney in April.
- Peter Jenkins is a member of the CASL Digital Issues Working Group and the UniLibraries SA Digital Imaging Group and Treasurer of the SA Apple Users Club
- Tony Leschen is a member of the CASL Consortia and Licencing Working Group and a member of the PANDORA Consultative Committee
- Marie Maddocks is on the Library Committee of the South Australian Genealogy and Heraldry Society. She was on the organizing committee for the Family History Fair held at Pulteney Grammar School in October
- Annette Mills is the State Library representative on the History Council of SA Committee. She is also on the ALIA New Librarians Symposium organising Committee, and on the Australian Society of Archivists (SA Branch) Committee
- Andrew Piper is on the Steering Committee of the Australian library treasures touring exhibition and is on the Music History SA working group
- Beth Robertson is Treasurer of the History Council of SA and a member of the National Committee of the Oral History Association of Australia. The fourth edition of her *Oral history handbook* is currently being translated into Chinese for the Taiwan market while the fifth edition will be published in Australia in the new year.
- Neil Turner is Convenor of the CASL Reference Issues Working Group.

With educational and community organisations/institutions

By promoting and tailoring our resources to the education sector

The Preservation section was successful in its application to participate in the Premier's Science and Mathematics Teacher's placement program. <[www.scimas.sa.edu.au/scimas/pages/Projects project 4](http://www.scimas.sa.edu.au/scimas/pages/Projects/project%204)>. The Library was assigned a teacher from Angle Vale Primary school, who developed worksheets to help students to gain an understanding of the scientific knowledge and techniques behind the preservation of objects and collections. The next stage will be to develop a formal program for students to use the worksheets in their visits to the Preservation area.

School Holiday programs were held in October, January and April with a total of 160 children attending. Activities included making a treasure chest, making a book mark, seeing a machine block a bookmark in gold foil, making a chap-book, microfilming their hands, and learning about scrapbooking of photographs.

By exploring collaborative, integrated approaches to schools with the other North Terrace cultural institutions

As well as being an opportunity for experience in the workforce, the State Library Work Experience Program is designed to show students that libraries are interesting places and thus encourage them as users and supporters of libraries. To this end the Library provides Years 10 and 11 students with an overview of working life in a State Library that includes hands-on experience in a range of areas. During the year 18 students from as far a field as Gladstone chose to undertake their week of work experience at the State Library. They enjoyed time with a number of areas, including Maps and Named Collections, assisting archivists to process materials, small research projects, and observing on public desks.

By collaborating with the teaching institutions of library and information studies, and information technology

A fieldwork placement program is offered each year to students studying in the library and information management field. This program provides students with an overview of working life in a State Library by spending time in a broad range of work

areas including an introduction to collection development and processing, preservation, research and customer services.

The Library hosted four fieldwork students during the year; three from the University of South Australia School of Communication, Information and New Media, and a Hong Kong-based student studying offshore with Charles Sturt University School of Information Studies. Their two to three weeks time with the Library provided the opportunity to relate theory to the practical situation, with activities encompassing a broad range of technical processes and information management services.

With Arts groups, Festivals, special events and conference organisers

To ensure that State Library of SA contributes to their programs and supports their initiatives

The Library presented a forum 'Not just talking heads: storytelling on film' on 3 March as part of the Adelaide International Film Festival.

The Library continued to be a sponsor for Writers Week as part of the Adelaide Festival in 2004. The Library sponsored two speakers, Clive James AM and Jenny Uglow. A successful fundraising breakfast with 155 guests was held in the Library with the two writers as guest speakers.

With tenants and associated groups

The Redevelopment Project team worked closely with all tenants to ensure access to services in temporary locations and in planning for permanent locations to meet their expectations.



From left English biographer Jenny Uglow and Australian humourist Clive James AM entertained guests at a breakfast in the State Library as part of the Library's sponsorship of Writers' Week

Through sponsorships

By demonstrating that the State Library is an integral part of the information economy

The Library continued to make informal and formal representations as appropriate to have the extent of the State and Public Library network's contribution to the economic development of South Australia and the information economy recognised.

Through grants

By exploring all avenues available for grant allocations

The Foundation has subscribed to national databases that provide information on upcoming grants, which is circulated to State Library Management. The Foundation coordinated submissions for grants to secure funding for various Library projects.

Through bequests

By establishing a structured bequest program

The Foundation employs a Gifts and Bequests Officer to run a structured bequest program. This included the conducting of bi-monthly Planning for the Future seminars and regular tours of the State Library targeting senior citizen groups. Various functions are held by the Foundation to attract potential benefactors, and visiting of possible bequestors occurs on an ongoing basis.

Through fund-raising events

By tailoring appeals to needs of Library

Fundraising campaigns were held with the major redevelopment appeal having been held successfully over the past three years. Ongoing presentations, black tie functions and tours were held to potential sponsors and donors of the Foundation seeking support and membership of the organisation.

Through staff support

By maintaining and promoting the State Library as a safe workplace

The OHS&W management system was further developed and fine-tuned with significant effort put into developing an internal audit program to assess and improve the system. Eight staff were trained as internal OHS&W auditors and conducted a series of audits on issues such as emergency preparedness, contractor management, accident/incident reporting, hazardous substances and manual handling. In December the Workcover Auditor visited the State Library to review progress against the compliance

standards and reported that the OHS&W system is progressing well. The Auditor was particularly pleased with the internal audit program, levels of employee involvement, management of corrective actions, and system documentation.

Hazard management was also a focus with hazards identified from a range of sources including staff hazard and incident reports, risk assessments, and worksite inspections. Management and OHS&W representatives conducted many hazard investigations to identify appropriate corrective action to minimise risk to staff and visitors. The Library completed 59 corrective actions, with 71% completed within the targeted timeframe.

By ensuring and promoting quality staff training and development, including management training

Staff participated in a number of training and development activities during the year, both internal and external. Ethical conduct training for all staff commenced as part of a whole-of-government initiative. Key staff working with customers also completed training in dealing with difficult customers, conflict management, self-defence, and police awareness. Training was also undertaken in areas such as information technology, writing, presentation skills, time management, and supervision.

Staff attended a wide range of conferences and seminars on subjects including family history, risk management, library services, fundraising, event management, mapping cultures, and archives.

By streamlining procedures, establishing records and knowledge management systems

The Library is progressing in small steps towards adequate records management, as required under the *State Records Act 1997*. Adequate records management is defined by the State Records Adequacy Statement, and has been specifically addressed by the State Library Records Management Strategy Report 2002. Records Management staff have sentenced approximately 800 boxes of non-active records which were formerly stored in an offsite facility at Netley. An operational thesaurus has been developed,

and is being used to classify new files. A draft Records Management Procedure document has also been written, which will assist and guide Library staff in daily tasks related to corporate records. In the not too distant future, it is hoped that the Library will be able to purchase and implement an Electronic Document & Records Management System from the State Records approved panel of products.

Through prudential financial and human resource management

By ensuring that staff have a high level of financial knowledge and expertise.

The Business Manager provided regular briefings regarding the Library's financial position to the Library's Extended Management Group at fortnightly meetings. In addition, the Business Manager met with managers on several occasions during the year to discuss budget formulation and assist with general financial advice. Managers have also been provided with a Finance Pack that contains general financial information as well as specific budget information relevant to each manager.

By meeting allocated budgets and by contingency planning early in the budget cycle

The State Library ended the financial year within budget. A five year budget plan, updated annually, ensures that management and the Libraries Board are fully informed of any potential financial impacts or consequences early in the budget planning cycle.

By providing enhanced financial reporting

Electronic monthly financial reporting was implemented, enabling managers to receive details of their actual performance to budget earlier than the previous print based reporting system. During the year additional electronic reports were also developed where requested by managers.

By ensuring that our 'fee for service' operations are well managed

The Library's main business units – the Bradman Collection Exhibition, Copy Centre, Preservation and Bizline – are managed by responsible supervisors possessing the necessary financial and human resource delegations to efficiently manage the unit. In addition, the manager and staff of each unit comply with written procedures relating to revenue raising.

As a means of generating revenue and promoting the State Library to the wider community, the Library began marketing venues for hire in the newly redeveloped Spence Wing in September. The Treasures Wall and Glass Foyer quickly became popular spaces for large private and corporate events. The opening of the Institute Building in November increased the number of venue spaces to six including the unique Circulating Library, Morgan Thomas Boardroom and Meeting Rooms, Training Room, and Lecture Theatre. Venue hire has increased steadily during the year with many customers finding the State Library an ideal venue for both small and large events.

Through working with volunteers

By ensuring they have clear working guidelines and are supported in their activities

The State Library provides a volunteer-friendly environment in which volunteers work alongside paid staff to enhance access to the State Library's collections, services and programs. Clear working guidelines are established by providing job and person specifications and a comprehensive induction process. A structured volunteer program ensures that policies and protocols are maintained, and ongoing supervision by delegated staff in specific project areas ensures that volunteers are supported in their day-to-day involvement.

By recognising and respecting their work and commitment to the Library

The State Library acknowledges the work of volunteers through regular volunteer newsletters and invitations to special events, as well as the popular informal meetings that include presentations by staff. During the year presentations were given on topics such as living and learning in the outback, the opening of the Treasures Wall, exhibitions in the new Library and National Volunteer Week. The end of 2003 was celebrated in the refurbished Lecture Theatre in the Institute Building. The afternoon featured a Baroque Quartet and a number of staff presentations in appreciation of the contribution made by the State Library volunteers.

PLAIN Central Services (PCS), in partnership with the public library network, supports the provision of public library services in South Australia. PCS supports the network that delivers public access to the Internet, provides shelf ready catalogued materials, coordinates collections of materials in community languages, print disability and a film and video collections and provides strategic support for the 138 public libraries in South Australia.

PCS manages the State Government's public libraries grant program which provided \$10,427,000 in operating, materials and community information grants to public libraries in 2003-04. It operates under the *Libraries Act 1982* and the Memorandum of Agreement between the Minister for the Arts and the President of the Local Government Association (LGA) for the funding of public library and community information services 2001/2006. PCS reports to the PCS Standing Committee, which is a sub-committee of the Libraries Board of South Australia, and the Council of Library Administrators of South Australia (CLASA) to support the provision of public library services across South Australia.

The partnership between CLASA and PCS and the LGA has delivered significant benefits to the network. They include the provision of free public access to the Internet in public libraries, access to electronic databases, access to the statewide inter library loan service and the delivery of significant cost benefits to the network.

Towards 2010: Developing the Public Library Network of South Australia

Progress during 2003-04 on the strategic plan Towards 2010: Developing the Public Library Network is well advanced in the three areas of governance, ensuring excellence in the performance of PLAIN Central Services, and investing in the Public Library Network by developing libraries and library staff. Priorities in 2003-04 included:

1. Governance

The Governance model for PLAIN Central Services was enhanced through greater connection with the Local Government Association achieved through Chris Russell being invited to be part of the PCS Standing Committee, the LGA Executive meeting with the Libraries Board in December 2003, and the appointment of LGA Executive, Mayor Tony Zappia to the Libraries Board.

2. Ensuring Excellence

A review of PCS selection and cataloguing to accelerate shelf readiness was completed in November with major suppliers providing catalogue records. Materials are arriving in libraries from the supplier with faster turnaround and with the catalogue record available immediately.

Management changes at PCS introduced multi skilling and team rotation and reviewed Technical Services and Computer Services staff functions.

Statewide collections of Languages other than English and Print Disability were reviewed to increase access, and provided appropriated services across the state and improved management of the resource.

3. Investing In the Public Library Network

Regional networking is being encouraged for the continued sustainability of libraries through purchase of joint library systems working regionally to share resources, marketing and though joint projects.

Broadband Internet Network services were completed in December 2004 with implementation of a Telstra network. It increased the capacity of the network by three times with a 10Mg link to the Internet and broadband in all metropolitan libraries and major regional libraries.

PCS implemented monthly training in P2 and provided induction for public library staff.

Future strategies will focus on the continued efficiencies of PLAIN Central Services, lifelong learning role for libraries, access to broadband Internet in libraries and the role of libraries in delivering government and local government services in an online environment.

State and public library liaison

The Libraries Board supported the secondment of the Public Libraries Liaison Manager to the State Library to increase the links between the state and public libraries. The position commenced in February and has provided several key projects :

- establishing the Public Libraries / State Library Advisory Panel
- becoming a point of contact for public library enquiries and coordination of the outreach team
- increasing services to regional areas, such as the River Murray project, Family History and Indigenous Services workshops
- facilitating tours of public libraries by State Library staff and of the State Library by public libraries staff
- providing work experience and exchange opportunities to raise awareness among staff.

Libraries Board Tour of Eyre Peninsula

The Libraries Board visited the Eyre Peninsula from 7-8 August and from 2-3 December. Libraries visited included Pt Pirie, Pt Augusta, Whyalla, Cowell, Cleve, Tumby Bay and Pt Lincoln in August, and Cummins, Lock, Kimba, Wudinna, Karcultaby, Streaky Bay and Ceduna in December.

Many of the libraries were School Community libraries and the visit highlighted:

- Positive relationships between schools and local government with active Library Boards of Management, innovative and enthusiastic library staff and strong involvement from the community at all libraries
- High use of the Internet, Internet training supported by Networks for You program and high demand by seniors and tourists. Libraries are supporting LGA dynamic website projects by adding web pages and community information which is enhancing the role of the library within local government. Libraries are planning to provide online catalogues for greater access
- Increasing library use due to tourism, coastal development, population growth and coastal retirement
- Services provided by PLAIN and State Library collections were positively regarded delivering well-managed collections with noticeable levels of new shelf-ready material. Libraries support each other as a network to overcome large distances
- Centrally organised campaigns such as 2003@yourlibrary and The Big Book Club were well received generating local marketing campaigns such as the very successful Born to Read program at Wudinna for new parents
- Plans are underway for a new School Community Library at Ceduna, refurbishing of the library at Port Augusta and a possible joint use library with the University of South Australia for Whyalla.

Library Building Projects

The Libraries Board acknowledges the significant capital investment local government has made during 2003-04 to refurbish and open new libraries. The innovative design, flexible use of space and increased use of technology has made these libraries showcases for the state and Australia wide for contemporary multipurpose spaces for the community.

Adelaide City Council Libraries and Community Centres – Adelaide City Council.

Three libraries were opened at North Terrace, Hutt Street and Grote Street. This innovative project to open three libraries in one year created dynamic community hubs in three locations of the city attracting residents and city workers. The libraries' themes include a community languages collection of over 7,000 items provided by PLAIN Central Services, community spaces and meeting

rooms including a city class room, small business and IT services and community access to materials for travel, living and learning.

Flinders Mobile Library - Northern Regions Council, Mt Remarkable Council and the Regional Council of Port Pirie

With combined support by three councils the Flinders Mobile Library was replaced by a new high tech mobile library with satellite Internet access provided by PLAIN Central Services. The mobile library travels throughout the mid north areas including Gladstone, Laura and Boolaroo Centre.

Goolwa Library – District Council of Alexandrina

The Council has incorporated council and library services in one service point, with both staff working together to provide all services. The library has a nautical theme and new meeting spaces, children's and youth areas and increased Internet access.

Hamra Centre West Torrens Library – City of West Torrens.

An extensive refurbishment and extension of the West Torrens Library has provided new community spaces for meeting rooms, youth zones, a JP service and integration of technology using CD sound posts, increased Internet access and x-box game stations.

Elizabeth, Munno Para and Mobile Libraries – City of Playford

An extensive investment for the Playford community has resulted in two new libraries being developed. The Elizabeth Library is part of the redevelopment of the Council chambers and customer service centre with the Shedley Theatre. The complex provides function spaces, a modern library with IT centre, and innovative children's areas with extensive IT. The Munno Para Library located in the Munno Para Shopping centre has a strong focus for young residents with an emphasis on IT and plasma screens and a strong retail feel. Funding from the Regional Cities project supported the purchase of a new mobile library with satellite Internet access to visit schools, community centres and retirement complexes.

Unley Library – City of Unley

An impressive refurbishment and expansion of a heritage building has combined the best of the old and the new. The exterior of the heritage building has been retained and the library space linked with the refurbished Town Hall to create extensive community space, increase library spaces for study areas, children's and youth zones, increased Internet access, toy library space and history research areas.

Public Libraries Marketing Campaign

The Libraries Board funded \$120,000 towards the Public Library Marketing campaign for 2003-04. The Marketing Plan for the South Australian Public Library Network was created to

- Promote awareness of the role and potential of the public library in South Australia
- Promote the state wide network of public libraries
- Change image and perceptions of public libraries
- Create an internal marketing focus.

The very successful 2003@ your library campaign saw libraries from all sectors promote and highlight the services and resources at libraries. Public libraries were featured in seven @yourlibrary campaigns that improved the profile of libraries in the community.

There were several marketing achievements during 2003-04.

The Public Libraries website www.libraries.sa.gov.au attracted 20,000 hits per month.

Promotional materials

A range of state-wide promotional materials was created including posters, bookmarks, postcards, and banners for use by public libraries.

Royal Adelaide Show

Around 85 enthusiastic staff from metropolitan and country libraries volunteered to staff a stand at the Royal Adelaide Show. Dressed in the Just Ask @yourlibrary and Holiday Fun @yourlibrary T-shirts the staff presented a fun and lively image of public libraries. Attendance figures of 636,000 visitors and 20,000 give-aways were recorded at the public library stand. Use of the public library website increased by 10% after the Show.

Retail Innovation Workshops

John Stanley Retail Innovation Workshops developed a customer-focussed culture for library staff. Training for around 350 library staff included a two day workshop for Library Managers and Team Leaders and one day workshops on merchandising and customer service techniques. Sessions were held in Adelaide and in regions including Eyre Peninsula, Yorke Peninsula, Port Pirie, Berri, Millicent and Murray Bridge to increase the participation of staff across the state. The workshops provided practical and low cost advice for improving the layout and appeal of the library. Those libraries implementing the ideas noticed improved loans, greater customer interaction and de-cluttered library spaces that help to promote services more effectively.

@yourlibrary Campaigns

The @yourlibrary campaign begun in 2002-03 continued to be very successful as shown by increased library visits. Centrally provided posters and media releases made a high visual impact in libraries. Themes for the year included:

- Holiday Fun @yourlibrary in July, October, January and April
- Join the Library campaign for Children in January
- Treasures @yourlibrary in June
- Thank you day @yourlibrary in September
- Life is learning @yourlibrary in October.

Market Research

As part of the Marketing Strategy for Public Libraries SA, a survey to measure changes in general public attitude and awareness was conducted in February. Market Equity conducted a telephone survey of 301 randomly selected respondents in metropolitan South Australia and 101 respondents in regional South Australia and compared the results with the survey completed in 2001.

Summary of results

- Use of libraries remained consistent with 55% of users feeling they can approach staff with queries.
- 2003@your library was the first initiative that promoted a consistent message to the community in regard to libraries as a modern resource for more than borrowing.
- Respondents who recalled messages from advertising increased by 8% since 2001 and mentioned improved services, opening hours and renovation to buildings

Books in the sky

Working with the Royal Society for the Blind (RSB) PLAIN Central Services trialled the Books in the Sky pilot of digital technology developed by Audio Read for the print disabled. Digital data is downloaded to the reader which can voice synthesise any digitally encoded material. The trial was successful and the Libraries Board approved further trialling of the reader in five libraries and the purchase of 80 readers during 2004. The project provides access to 1,000 digital titles. Once in place RSB clients would access digital resources from libraries with support from RSB volunteers. Digital services would also be available to registered print disability library customers. This is a significant advance in technology and will increase the range and quality of materials for library users

The Big Book Club

The Big Book Club reached its first year milestone in May. Over 20 events have been held throughout the state in metropolitan areas in partnerships with public libraries, and in regional areas at Whyalla, Pt Lincoln, Berri, Loxton and Mt Gambier. There have been over 2,500 participants and around 1,000 books purchased per month and over 10,000 books sold in the first year. There has also been extensive support from the community and sponsors: *The Advertiser*, The Australia Council, Channel 7, radio 5AA, regional radio and public libraries. The partnership with *The Advertiser* has been very positive ensuring the Big Book Club reaches readers across the state. The Big Book Club was awarded the 2004 Australian Business Arts Foundation award for Media and Arts Partnership.



Highlights of the year included Adelaide writers Kristy Brooks, Shaun Williams, Fred Guilhuase and Lydia Laube, international blogger Salam Pax from Iraq and well known Australian writers Miles Franklin Award winner Alex Miller, Jane Goodall, Don Watson, Robert Dessaix, Anne Summers and Colin Thiele AC.

Rod East Memorial fellowship

Heather Eaton from Campbelltown Council Library was awarded the bi-annual Rod East Memorial Fellowship. Her study will evaluate and introduce to South Australia the success of The Teen Net Mentor Project from the Queens' Borough Public Library in New York.

Valuation of central collections

The revaluation of the central collections of Film and Video, Print Disability and Community Languages collections was completed, based on the current purchase price and including processing costs. The result was a valuation of 241,847 units with a value of \$1,705,021. The net effect of the revaluation when comparing pre-valuation closing written down values to the revaluation closing written down value is a net increase of \$5,721 to the value of assets. A process for stocktaking the collection was also developed during 2003-04 and a rolling stocktake of the collection will be completed annually.

P2 hardware upgrade and support

The P2 system is the crucial software for procurement of library materials and interlibrary loan transactions for all public libraries. The Libraries Board approved the upgrade of the P2 hardware which was implemented in February, thereby saving \$200,000 in licence and maintenance fees. The upgrade added an additional four CPUs to the current configuration, providing an increase of more than 150% processing capability over the current combined servers.

A three-year contract with EDS was agreed to support the hardware. This will ensure the greatest flexibility for PLAIN Central Services as the timing of the end of the contract will be in line with the Memorandum of Agreement and the alternative options following the outcome of the State Government's future ICT process for the support of hardware. The savings have been used to fund an increase in the number of libraries with access to broadband Internet services.

The contract between PLAIN Central Services and DMR Consulting Group Australia, now Fujitsu Australia, was renegotiated following Accredited Purchasing Unit approval for the ongoing Application Maintenance and Development services for the P2 Library Procurement Application. This contract commenced on 1 July 2001 and is due to be completed on 30 June 2004. The cost for this contract was \$639,000 over three years.

P2 future directions

PLAIN Central Services conducted a review of the P2 system to identify future directions for the software. DMR Consulting was engaged to conduct a stakeholder and industry study to determine the direction for the P2 software for the next two to five years. PCS is working with Fujitsu to determine the most appropriate way forward and a time frame for immediate and long-term developments for P2. With greater integration with library in house systems P2 may have a five-year life to 2008.

Materials Contracts

During 2003-04 PLAIN Central Services completed purchasing contracts with ten suppliers for the expenditure of \$5.5 million for library materials per year to 2005-06. All suppliers provide electronic transactions for supply of new title data, ordering, invoicing and supply of catalogue records. The contracts were closely monitored by PCS with regular supplier meetings to monitor supply, discount, timeliness, quality and standards of data and catalogue records supplies.

The success of the contracts in the first year of operation has reduced the cataloguing effort at PCS by two thirds and reducing staffing levels by 1.0 FTE. The materials provided by the suppliers have an immediate catalogue record that can be downloaded from the P2 system. The first year of the materials contract has achieved significant savings for libraries with average book prices of \$22.21 which is an average decrease of 7% from 2002-03. This supports the value of the services provided by PCS and the cost efficiencies of purchasing library materials as a statewide network.

Service Level Agreement

The service level agreement between PCS and CLASA on behalf of all libraries has been an effective agreement to ensure PCS is responding effectively in providing services to the public library network. Key outcomes for 2003-04 included:

Technical Services

Measure: All urgent material will be catalogued within 2 working days of arrival in Technical Services.

Result: All urgent items were catalogued within 2 working days.

Measure: All non-urgent material will be catalogued within 7 working days of arrival in Technical Services.

Result: The average turn around time for non-urgent material was

Non fiction	12.2 working days.
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Fiction	12.5 working days.
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Measure: A selection list will be available between the 8th and 21st of each calendar month.

Result:

Titles:	59,674
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Titles selected:	43,074
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Number of titles catalogued

Total:	41,582*
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*Includes Print Disability & SA Film and Video Collection but not LOTE)

Of the 41582 titles catalogued, PCS catalogued 27,571 (66%) and suppliers 1,4011 (34%). Cataloguing was outsourced as of 1 January.

Originals:	3,958	(14%)
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Copy cataloguing:	13,502	(49%)
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Reorders:	10,111	(37%)
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Average book price \$22.21

Business Operations

Measure: PCS Acquisitions staff to ensure all urgent material is unpacked and processed within 2 working days.

Result: 2 Working Days.

Measure: All non-urgent material is unpacked and processed within 7 working days.

Result: 7 Working Days.

Computer Services

Measure: The P2 and Internet system is available 96% of primetime from 9.00am to 9.00pm

Result: 98.75%.

Measure: All first level help desk calls and emails are to be resolved within 8 hours or less.

Result: 98.6%. Statistical reports for public libraries can be found on the PCS website www.plain.sa.gov.au

PLAIN Central Services Standing Committee

Chairperson: Janice Nitschke: Libraries Board and Public Libraries SA President

Members:

Ann Short: Local Government representative

Leanne McEwen replaced by Roger Coleman: Local Government representative

Geoff Stempel: Public Libraries SA representative,

Bill Roche: Public Libraries SA representative

Jan Connolly replaced by Greg Mackie OAM (February 2004): Libraries Board representative

Chris Russell: Local Government Association – Ex Officio

PCS Management Team.

The committee met 11 times and managed the operations of PLAIN Central Services and the strategic direction for the Public Library Network and provided advice to the Libraries Board. The Committee was successful in formalising the link with the Local Government Association by the inclusion of Chris Russell as an ex-officio member.

Major projects for 2004–05

- Review of State Film and Videos Collection
- Just Ask @your library - 20 regional IT Trainees to promote access to the Internet in regional areas as part of a joint project with the LGA
- Relocation of PLAIN Central Services to the State Library
- Extensive trial of Books in the Sky
- 2004-05 Public Library marketing campaign
- Towards 2010 implementation
- Social capital and libraries study
- Collection sustainability study
- Public libraries and e-government services
- Big Book Club strategic plan for PCS Information
- Technology requirements
- Public library marketing program.

VOLUNTEERING IN THE STATE LIBRARY

The major volunteer event for the year was the celebration of National Volunteer week. Volunteers were provided with a tour of the exhibitions in the Library and afterwards were presented with a certificate of recognition from the State Library. Seven of the Library's volunteers also received a certificate from the Premier for their significant contribution to volunteering at the State Library, more than 1,000 service hours each. The seven volunteers are Deb Gard, Tom Brown, Tony Arbon, Jane Brummitt, Ivan Hoffmann, Rosemary Radden and Ken Bremner.

Following the opening of the new State Library in July, 95 volunteers contributed 7,813 person hours to a wide range of areas, including shipping, maps, film sorting and collating archival material, meet and greet, tour guiding and English language tutoring. Volunteers brought a wide variety of skills, knowledge and experience to the Library, enabling outcomes in many areas of work that otherwise not be possible.

Volunteers also worked directly with State Library customers as tour guides, ELLIS (the English Language Learning and Improvement Service) and as part of the Meet and Greet Team. The Meet and Greet volunteers provided a friendly face in the foyer to help direct people to where they need to go. The questions they answer range from 'Can I do my family history here?' to 'What do you recommend I eat for lunch at the Cafe?'. They let

visitors know about tours, lectures and school holiday programs, how to find the Information Desk, what hours the Library is open and what's going on in the Precinct.

Some of the projects undertaken by the Volunteer Program during the year are highlighted below.

Alison MacDougall worked with the Library's Oral History collection. Alison listened to tapes to prepare summaries for inclusion on the Archival Database. This year Alison has been working on tapes from PRG 824/1 which are interviews by Christobel Mattingley used for her book *Survival in our own land*. The interviews cover various Aboriginal people's experiences in South Australia and included speakers talking in their own language. Alison's important contribution gave greater accessibility to the oral history archive.

Published map collection volunteers, Douglas Baker, Peter Beer, Tom Brown and Roger Harper, continued working on the map series indexing project, which has been underway since 1996. This project now includes the capture of geographic co-ordinates for each map sheet, which will enable the records to be used within a spatially enabled catalogue. This financial year, Maps volunteers completed the indexing of three more map series, bringing the total number of series indexed to 19, consisting of almost 20,000 map sheets.



Volunteer Helen Dunham assisting visitors in the foyer of the State Library, one of a group of valued volunteers who have been meeting and greeting customers since the Spence Wing opened on 14 July

STATE LIBRARY VOLUNTEERS

Project Volunteers

Wendy Adams	Deborah Gard	Robin Radford
Roger André	Roger Harper	Martyn Robinson
Kay Anson	Fiona Hemstock	John Shaw
Tony Arbon	Ivan Hoffmann	Betty Simpson
Douglas Baker	Maureen Keane	John Slape
Thos Brown	Ilsa Kosier	Jean Turner
Jane Brummitt	Lynette Lee	Susie van der Sluys
Kelly Daniel	Alison McDougall	Michael Walker
Michael Dover	Madge Mitton	Jack Warin
John Dyer	Deanna Nikolettos	Len Young
Mathew Eldridge	Rosemary Radden	

Bradman Exhibition Volunteers

Alan Hills
Mary Hogan
Rex Hosking

ELLIS Volunteers

Larry Amey	Tony Pain
Jenny Arger	Maxine Rooke
	Moyston Rooke
	Sue Sykes
Douglas Baker	Rose Verryt
Marion Dredge	Margaret Ward
Terry Grant	Kay White
Helene Jiricek	Jack Wilson
Allison Murchie	

Friends of the State Library of SA Volunteers

Glenys Beckwith	Elizabeth Hambly	Pamela Sherwin
Ken Bremner	Rex Hosking	Gerrit Stafford
Joan Brewer AM	Kevin Kemmis	Helen Stewart
Barbara Drake	Diana Love	Jill Tucker
Conxita Ferrer	Gill Pitchon	Brian Watkins
Joan Fulcher	Elizabeth Rogers	

Royal Geographical Society of SA Volunteers

Denis Sitters
Roger Smyth
Jenny Treloar

Volunteer hours contributed

	2003-04	2002-03	2001-02
Person hours	7,849	5,560	5,614

The Libraries Board thanks all the volunteers listed here for their generous contribution to the State Library during the year. The Board would also like to thank those who have been involved on boards and committees of State Library support groups and the Royal Geographical Society of South Australia Pty Ltd., and those who have volunteered anonymously.

Fundraising

The Foundation has been instrumental in helping to raise the profile of the State Library throughout the year by conducting many functions both small and large and by giving formal presentations to business groups. The Foundation's fundraising activities to 30 June have had an excellent outcome with over \$962,000 being raised.

Treasures Wall

The appeal target for this installation was \$400,000 of which 94% had been achieved at the end of the financial year.

Mortlock Chamber Bays

All themes for the Mortlock Chamber bays were sponsored, and on track for an opening in mid August 2004.



Above The refurbished Bradman Collection exhibition continued to attract local, national and international visitors, with many people returning to view the two baggy green caps loaned to the collection during the year. Below from left John Bradman and Ray Martin of Channel 9 took part in the re-opening of the much loved exhibition. Courtesy Alex Makeyev



Multimedia Wall

The Multimedia Wall was fully funded with support from the South Australian Tourism Commission, South Australian Film Corporation, and Channel 9, and was launched by filmmaker Scott Hicks on 2 March.

Water Feature

A number of functions were held in support of the Scammell water feature, with \$124,000 reached out of a target of \$150,000 for the project. Further functions are planned before the dedication ceremony later in 2004.

Bradman Collection

John Bradman and Hon Michael Wright, Minister for Sport and Recreation, officially opened the substantially 'refreshed' Bradman Collection exhibition on 14 November, after it had been closed for five months during the refurbishment of the Institute Building. The Library is very grateful to its sponsors for making this refurbishment possible, in particular for the new features which have been supported again by Yalumba Wine Company.

The new exhibition proudly includes two of Sir Donald Bradman's 'Baggy Green' Australian caps from 1928/29 and 1934 that have been loaned to the Library on a long-term basis by Peter Dunham of Adelaide and David Brown of Melbourne. A new sponsor of the collection in Argo Investments Ltd in particular, made the repair and display of the 1928-29 cap possible.

The new look Bradman exhibition has a number of new elements including a timeline, which puts in context world events at the time of Sir Donald's most prominent triumphs of his career spanning 20 years. Other features include a 'lenticular wall' which displays moving images of Sir Donald at the batting crease, and several new additions to the collection.

Despite difficulties accessing the Institute Building for several months due to the ongoing North Terrace upgrade, there were 17,434 visitors to the exhibition during the period from the opening to 30 June. There have been a total of 204,484 visitors to the Bradman Collection since it first opened in January 1998.

Gifts and bequests

During the year, five known bequests were confirmed with five other potential bequestors pending and awaiting final confirmation. Guest speaking engagements were made on seven occasions to service clubs and retirement homes, and visits to private and retirement homes continued. Media coverage on radio and in the print media continued to publicise the bequest program. Free media coverage with Messenger Newspapers included specific articles on customers of the State Library. The response from the community to this publicity was excellent.



*The MultiMedia Wall featuring South Australian audiovisual material in State Library collections was launched on 2 March by South Australian filmmaker Scott Hicks. From left are the Chairman of the State Library Foundation Peter Gregg, filmmaker Scott Hicks and President of the Friends Dr Anthony Shinkfield AO
Courtesy Alex Makeyev*

Three free Planning for the Future seminars were held at the Library with a total of 68 visitors attending. The seminars included topics such as real estate, legal documentation planning, Centrelink benefits and funeral plans. Special thanks to the guest speakers who gave their time and talents with presentations at the seminars, including Andrew Koukourou of Century 21 Real Estate Central, Tony Rice of Adelta Legal, Sandra Griffiths of Centrelink, and Bernard and Natasha Siebert from Frank J Siebert Funeral Directors.

Special VIP Library tours were conducted regularly during the year for supporters and friends of the Foundation with particular emphasis on the new Spence Wing of the Library. Group numbers varied from 12 to groups of 50 plus for specific organisations, including Adelaide City Council Volunteer tour guides group and the ETSA Retirees Association.

Future directions

With the Redevelopment Appeal now complete, the Foundation will now turn its attention to supporting the heritage collections of the Library and its research functions. Themed dinners and other functions aimed at extending the membership group will be held in the many venues that the Library now has to offer.

Foundation Board

Patrons The Hon Dr Basil Hetzel AC and Mrs Anne Hetzel

Chairman Mr Peter Gregg

Vice Chair Ms Valmai Hankel PSM (until November)

Treasurer Mr Ian Chesterman AM

Members

Ms Margaret Allen (Acting Director, from January)

Ms Rosemary Craddock (Libraries Board of SA)

Mr Mark Gilbert

Ms Bronwyn Halliday (Director, until January)

Mr Richard Ryan AO

Mr John Samartzis (until November)

Mr Tony Scammell

Dr Anthony Shinkfield AO (President, Friends of the State Library)

Ms Teri Whiting (until November)

Ex-officio Ms Sue Lear (Associate Director, Foundation, and Public Officer)

The Foundation is grateful to these Board members for their unstinting support, time and generosity which has allowed our organisation to in turn provide the State Library with the support to enable a rich and diverse exhibition program and installations to be achieved. The Board of the Foundation wishes to record its sincere thanks to all donors and sponsors for their magnificent support this year and encourages them to visit and make use of these new facilities.

FOUNDATION MEMBERS, SPONSORS AND DONORS

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Commonwealth Bank Australia

CMV Foundation

EDS Australia

Eltrak International & Staff P/L

Environment Australia

Friends of Paul McGuire

Friends of State Library of SA

KPMG

Libraries Board of South Australia

Local Government Association

Malaysia Airlines

Macquarie Day Cutten

Nepenthe Wines

Orlando Wyndham Group

Origin Energy

Pickard Foundation

Pray SA

Qantas

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Commission

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State Government of South
Australia

Wine Press Club of SA

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KOJO Group

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Melocco Pty Ltd

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Michell Leather

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Commission

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The Glass Emporium Pty Ltd

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UNIMIN Australia

Wallbridge & Gilbert Consulting
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Mrs A E Badger

Miss M E Baker

Ms C Bearup

Mr R Champion de Crespigny AC

Ms P Cheesman

Miss C Fleming

Ms M Burns

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Mr & Mrs D Marquis

Dame Roma Mitchell AC, DBE ✧

Mr P Morgan

Mr SC Crawford

Frank & Hilda Perry Trust

Mr J S Ramsay AO ✧

SAGASCO Holdings Group

Mrs K Symes

✧ deceased

FOUNDATION MEMBERS, SPONSORS AND DONORS

In Memoriam

Hedley Brideson
Des Ross AM
Bill Scammell AO, CBE

Benefactors

Mr C Arsenikakis
Mr DL Barratt OAM
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	Dr G J Mount	dows	

With the re-opening of the Spence Wing on 14 July, the interest of the Friends in the Library reached new heights and sense of commitment to its welfare. During each stage of the redevelopment of the Library, Friends' volunteer groups were closely involved, and were installed in their new office on the ground floor of the Mortlock Wing. There are approximately 65 Friends volunteers undertaking various duties on behalf of the Library, and the Library deeply appreciates their very significant contributions. The Director, Bronwyn Halliday, stated 'Friends volunteers have served an essential part in the Library's redevelopment; their patience, perseverance, helpfulness and dedication have played a major part during the transition period from the old Library to the new'.

The Friends tour guides were established in the early 1990s as a way of assisting the Library and to give the Friends of the State Library a more public profile. A notable series of tours was organised for the members of the Order of Australia, who were holding their annual conference in Adelaide. With the opening of the refurbished Library in July there was an increase in the demand for tours of the Library from various groups. With sixteen guides, tours were offered on both Tuesdays and Thursdays at 11 am.

An important project of the Friends has been the establishment of a special 'Meet and Greet' team of volunteers who worked extremely hard in the weeks leading up to the July opening of the newly redeveloped Spence Wing and were on hand to provide orientation tours and to answer questions about the Library. In the first six weeks, they were on duty from the time the Library opened in the morning until it closed at 8 pm in the evening and then again when the Library was open on the weekends. Originally envisaged to last around 8-12 weeks this team was so successful, and vital to the running of the Library, that it continued to provide a Meet and Greet and Information function nearly a year later, although its operation has now been passed to the Library.

An interesting array of literary and other events was organised during the year, invariably well attended and occasionally booked out. Although it is not the prime intention of

the Friends necessarily to make a financial profit for each event, but rather to offer Members a diverse program, all events eventuated as money-raisers. Some of the more significant ones were:

- Friends' tours of the Spence Wing in August
- Late Winter Luncheon in August
- Writers of Western Victoria literary excursion from 26-30 September
- AGM and Annual Dinner on 25 November
- Friends' introduction to the Treasurers Wall in March
- Autumn Luncheon in April
- Literary excursion to Kangaroo Island from 1-2 May
- Visit to the National Archives on 19 May
- Lecture by Dr David Culpin on 30 June.

In March the popular Wednesdays at One talks by outstanding South Australian residents returned to its former location, the Lecture Theatre in the Institute Building. Now in its eighth year, the standard of these lectures continued at an excellent level, with the advantage that all talks are now recorded and retained for the purposes of oral history. With an average attendance of approximately 70, these talks provide publicity both for the Library and for the Friends. Moreover they raise substantial income. As in past years, Century 21 Central Real Estate has generously sponsored Wednesdays at One.

Speakers were:

- Dr Susan Marsden (Author and Historian)
- John Roe (Author and former Senior English Master St Peters College)
- Brad Crouch (Journalist, Medical and Travel Writer for the Sunday Mail)
- Dr Barbara Santich (Lecturer, Program Manager in Gastronomy, Adelaide University)
- Mary Wilson (Book Discussion Group Convenor)
- Peter Gago (Chief Penfold Winemaker)
- Nicky Downer (Board Member, Arts Council of Australia)
- Penny Matthews (Award-winning Author and Editor)
- Michael Harbison (Lord Mayor of Adelaide)
- Professor Freda Briggs (Author, 2000 Senior Australian of the Year).

Alison Dolling, the long-standing editor of the bi-monthly Newsletter, relinquished this task at the 2003 AGM, with this responsibility now falling to Dr Jane Walkley. These Newsletters have been exceptionally well accepted by Members, appreciating the amount of information offered to them.

This year's *Bibliofile* edited by Alan Brissenden had a series of most interesting articles about this state's and the world's artistic and cultural collections. Jo Peoples wrote about the state's theatre history, Neil Thomas about the state's music history, Monica Moseley about the world's dance history and Cheryl Hoskin about the Alan Wilkie-Frediswyde Hunter-Watts theatre collection. Once again the illustrations, many in colour, complemented these fascinating articles.

The Facsimile Program continued the high standard of production set during the past decade or more. All publications have been eagerly sought by bibliophiles nationwide (and even worldwide) and the 2003 production of the *Voyage of Discovery to the Southern Lands*, a translation of Péron's Journal (Volume 2) proved to be no exception. The most accomplished translation was undertaken by Christina Cornell-Cooper, who, at the time of writing, was well into the translation of the remainder of Péron's Journal (which will be labelled Volume 1). The publication of Péron 2 and also the facsimile edition of Baudin's Journal was made possible by a generous donation from Terra Australis (Paris). The Baudin edition, a facsimile of the Libraries Board publication in 1974 (a translation also by Christine Cornell-Cooper), is shortly to be released.

In the 72 years of the Friends, 2003-04 saw the most generous gifts to the Library, totalling \$69,000. The Friends presented the Library with an original copy of *The Whole Book of Davids Psalms, . . . with apt notes to sing them withall*, printed in London by the Company of Stationers in 1621 at a cost of approximately \$9,000.

The Friends responded to a general appeal from the Foundation with sponsorship of \$8,000 towards an exhibition bay in the Mortlock Wing.

Committee

Patron Her Excellency the Governor of South Australia, Mrs Marjorie Jackson-Nelson AC, CVO, MBE

President Dr Anthony Shinkfield AO

Vice-Presidents Mrs Noel Hayman, Mr Gerrit Stafford

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Hon. Treasurer Ms Helen Tsakonas

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Mr Mark Gilbert

Mrs Elizabeth Hambly

Ms Valmai Hankel PSM

Mr George Lieschke

Mrs Susan Lonie

Mrs Pamela Sherwin

Dr Jane Walkley

Ex Officio

Ms Bronwyn Halliday (Director, State Library until February 2004)

Mrs Margaret Allen (Acting Director, State Library from February 2004)

Mrs Helen Williams (Executive Officer).

Subcommittees and convenors

- Acquisitions (Valmai Hankel PSM)
- Printing Publications (Alan Brissenden AM)
- Program (Elizabeth Rogers)
- Special Projects (Redevelopment Gift) (Pamela Sherwin)
- Volunteer Guides (Gerrit Stafford until 25 November, then Elizabeth Hambly)
- Facsimiles (Mark Gilbert)
- Accommodation (Tony Shinkfield AO).

FRIENDS OF THE PAUL MCGUIRE MARITIME LIBRARY

The first meeting for the year in July was held in the Ridley Theatre, Wayville. The speaker was Patron, Sir James Hardy, the subject being his career in the wine trade and as a champion yachtsman, very entertaining for the good number attending in the middle of winter.

The September meeting was held in the Armoury Gallery, and retired fleet Air pilot Stan Borthwick told us of the business of flying from the heaving deck of an aircraft carrier, accompanied by many colour slides and much detailed information of the aircraft used in this form of operation.

The Treasurer, Neil Waller, represented the Friends at the opening of the rebuilt State in October. Also in October, was the Annual Dinner at Cafe Saltwater, Semaphore, which was a happy gathering attended by twenty seven members and friends.

The November meeting was addressed by Susan Briggs, a student at Flinders University. Her subject was a recent archaeological dig at Port Adelaide, which cast some light on the lives of early Portonians.

The AGM was held in February, and the Committee was returned, with the addition of Colin Todd as Vice-President. Colin served some twenty years in the RAN, and is a member of RSAYS. The meeting concluded with a video from the collection of Tony Arbon, the subject being life aboard a US aircraft carrier.

In March, the first meeting was held in the cafe in the Library, and it has proved most suitable. Captain Robert Smedley spoke of his time in the merchant service, from early days as a junior officer until his recent retirement as Master of a maxi-tanker.

In October the balance of the Society's books were moved to their final location on the top gallery of the building redevelopment. Unfortunately the top gallery of relics of exploration have also now been re-located into custom made boxes and stored on the top gallery, instead of the steel cupboards they were previously housed in.

Two additional librarians from the Collection Specialists team also began duty in the Society Library as part of a scheme to spread the knowledge of the collection. Desk shifts in the Library are now therefore shared by three librarians.

It was also decided in consultation between the Society and the State Library to change the hours of opening from two full days and a half day, to opening each week day for three hours, from 10.00am to 1.00pm. The success of these new hours have not been able to be evaluated as yet, because of the restrictions on access to the Mortlock Wing during the closure for exhibition installation. During this period of closure usage of the RGS collections declined significantly, no doubt because of the current difficulties of access. These will be resolved when the Mortlock Wing re-opens in August 2004.

The State Library's Open Day in November was welcomed by the Society and an enthusiastic team of volunteers gave up their Sunday afternoon to promote the Society and its services.

A number of items from the Society's collections, including manuscript, printed and realia items have been lent to the State Library for inclusion in the Exploration and Shipping Bays in the Mortlock Wing.

Grattan Wheaton retired from the position of Chair of the Library Committee of the Society in February 2004 after over 10 years of service in this position. Mr Wheaton's commitment to the position was much appreciated by the Committee and Council of the Society. He was replaced by Mr Rex Hosking.

The Library Committee began reviewing the Library acquisitions policy, with a view to broadening it to encompass other areas such as conservation and other procedures. This should be finalised very early in the next financial year.

The next 10 year period of the *Index to South Australian Geographical Journal* has been completed and awaits editing. This has been placed on hold while the librarians are heavily involved in exhibition work.

The National Museum of Australia began negotiations to borrow for an exhibition one of the Society's relics of the explorer Ernest Giles.

't Gulden Zeepaerdt exhibition at the Bay Discovery Centre, Glenelg was extended for a further three months due to popular demand. The Society supported this exhibition with the loan of materials.

Among interesting donations received during the year was one from the South Australian Museum of an album of newspaper clippings and other ephemeral information which included the invitation to the inaugural meeting to consider the establishment of the Society in July 1885.

Society activities included a field trip to Orparinna to carry out maintenance work on the Wilkawilina, Haywards Huts and Bunyerroo-Wilcolo walking trails. Without the assistance of Society volunteers these trails would become unwalkable.

Lectures during the year included:

- Winter tornadoes in southern Australia by Andrew Watson
- Australian immigration—recent trends and policy developments by Graeme Hugo
- Desert myths—caves of gold and lost reefs by Tom Gara
- Trams—past present and future by Dr John Radcliffe
- Hanrahan's doomsday—management of drought in dryland cropping areas of Australia by Professor David Coventry
- Capturing the power of the wind—wind energy by Mark Headland and Paul Driver.

Friends of Paul McGuire continued

The wreck of the *Nashwauk* at Moana, in 1855, was the topic the May meeting. The meeting was addressed by Janet Callen, who has recently published a book on the wreck.

David Rickard, spoke at the July meeting of his time in the RAN, and how his experiences formed the basis of his first book *In the Navy* and the development of *Misadventures in paradise*.

Committee

President Mr Julian Murray

Vice President Mr Colin Todd

Hon. Secretary Mr Bob Swarbrick

Hon. Treasurer Mr Neil Waller

Members

Dr Barbara Hardy AO

Alex Cameron

Brian Le Leu

Editor, Traverse Board Ms Judith Roinich

STATISTICS: CUSTOMERS

The State Library re-opened on 14 July after a closure covering 1-13 July while services and collections relocated to the Spence Wing.

Visitor numbers

	2003-04	2002-03	2001-02
Entrance gate-counters	911,821	331,206	341,751
(Bradman exhibition from 17 Nov.ember)	(17,434)	31,133	28,776
Total	911,821	362,339	370,527

Visitors to the main collections/services area on Level 1 of the Spence Wing in 2003-04 were 599,309.

Electronic visits

	2003-04	2002-03	2001-02
Website usage			
User sessions	429,075	648,330	534,648
Website hits	14,25 m	9.94 m	9.69 m

Customer satisfaction

	2004	2002	2001
Extremely satisfied	47%	41%	55%
Quite satisfied	35%	37%	28%
Satisfied	16%	18%	14%
Total satisfied	98%	96%	97%
Neutral	n/a	n/a	n/a
Quite dissatisfied	1.2	3.4%	2.0%
Extremely dissatisfied	0.8	0.6%	
Total dissatisfied	2.0%	4.0%	2.0%

Totals do not necessarily add to 100% owing to rounding.

STATISTICS: PROMOTIONS AND OUTREACH

Promotional events and outreach activities

	2003-04		2002-03	
	No. of events	No. of attendees	No. of events	No. of attendees
Family History seminars				
Metropolitan	56	465	23	
Rural	1		0	244
Oral History workshops			1	
Metropolitan	3	35		
Rural	0			10
Wills seminars	3	111	2	38
Conservation workshops	8	188	10	254
White Gloves Treasures Tours	21	140	2	17
Promotional events/launches	14	582	23	477
Movies (school holidays)	11	574		
School holiday programs	8	128	8	107
School awareness sessions				
Primary schools	35		14	
Secondary schools	43		17	
Rural schools	8		6	
University/TAFE	17		13	
Vocational	5		3	
Number of teachers		159		35
Number of students		2201		759
Public Library sessions	33		24	
Metropolitan		175		33
Rural		84		50
Enquiries at outreach activities	10		9	
Metropolitan		2,525		2,511
Rural		1,418		785
Public presentations and training sessions			12	
Metropolitan		499		30
Rural		18		116
Bradman tours	44	773	36	628
Friends' Wednesday's at One	10	675	11	735
Military Medals Roadshow	1	150		
Other	36		17	
Metropolitan		662		578
Rural		0		
Total events and attendees	367	11,945	241	7,729

This does not include Foundation functions such as launches.

STATISTICS: ENQUIRIES

Reference enquiries received

	2003-04	2002-03	2001-02
Foyer Desk	No separate Service point	19,699	27,669
General reference			
In person	58,564		56,792
By telephone	21,054	21989	23,615
South Australiana	Not counted separately	Not counted separately	Combined with Bray desk in August
Reading Room			
In person	11,566	7028	6,073
By telephone	341	555	255
ScreenSound Australia	7	60	36
Family History/Newspapers	23,314		
In person*		11692	13,996
Equipment/microfilm*	*Not counted separately	9983	9,155
Telephone*		306	472
Newspaper Reading Room*			
In person*		7198	9,260
By telephone*		367	491
Bradman service desk	Not counted	18,721	9,608 (Jan-June)
Children's Literature Research Collection		157	294
In person*	*Not counted separately	46	
Telephone*		110	
Royal Geographical Society Library			
In person	531	554	839
By telephone	451	526	688
Total reference enquiries	115,828	129,012	159,243

Research enquiries

	2003-04	2002-03	2001-02
General research enquiries (including from public libraries)			
Received in person/telephone	216	216	749
Received by letter, fax and email	247	467	433
Received through the Web-form	270	477	682
South Australiana research enquiries			
Received in person/telephone	240	178	132
Received by letter and fax and email	659	966	806
Received through the Web-form	380	443	848
Other research enquiries			
Permission to publish requests fulfilled	290	199	270
ScreenSound Australia (In 2003-04 this figure represents items borrowed on behalf of Library customers)	14	48	30
Total research enquiries	2,316	2,950	3,909

STATISTICS: PUBLISHED COLLECTIONS ACQUISITIONS

Category	Total purchased titles	Total expenditure	% of total expenditure	Items donated	Govt deposit	Legal deposit	Total 03-04	Total 02-03	Total 01-02
Monographs (No. of titles)									
Bray	5,354	313,498	32.7%	187	1080	0	6621	7506	6088
SA	213	8,179	0.9%	405	0	1127	1745	1911	2131
CLRC	66	4,160	0.4%	2	0	0	68	147	208
RBNC	399	28,698	3.0%	35	0	0	434	285	68
FH	61	3,158	0.3%	2	0	0	63	42	30
Monos in series	167	21,337	2.2%	0	0	0	167	116	109
Totals	6,260	379,030	39.6%	631	1080	1127	9098	10007	8634
Serials (No. of titles) including microform serials									
Bray*	1,237	237,880	24.8%	394	1052	0	2683	2793	2111
SA	11	4,978	0.5%	1	3	2672	2687	2714	548
CLRC	20	2,313	0.2%	5	0	0	25	14	29
RBNC	43	5,754	0.6%	7	1	0	51	55	n/a
FH	1	106	0.0%	0	0	0	1	1	7
Totals	1312	251,031	26.2%	407	1056	2672	5447	5577	2695
* Serial subscription titles shown are higher than for 2001-02 because those figures excluded current subscription titles which had no payment in that time period, and multiple title subscriptions.									
Newspapers (including microfilm)									
Bray	71	133,705	14.00%	74	0	0	145	148	160
SA	1	190	0.0%	0	0	52	53	58	55
RBNC	1	2,955	0.3%	0	0	0	1	1	n/a
Totals	73	136,850	14.3%	74	0	52	199	207	215
Maps									
Bray map sheets	1	0	0.0%	1	0	0	2	3	147
SA map sheets	1	340	0.0%	2	0	4	7	17	30
Bray spatial data on CD-ROM	5	6,919	0.7%	0	0	0	0	0	0
SA spatial data on CD-ROM	0	0	0.0%	0	0	0	0	0	0
Totals	7	7,259	0.8%	3	0	4	9	20	177
Electronic subscriptions									
Bray	38	170,756	17.8%	0	13	0	51	53	36
SA	0	0	0	0	0	0	0	0	0
Totals	38	170,756	17.8%	0	0	0	51	53	36
Audio visual (including CD-ROM)									
Bray audiovisual	1	45	0.0%	0	0	0	1	6	
Bray CD-ROM (monographic)	2	300	0.0%	2	3	0	7	4	
SA audiovisual	236	7,066	0.7%	45	0	106	387	412	
SA CD-ROM	0	0		4	0	39	43	66	
FH CD-ROM	24	4,944	0.5%	0	0	0	24	9	
Totals	263	12,355	1.3%	0	3	145	462	497	790
Total expenditure Libraries Board			\$841,027						
Total expenditure Trust funds			\$116,255						
Total expenditure published materials			\$957,282						

STATISTICS: COLLECTIONS

Acquisitions - other materials

	2003-04	2002-03	2001-02
Archives (metres)	116	48.44	41.13
Ephemera (items)	1,700	435	10,426
Games (items)	0	9	2
Realia (items)	20	1	1
Oral history (hours)	542	148	347
Photographs (items)	329	43	34

Collection size as at 30 June 2004

Monographs	592,398
Offsite government publications	200,000
Serial titles	38,657
Newspaper titles	1,165
Map series titles	346
Map sheets	109,623
Ephemera items	150,000
Photographs	359,806
Audiovisual items	85,742
Realia items	2,222
Games	541
Oral history (hours)	5,643
Archives (metres)	4,305

Collection items retrieved

	2003-04	2002-03	2001-02
Onsite storage	25,385	18,911	25,480
Offsite storage	2,093	3,247	n/a
Total	24,478	22,124	

An item may represent a box of many archival items.

Ongoing implementation of the Master Storage Plan has resulted in low use material being consolidated offsite.

Preservation items reformatted

Category	Number of items
Microfilms published	229 reels 228,026 frames
Microfilms archival	15 reels 5,780 frames
Photographs (conventional)	13,147
Images digitised	11,779
Sound	411
Film/Video	182

Document delivery services

	2003-04	2002-03	2001-02
Items obtained from other libraries for our customers			
Monographs	78	127	73
Photocopied articles	152	147	100
Total documents obtained	230	274	173
Items supplied to other libraries from our collections			
Monographs	1527	1,694	1,906
Photocopied articles	1281	1,525	2,086
Total documents supplied	2808	3,219	3,992
Total documents obtained or supplied	3038	3,493	4,165

STATISTICS: SERVICES TO PUBLIC LIBRARIES

State Library services to public libraries

	2003-04	2002-03	2001-02
CLASA Photocopying Scheme (Pages supplied by the Library to SA public libraries)	859	1,095	1,753
Number of titles lent to public libraries	853	990	1,119
Research enquiries			
Letters, faxes, web forms and emails	157	239	368
Enquiries received by phone	8	6	6
Public libraries enquiries as a % of total enquiries answered	8.2%	8.9%	11.4%

PLAIN Central Services

Statistical reports for public libraries can be found on the PCS website www.plain.sa.gov.au

	2003-04	2002-03	2001-02
System uptime (target 98%)	98.75%	98.8%	98%
Help desk enquiries resolved at first call (target 96%)	98.6%	97.3%	96%
Registered users	1,001	1,034	952
Registered Video and Film users on P2	2,642	* 2525	1,823
Items procured through PCS	196,004	183,849	189,500
Cumulative items procured through PCS	3,427,474	3,231,470	3,047,621
Catalogue records added to the P2 database	41,582	36,933	36,204
New title records provided for selection on P2	59,674	62,191	53,504
Titles on P2 selected for purchase	43,074	41,281	36,154
Interlibrary loans managed on behalf of the network	74,935	86,937	63,926

* indicates all 'active' registered users that have used the service in the last 2 years.

HUMAN RESOURCES: NORTH TERRACE STAFF

Details of employment in the Department of the Premier and Cabinet as at 30 June 2004 are provided in the tables below:

Persons 157 **FTEs** 137.69

Gender

	% Persons	%FTE's
Male	28.66	31.93
Female	71.34	68.07

Number of persons separated from the agency during 2003-04 22

Number of persons recruited to the agency during 2003-04 19

Number of persons on leave without pay at 30 June 2004 2

Number of employees by salary bracket

Salary bracket	Male	Female	Total
\$0 - \$38,000	19	48	67
\$38,001 - \$49,000	17	47	64
\$49,001 - \$64,000	6	10	16
\$64,001 - \$83,000	3	7	10
\$83,001 +	0	1	1
Total	45	113	157

Status of employees in current position

	FTEs				Total
	Ongoing	Short-term contract	Long-term contract	Casual	
Female	82.07	8.87	1	1.79	93.73
Male	39.48	3	1	0.48	43.96
	Persons				Total
	Ongoing	Short-term contract	Long-term contract	Casual	
Female	91	11	1	9	112
Male	40	3	1	1	45
	131	14	2	10	157

Number of executives

One female executive acting in Contract Untenured at EX B level.

HUMAN RESOURCES: NORTH TERRACE STAFF

Documented individual performance development plan

Salary Bracket	% with a plan negotiated within the past 12 months	% with a plan older than 12 months	% with no plan
\$0 - \$38000	5.6%	0%	94.4%
\$38001 - \$49000	7.1%	0%	92.9%
\$49001 - \$64000	33.3%	0%	66.6%
\$64001 - \$83000	0%	10%	90%
\$83000 +	0%	0%	100%
TOTAL	8.4%	.6%	91%

Training expenditure as a % of total remuneration expenditure

Salary bracket	Target 2003-04	Actual 2003-04	Target 2004-05
Total	3%	1.9%	3%

Average days leave taken per FTE employees

	2003-04	2002-03	2001-2002
Average number of sick leave days taken per FTE	6.70	7.69	7.25
Average number of family carer leave days taken per FTE	0.55	0.45	0.63
Average number of special leave days with pay for individual needs and responsibilities taken per FTE	0.40	0.48	n/a

Note: Special leave with pay is outlined in PSM Act determination 6. It includes leave for unscheduled absences other than for the following reasons: Sick leave, Industrial disputes, Workers compensation, Maternity paid leave, Adoption leave, and Family carers leave.

Number of employees using voluntary flexible working arrangements

	Male	Female	Total
Purchased leave	0	1	1
Flexitime	40	98	138
Compressed weeks	2	0	2
Part-time job share	9	44	53
Working from home	0	0	0

HUMAN RESOURCES: NORTH TERRACE STAFF

Number of Aboriginal and Torres Strait Islander employees

Male	Female	Total	% of agency	Strategic Benchmark*
3	5	8	0.6%	2.0%

* Benchmark from State Strategic Plan

Employees with ongoing disabilities requiring workplace adaptation

Male	Female	Total	% of Agency
3	5	8	5

Cultural and linguistic diversity

	Male	Female	Total	% of Agency	SA Community*
Number of employees born overseas	8	13	21	13.38	20.3%
Number of employees who speak a language(s) other than English at home	3	4	7	4.7	15.5%
Total	11	17	28	18.08	

* ABS Publication Basic Community Profile (SA) Cat. No. 2001.0

Age profile

Age Group (years)	Number of Employees			% of all agency employees	% of South Australian Workforce*
	Male	Female	Total		
15-19	0	0	0	0	7.3
20-24	0	2	2	1.27%	10.7
25-29	2	12	14	8.92%	10.2
30-34	2	7	9	5.73%	11.2
35-39	8	14	22	14.01%	11.4
40-44	7	16	23	14.65%	13.3
45-49	5	18	23	14.65%	12.0
50-54	11	29	40	25.48%	10.7
55-59	5	12	17	10.83%	7.7
60-64	3	0	3	1.91%	3.6
65+	0	2	2	4%	2.55
Total	45	112	157	100	100.0

* As at March 2004 from ABS Supertable LM8

HUMAN RESOURCES: PLAIN CENTRAL SERVICES STAFF

Details of employment in the Department of the Premier and Cabinet as at 30 June 2004 are provided in the tables below:

Persons 25 **FTEs** 24.5

Gender

	% Persons	%FTE's
Male	326	32.65
Female	68	67.35

Number of persons separated from the agency during 2003-04 1

Number of persons recruited to the agency during 2003-04 2

Number of persons on leave without pay at 30 June 2004 1

Number of employees by salary bracket

Salary bracket	Male	Female	Total
\$0 - \$38,000	5	5	10
\$38,001 - \$49,000	2	7	9
\$49,001 - \$64,000	1	4	5
\$64,001 - \$83,000	0	0	0
\$83,001 +	0	1	1
Total	8	17	25

Status of employees in current position

	FTEs				
	Ongoing	Short-term contract	Long-term contract	Casual	Total
Female	13.6	1.9	1	0	16.5
Male	8	0	0	0	8
Total	21.6	1.9	1	0	24.5

	Persons				
Female	14	2	1	0	17
Male	8	0	0	0	8
Total	22	2	1	0	25

Number of executives

One female executive Contract Tenured at EX A level.

HUMAN RESOURCES: PLAIN CENTRAL SERVICES STAFF

Documented individual performance development plan

Salary Bracket	% with a plan negotiated within the past 12 months	% with a plan older than 12 months	% with no plan
\$0 - \$38000	0%	0%	100%
\$38001 - \$49000	0%	0%	100%
\$49001 - \$64000	0%	0%	100%
\$64001 - \$83000	0%	0%	100%
\$83000 +	0%	0%	100%
Total	0%	0%	100%

Training expenditure as a % of total remuneration expenditure

Salary bracket	Target 2003-04	Actual 2003-04	Target 2004-05
Total	3%	4.8%	3%

Average days leave taken per FTE

Leave type	2003-04	2002 - 03	2001-02	2000-01
Sick leave taken	9.02	7.12	7.26	6.03
Family carer's leave taken	0.38	0.62	0.37	0.07
Special leave with pay	0.22	1.6	NA	NA

Note: Special Leave with Pay is outlined in PSM Act Determination 6. It includes leave for unscheduled absences other than for the following reasons: Sick leave, Industrial Disputes, Workers Compensation, Maternity Paid Leave, Adoption Leave, and Family Carers Leave.

Voluntary flexible working arrangements

	Male	Female	Total
Purchased leave	0	0	0
Flexitime	8	16	24
Compressed weeks	0	0	0
Part-time job share	0	0	0
Working from home	0	0	0
Total	0	0	0

HUMAN RESOURCES: PLAIN CENTRAL SERVICES STAFF

Number of Aboriginal and Torres Strait Islander employees

There were no Aboriginal and Torres Strait Islander employees at PLAIN Central Services in 2003-4.

Number of employees with disabilities requiring workplace adaptation

Male	Female	Total	% of Agency
0	1	1	0.4

Cultural and linguistic diversity

	Male	Female	Total	% of Agency	SA Community*
Number of Employees born overseas	3	2	5	20	20.3%
Number of Employees who speak language(s) other than English at home	2	0	2	0.8	15.5%
Total	5	2	7	20.8	

* ABS Publication Basic Community Profile (SA) Cat No. 2001.0

Age profile

Age Group (years)	Number of Employees			% of all agency employees	% of South Australian Workforce*
	Male	Female	Total		
15-19	0	0	0	0%	7.3
20-24	0	0	0	0%	10.7
25-29	0	0	0	0%	10.2
30-34	1	1	1	2%	11.2
35-39	1	4	5	20%	11.4
40-44	1	8	9	36%	13.3
45-49	3	2	5	20%	12.0
50-54	1	1	2	8%	10.7
55-59	0	0	0	0%	7.7
60-64	0	0	0	0%	3.6
65+	0	0	0	0%	2.0
TOTAL	8	17	25	100	100.0

* South Australian Workforce information [as at March 2004] sourced from ABS Supertable C2 at

<http://abs.sagrn.sa.gov.au/abs/abs@.nsf/abshome>

FINANCIAL PERFORMANCE INDICATORS

Account payment performance

The due date is defined as per 11.2 of the instruction. Unless there is a discount or written agreement between the public authority and the creditors, payment should be within 30 days of the date of the invoice or claim.

	Number of Accounts Paid	% of Total Accounts Paid	Value of Accounts Paid	% \$ of Total Accounts Paid
State Library				
Paid by due date	3,047	82%	\$9,526,185	82%
Paid late & paid < 30 days from due date	520	14%	\$1,679,876	12%
Paid late & paid > 30 days from due date	168	4%	\$485,869	8%
Total accounts paid	3,735	100%	\$11,691,930	100%

PLAIN Central Services

Paid by due date	3,050	78%	\$10,538,155	84%
Paid late & paid < 30 days from due date	698	18%	\$1,550,786	12%
Paid late & paid > 30 days from due date	151	4%	\$546,963	4%
Total accounts paid	3,899	100%	\$12,635,904	100%

Payments to consultants

	2003-04		2002-03		2001-02	
	Number	Value	Number	Value	Number	Value
State Library						
Below \$10 000	1	\$4,500	1	\$9,000	4	\$14,568
Above \$50 000	-	-	-	-	-	-
PLAIN C.S.						
Below \$10,000	1	\$5,120	1	\$9,100	1	\$5,600
\$10,000 - \$50,000			1	11,100	-	-
Total	2	\$9,620	3	\$29,200	5	\$20,168

Overseas travel

There was no overseas travel in 2003-04.

OCCUPATIONAL HEALTH AND SAFETY INFORMATION

2003-04		State Library	PCS
1	OHS legislative requirements		
	Number of notifiable occurrences pursuant to OHS&W Regulations Division 6.6	0	0
	Number of notifiable injuries pursuant to OHS&W Regulations Division 6.6	0	0
	Number of notices served pursuant to OHS&W Act s35, s39 and s40	2	0
2	Injury Management legislative requirements		
	Total number of employees who participated in the rehabilitation program	2	1
	Total number of employees rehabilitated and reassigned to alternative duties	0	0
	Total number of employees rehabilitated back to their original work	2	1
3	WorkCover Action Limits		
	Number of open claims as at 30 June	11	2
	Percentage of workers compensation expenditure over gross annual remuneration	0.29	4.3
4	Number of claims		
	Number of new workers compensation claims in the financial year	8	1
	Number of fatalities, lost time injuries, medical treatment only	(F) 0	0
		(MTO) 4	0
		(LTI) 4	1
	Total number of whole working days lost	29	175
5	Cost of workers compensation		
	Cost of new claims for financial year	8,795	892
	Cost of all claims excluding lump sum payments	19,555	57,672
	Amount paid for lump sum payments	0	4,000
	(s42, s43, s44)		
	Total amount recovered from external sources (s54)	77	0
	Budget allocation for workers compensation	53,000	7,500
6	Trends		
	Injury frequency rate for new lost-time injury/disease for each million hours worked	14.9	20.9
	Most frequent cause (mechanism) of injury	44	44
	Most expensive cause (mechanism) of injury	44	44
7	Meeting the organisation's strategic targets		
	<i>Refer OHSW&IM Section</i>		

Mechanism 26 = Being trapped between stationary and moving objects

Mechanism 41 = Repetitive movement, low muscular loading

Mechanism 99 = Unspecified mechanism if injury

LIBRARIES BOARD SUBSIDY ALLOCATIONS

The subsidy program includes three elements:

- Materials grant which is provided on a per capital basis to all public libraries
- Operating grant which is provided on a per capita basis to all public libraries except School Community libraries
- Community information grant that is provided to selected community information services.

Program Summary and Funding Allocations

	2003-04	2002-03	2001-02
Metropolitan public libraries	7,862,615	7,656,301	7,639,876
Country public libraries	1,738,435	1,710,903	1,659,899
School/Community libraries	466,664	437,796	461,225
Community Information Services	524,685	508,000	508,000
Total funding	\$10,592,399	\$10,313,000	\$10,269,000

Metropolitan libraries 2003-04

Council	Population	Allocation \$	Council	Population	Allocation \$
Adelaide (CALL & Nth Adel)	88,000	682,599	Norwood, Payneham, St Peters	33,966	214,609
Adelaide Hills	38,718	244,645	Onkaparinga	151,400	956,615
Burnside	42,653	269,508	Playford	68,840	434,962
Campbelltown	46,818	295,824	Port Adelaide Enfield	102,044	644,765
Charles Sturt	103,882	656,367	Prospect (SWAP Network)	19,301	121,948
Gawler	18,374	116,098	Salisbury	115,052	726,944
Holdfast Bay			Tea Tree Gully	99,710	630,014
(Brighton)	20,114	127,092	Unley	36,609	231,315
(Glenelg)	13,741	83,818	Walkerville (SWAP Network)	7,035	44,450
Marion	79,223	500,574	West Torrens	52,370	330,897
Mitcham	62,538	395,150			
Mt Barker	23,965	151,421	Metropolitan totals	1,224,353	7,862,615

Country libraries 2003-04

Council	Population	Allocation \$	Council	Population	Allocation \$
Alexandrina			Naracoorte Lucindale		
(Goolwa)	10,551	67,898	(Naracoorte)	6,919	44,531
(Strathalbyn)	7,702	49,559	Northern Areas Council		
Barossa Council	20,399	131,284	(Flinders Mobile)	6,153	39,605
Berri Barmera			Peterborough	2,020	15,189
(Berri)	6,977	44,893	Pt. Augusta	13,793	88,773
(Barmera)	4,389	28,249	Pt. Lincoln	13,890	89,390
Clare/Gilbert Valleys			Pt. Pirie City & D.C. & Crystal Brook	17,168	110,493
(Clare)	4,414	28,410	Renmark & Paringa	9,836	63,297
(Saddleworth)	2,196	15,926	Robe	1,378	12,471
Copper Coast			Roxby Downs	4,360	40,592
(Kadina)	7,732	49,753	Tatiara		
Grant (Pt MacDonnell & D.C.)	7,696	49,524	(Bordertown)	4,722	30,381
Mt Gambier			Victor Harbor	11,141	71,695
Kangaroo Island (Kingscote)	4,259	39,655	Wattle Range		
Light	10,554	67,925	(Millicent)	9,037	58,151
Loxton Waikerie			Whyalla	22,209	142,932
(Loxton)	7,137	45,923	Woomera	500	6,684
(Waikerie and Morgan)	6,132	43,068			
City Of Mt Gambier	23,600	151,880	Country totals	264,003	1,738,435
Murray Bridge	17,139	110,304			

School Community libraries 2003–04

Council	Population	Allocation \$	Council	Population	Allocation \$
Andamooka	550	8,558	Streaky Bay	1,688	8,938
Barunga West (Pt Broughton)	2,608	10,166	Leigh Creek	1,200	15,967
Ceduna	3,658	13,033	Lower Eyre Pen. & Tumby Bay (Cummins)	5,036	17,930
Clare/Gilbert Valleys (Riverton)	2,334	9,792	Tumby Bay	1,759	9,027
Cleve	1,882	9,187	Loxton Waikerie (Browns Well)	304	2,314
Coober Pedy	3,000	19,690	Mallala (Two Wells)	7,362	26,209
Coorong (Tintinara)	1,402	8,546	Mid Murray Council (Mannum)	3,299	11,751
(Meningie)	1,884	9,187	(Cambrai)	1,050	8,012
(Tailem Bend)	1,884	9,187	(Swan Reach)	1,050	8,012
(Coomandook)	764	5,822	(Mt Pleasant)	775	5,911
Copper Coast (Moonta)	3,313	11,805	Naracoorte Lucindale (Lucindale)	1,318	8,439
Elliston (Lock)	1,163	8,226	Northern Areas Council (Jamestown DC)	2,136	9,525
Flinders Ranges (Hawker)	455	3,472	Orroroo & Carrieton	1,016	7,745
(Quorn)	1,354	8,493	Southern Mallee DC (Lameroo)	1,216	8,297
Franklin Harbor (Cowell)	1,313	8,421	(Pinnaroo)	1,073	8,101
Goyder (Burra)	1,779	9,045	Tatiara (Keith)	2,326	9,775
(Hallett)	546	4,166	(Bordertown Refer Country)		
(Eudunda & Robertstown)	2,004	9,347	Wakefield Regional (Balaklava)	3,966	14,119
Karoonda East Murray (Karoonda)	895	6,837	(Snowtown)	2,048	9,419
(East Murray)	383	2,920	Wattle Range (Penola)	3,279	11,680
Kimba	1,233	8,315	Yankalilla	3,865	13,763
Kingston	2,419	9,899	Yorke Peninsula (Yorketown)	4,004	14,262
Le Hunte (Wudinna)	1,044	7,959	(Maitland)	2,606	10,149
(Karcultaby)	691	5,270	(Ardrossan)	2,607	10,166
			(Minlaton)	2,342	9,810
School Community totals			95,883	466,664	



Two of the exciting public library developments during the year were in the City of Adelaide and the City of West Torrens. At left is the self check out system at the Adelaide City Council Library and Community Centre located in the State Library. At right is the self check out and circulation area of the Hilton Library at the Hamra Centre. Courtesy Adelaide City Council and City of West Torrens.

MORTLOCK AND SOMERVILLE FUNDS

J.A.T. Mortlock Bequest

Members of the Mortlock family have been generous benefactors. Mrs D.E. Mortlock presented many rare and valuable items through the Friends of the State Library. After her death in 1979 the residue of the estate of her husband Mr J.A.T Mortlock was left jointly to the University of Adelaide and the Libraries Board of South Australia. The Board's share amounted to approximately \$1.8 million. Income from the bequest since 1981 has funded projects to the value of \$6.936 million. In recognition of this generosity, the 1884 building associated with the South Australiana collections has been renamed the Mortlock Wing.

	2003-04	2002-03	2001-02
Archivist for Architectural Collections			29,725
Bray Reference Library	95,266	29,424	75,000
Building Redevelopment Contingency	5,213	29,336	48,818
Cellulose Acetate Project	47,180	69,920	11,852
Country Outreach	1,537	6,507	7,962
Building Redevelopment		100,000	
Global Book Subscription			19,300
Grant to the Friends of the State Library	33,444	29,278	28,446
Market Research - State Library	500	9,045	6,500
Public Library Marketing Plan	119,675		45,223
Public Library Website			21,160
Public Programs	17,670	53,388	22,675
Publicity and Promotion	36,515	34,099	38,180
SLSA Marketing	78,632		3,710
Staff Training		9,342	412
State Library of South Australia Foundation	163,223	91,407	84,731
			19,930
Strategic Planning Workshop - Libraries Towards 2010			
Year of the Library	23,745	38,766	5,200
Institute Building Executive Fitout	169,794		
Mortlock Bays	150,000		
Supplementary Works Contingent	36,312		
Total projects funded during financial year	979,706	500,512	468,824
Total project funding to end of financial year	7,914,348	6,935,642	6,435,130

J.D. and M. Somerville Endowment

Miss Mabel Somerville, a generous donor to the Libraries Board for many years, died on 13 September 1981 leaving a substantial bequest to the Board to be used for purposes associated with archival collections as a memorial to her father, Mr J.D. Somerville. In recognition of her generosity, the oral history collections are known as the J.D. Somerville Oral History Collection. To date the bequest has funded projects to the value of \$1.005m.

	2003-04	2002-03	2001-02
Archivist for Architectural Collections		12,679	
Eliza Randall Diary			3,273
Microfilm Reader-Printers		25,000	
Godson Photograph Digitisation			2,290
Microfilming of Archival Records		25,814	11,955
Women Writers Database			12,500
Institute Building - Lecture Theatre & Training Room	148,255		
Total projects funded during financial year	148,255	63,493	30,018
Total project funding to end of financial year	1,153,177	1,004,922	941,429

LIBRARIES BOARD OF SOUTH AUSTRALIA

Statement of Financial Performance for the year ended 30 June 2004

	Note	2004 \$'000	2003 \$'000
REVENUES FROM ORDINARY ACTIVITIES			
Fees for service activities		324	240
Sale of goods		44	139
Interest and investment income	4	468	732
Other revenues	4	1,469	900
Grant from State Government: - Operations		25,817	24,880
- Capital		6,166	20,759
Total Revenues		34,288	47,650
EXPENSES FROM ORDINARY ACTIVITIES			
Employee costs	5	9,489	8,714
Accommodation and service costs		1,464	1,396
Depreciation	5	1,562	1,057
Subsidies to public libraries		10,280	9,867
Other expenses	5	8,731	8,675
Total Expenses		31,526	29,709
SURPLUS (DEFICIT) FROM ORDINARY ACTIVITIES	6	2,762	17,941
NON-OWNER TRANSACTION CHANGES IN EQUITY:			
Net debit to accumulated surplus from change in valuation method for heritage collections	2(g), 13	-	(26,512)
Net credit (debit) to asset revaluation reserve on revaluation of non-current assets	14	-	(144)
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH THE STATE GOVERNMENT AS OWNER		2,762	(8,715)

Statement of Financial Position as at 30 June 2004

	Note	2004 \$'000	2003 \$'000
CURRENT ASSETS			
Cash assets		2,661	2,945
Receivables		131	64
Investments	7	5,654	7,045
Inventories		32	25
Other	8	139	176
Total Current Assets		8,617	10,255
NON-CURRENT ASSETS			
Property, plant, equipment and public library research collections	9	53,681	50,319
Research and heritage collections	10	41,752	40,472
Total Non-current Assets		95,433	90,791
TOTAL ASSETS		104,050	101,046
CURRENT LIABILITIES			
Payables	11	931	1,047
Provision for employee entitlements	12	744	569
Total Current Liabilities		1,675	1,616
NON-CURRENT LIABILITIES			
Payables	11	194	172
Provision for employee entitlements	12	1,811	1,650
Total Non-Current Liabilities		2,005	1,822
TOTAL LIABILITIES		3,680	3,438
NET ASSETS		100,370	97,608
EQUITY			
Accumulated surplus	13	94,698	91,936
Reserves	14	5,672	5,672
TOTAL EQUITY		100,370	97,608
COMMITMENTS	15		
CONTINGENT LIABILITIES	16		

Statement of Cash Flows for the year ended 30 June 2004

	Note	2004 \$'000 Inflows (Outflows)	2004 \$'000 Inflows (Outflows)	2003 \$'000 Inflows (Outflows)	2003 \$'000 Inflows (Outflows)
CASH FLOWS FROM OPERATING ACTIVITIES					
<i>Receipts</i>					
Fees for service activities		249		240	
Sale of goods		51		139	
Interest and investment income		487		701	
Other revenues		1,409		860	
<i>Cash Flows from Government</i>					
Grant from State Government: - operations		25,817		24,880	
- capital		6,166		20,759	
<i>Payments</i>					
Employee costs		(9,106)		(8,547)	
Accommodation and service costs		(1,464)		(1,353)	
Subsidies to public libraries		(10,280)		(9,946)	
Other expenses		(8,699)		(8,202)	
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	17		4,630		19,531
CASH FLOWS FROM INVESTING ACTIVITIES					
<i>Payments for:</i>					
Heritage collections		(1,235)		(876)	
Property, plant & equipment		(5,008)		(18,679)	
Investments		(296)		(288)	
<i>Proceeds from:</i>					
Sales/maturities of investments		1,625		280	
NET CASH USED IN INVESTING ACTIVITIES			(4,914)		(19,563)
NET INCREASE (DECREASE) IN CASH HELD					
CASH AT 1 JULY			2,945		2,977
CASH AT 30 JUNE	2(n)		2,661		2,945

Activity Schedules

Libraries Board Revenues and Expenses

For the year ended 30 June 2004

	Activities (Note 3)	Provision of State Library Services 2004 \$'000	Support of Public Library Services 2004 \$'000	Total 2004 \$'000	Provision of State Library Services 2003 \$'000	Support of Public Library Services 2003 \$'000	Total 2003 \$'000
Libraries Board Revenues and Expenses							
Revenues from ordinary activities							
Fees for service activities		318	6	324	233	7	240
Sale of goods		44	-	44	139	-	139
Interest and investment income		338	130	468	610	122	732
Other revenues		1,350	119	1,469	777	123	900
Grant from State Government: - Operations		10,916	14,901	25,817	10,326	14,554	24,880
- Capital		6,166	-	6,166	20,759	-	20,759
Total		19,132	15,156	34,288	32,844	14,806	47,650
Expenses from ordinary activities							
Employee costs		7,942	1,547	9,489	7,144	1,570	8,714
Accommodation and service costs		1,361	103	1,464	1,299	97	1,396
Depreciation		1,172	390	1,562	737	320	1,057
Subsidies to public libraries:							
- Books and associated materials		-	4,703	4,703	-	4,095	4,095
- Operating expenses		-	4,309	4,309	-	4,450	4,450
- Local Purchases		-	744	744	-	815	815
- Community information services		-	524	524	-	507	507
Other expenses		5,645	3,086	8,731	5,689	2,986	8,675
Total		16,120	15,406	31,526	14,869	14,840	29,709
Surplus (Deficit) from Ordinary Activities		3,012	(250)	2,762	17,975	(34)	17,941

Libraries Board Assets and Liabilities

For the year ended 30 June 2004

	Activities (Note 3)	Provision of State Library Services 2004 \$'000	Support of Public Library Services 2004 \$'000	Total 2004 \$'000	Provision of State Library Services 2003 \$'000	Support of Public Library Services 2003 \$'000	Total 2003 \$'000
Libraries Board Assets and Liabilities							
Assets							
Current		7,568	1,049	8,617	9,197	1,058	10,255
Non-current		92,799	2,634	95,433	87,923	2,868	90,791
Total		100,367	3,683	104,050	97,120	3,926	101,046
Liabilities							
Current		1,035	640	1,675	1,116	500	1,616
Non-current		1,675	330	2,005	1,509	313	1,822
Total		2,710	970	3,680	2,625	813	3,438
Net Assets		97,657	2,713	100,370	94,495	3,113	97,608

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Libraries Board of South Australia (the Libraries Board) Objectives

The principal objectives of the Libraries Board are to:-

- formulate policies and guidelines for the provision of public library services;
- establish, maintain and expand collections of library materials;
- administer the State Library;
- promote, encourage and assist in the establishment, operation and expansion of public libraries and public library services by councils and others.

2. Summary of Significant Accounting Policies

(a) Basis of Accounting

The general purpose financial report has been prepared in accordance with the Treasurer's Instructions and Accounting Policy Statements promulgated under the provisions of the Public Finance and Audit Act 1987, Statements of Accounting Concepts, applicable Australian Accounting Standards, applicable Urgent Issues Group Consensus Views and other mandatory reporting requirements. The report is prepared on the accrual basis of accounting and in accordance with conventional historical cost principles except where stated.

(b) Change in Accounting Policies

Impact of adopting Australian equivalents to International Financial Reporting Standards

Australia will be adopting the Australian equivalents to International Financial Reporting Standards (AIFRS) for reporting periods commencing on or after 1 January 2005. The Board will adopt these standards for the first time in the published financial report for the financial year ended 30 June 2006.

Managing the process

The Board's financial services are provided through a service level agreement with Arts SA, Business Services, a unit of the Department of Premier and Cabinet. Business Services is coordinating the adoption of the Australian equivalents to the International Financial Reporting Standards in conjunction with the Department of Treasury and Finance (DTF).

To obtain an understanding of the new standards and the resulting effect on the financial reports, representatives from Business Services attend information forums facilitated by DTF, professional bodies and private sector accountancy firms. Business Services representatives attend the Exposure Draft Reference Group meetings, which review Exposure Drafts released by the Australian Accounting Standards Board (AASB), provide comment and feedback to the AASB on the content of the Exposure drafts and the resulting pending Standards.

The Board will also adopt the DTF Model Financial Report for SA Government entities as from 30 June 2005 which will comply with Generally Accepted Accounting Principles (GAAP), Australian Accounting Standards, Treasurer's Instructions and Accounting Policy Statements.

Business Services is reviewing and analysing Exposure Drafts and pending Australian Accounting Standards for expected differences in accounting policies as a result of the adoption of the Australian equivalent to the IFRS. A project plan has been prepared which identifies key activities to be undertaken to adopt the AIFRS, and the working papers required by AASB 1 First-Time Adoption of the Australian International Financial Reporting Pronouncements.

Expected differences in accounting policies

The key differences in accounting policies applied to the Board's financial reports expected to result from the adoption of the Australian equivalents to the IFRS are outlined below.

Changes in Accounting Policies

The pending accounting standard, AASB 1 First-Time Adoption of the Australian International Financial Reporting Pronouncements, will now require the retrospective application of changes in accounting policies. This requires the restatement of comparative information except for specific exemptions as listed in AASB 1. This is a major difference in accounting policy.

Non-Current Asset Acquisition and Recognition

Pending accounting standard AASB 116 Property, Plant and Equipment is proposing that For-Profit entities are required to be revalued on an individual basis rather than by class of asset. DTF has indicated that an Accounting Policy Statement may be issued to require revaluation on an asset class basis and on cost versus useful life basis, rather than an individual basis.

Employee Benefits

Pending accounting standard AASB 119 Employee Benefits is proposing that Employee Benefits, including long service leave and annual leave, payable later than twelve months from the end of the financial year, are to be measured at present value. Currently under the existing accounting standard AASB 1028 Employee Benefits, employee benefits payable later than twelve months are measured at nominal amounts.

(c) The Reporting Entity

The Libraries Board's principal source of funds consists of grants from the State Government. In addition, the Libraries Board also receives monies from sales, admissions, donations, bequests and other receipts and uses the monies for the achievement of its objectives. The financial report encompasses transactions through an interest bearing Special Deposit Account titled 'Arts South Australia Operating Account' and through an interest bearing Deposit Account titled 'Libraries Board of South Australia'.

(d) Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. Interest and investment revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

(e) Grants

State Government grants are recognised as revenues in the period in which the Libraries Board obtains control over the grant funds.

(f) Acquisition of Assets

The cost method of accounting is used for the initial recording of all assets acquired after 1 July 1996. Cost is determined as the fair value of the assets given as consideration plus costs incidental to the acquisition.

(g) Valuation of Non-Current Assets

The Libraries Board, in accordance with the transitional provisions of Accounting Standard AASB1041 'Revaluation of Non-Current Assets' and Accounting Policy Statement No. 3 'Valuation of Non-Current Assets', has continued to apply the deprival value methodology as the basis of valuing its land and buildings until 30 June 2005.

Land and Buildings

Land and buildings have been valued at replacement cost. Valuations of land and buildings were determined as at 30 June 2002 by the Australian Valuation Office. Land and buildings are independently valued every three years.

Plant and Equipment

Plant and equipment, including computer equipment has been valued at cost of acquisition.

The Public Libraries Automated Information Network (PLAIN) Central Services collections, consisting of Video and Print Disability collections and Languages other than English collections, were revalued according to fair value methodology as at 30 June 2003 by D Hope, Principal Consultant, Skilmar Systems Pty Ltd. The revaluation was made on the basis of the average cost of items added to the collection during the 2002-2003 financial year including the cost of acquisition, cataloguing and curation being applied across the collection and then depreciation based on the age of the item. Items that have been culled from the collection are valued at zero on the basis that they will be transferred to a public library or similar institution for no consideration. Items in the Public Library collections are disposed of for no consideration at the end of their useful life to public libraries and similar institutions. On this basis, no residual value is placed on those assets. The Film collection was valued at zero value on the basis that this collection is not being added to, is rarely used and may not be disposed of under the terms of its original acquisition.

Research and Heritage Collections

The Libraries Board collections were revalued as at 30 June 2003 using the valuation methodology outlined below in accordance with fair value principles adopted under Australian Accounting Standard AASB 1041 'Revaluation of Non-Current Assets'. The Libraries Board's research and heritage collections comprise the respective research and heritage holdings of the State Library of South Australia and the Public Libraries (PLAIN Central Services) and the following methodology has been adopted for valuing those collections.

The State Library of South Australia appointed Graeme Addicott, Regional Manager of the Australian Valuation Office (AVO) to undertake the valuation of the Library's collections as at 30 June 2003. The AVO was responsible for the review of valuations undertaken by State Library staff specialists and to perform valuations where external expertise was required. Internal valuations were carried out by staff specialists in their related fields. The valuations were based on knowledge of the particular collections, an understanding of the valuation techniques and the markets that exist for the collection items. The AVO undertook testing and confirmation of internal valuations.

The Fair Value applied is represented by the quoted market price in an active and liquid market, where available, or is estimated by reference to the best available market evidence of the price such as current market prices for assets that are similar in use, type and condition or the price of the most recent transaction for the same or a similar asset. Where no market exists or market prices materially differ, the fair value is determined with reference to the asset's market buying price indicated by the replacement cost of the asset's remaining future economic benefits.

Research collections were valued using the linear method of valuation by State Library staff. This method is based on an average cost per volume applied to the size of the collection. This methodology was reviewed and confirmed by the AVO. Selected heritage collections were valued by an external valuer on a market value basis, with significant and unique objects being valued individually. Sampling techniques were used to value other less significant elements of the heritage collection with valuations done by both the State Library staff and the AVO. Additional external valuations were carried out by the following recognised industry experts: Rare Books - J Burdon and Framed Works - D Hyles.

Research and Heritage collections which have been valued are the Rare Books and some Named Collections, Maps, Microfilm Serials, Monographs, Electronic Resources, Family History Collections, Periodicals, Newspapers purchased and Mortlock Use Collections. A nil valuation was adopted for a number of unique or irreplaceable heritage collections where there is no applicable replacement or reliable market value, or where the materials have been acquired largely through the legal deposit provisions of the Libraries Act, 1982. The Mortlock South Australian Collections are recognised at nil value as they have been considered to be unique and not capable of reliable measurement. Collections which were not valued were the Mortlock Archival Collections, Mortlock Published Collections, Mortlock Special Collections and some unpublished Named and Special Collections.

Due to a change in valuation methodology required under the Australian Accounting Standards, a net debit of \$26.512 million has been processed to the Accumulated Surplus. The application of fair value, as opposed to deprival value, has resulted in the exclusion of processing costs for selection, acquisition and cataloguing, from the valuation, and an adjustment for the diminishing market value over time.

(h) Inventory

Inventories are brought to account at cost.

(i) Depreciation of Non-Current Assets

Depreciation is calculated on a straight line basis to write off the net cost or revalued amount of each non-current asset having a useful life over its expected useful life, except for research and heritage collections which are not depreciable assets. Estimates of remaining useful lives are made on a regular basis for all assets, with annual reassessments for major items.

The expected useful lives are as follows:

	Years
Buildings and improvements	Useful life depends on individual asset items
Plant and equipment	5 -15
Computer equipment	3 - 5
Video and Print Disability collections	8
Languages other than English collections	8
Compactus and Lifts	30

The research and heritage collections are kept under special conditions to minimise deterioration and they are anticipated to have very long and indeterminate useful lives. The Public Library collection has been depreciated as indicated above.

(j) Employee Entitlements

(i) Wages, Salaries and Annual Leave

Liabilities for wages, salaries and annual leave have been recognised as the amount unpaid at the reporting date. The liabilities have been calculated at nominal amounts based on current wage and salary rates and a salary inflation rate of 4% as determined by the Department of Treasury and Finance.

(ii) Long Service Leave

A liability for long service leave has been recognised which represents the amount which the Libraries Board has a present obligation to pay resulting from employees' services provided up to the reporting date. The liability has been calculated at nominal amounts based on current wage and salary rates using a benchmark of 7 years of service as determined by the Department of Treasury and Finance and a salary inflation rate of 4 percent.

(iii) Superannuation

The Libraries Board makes contributions to several superannuation schemes operated by the State Government and private sector. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the superannuation schemes.

(k) Workers Compensation

A liability has been reported to reflect unsettled workers compensation claims. The amounts recorded are based on an actuarial assessment and reflect an apportionment of the whole-of-government estimate of workers compensation liability according to the Libraries Board's experience of claim numbers and payments over the period 1 July 1987 to 30 June 2004.

(l) Investments

Investments are brought to account at cost.

(m) Leases

The Libraries Board has entered into a number of operating lease agreements for accommodation, vehicles and office equipment where the lessors effectively retain all of the risks and benefits incidental to ownership of the items held under the operating leases. Operating lease payments are representative of the pattern of benefits derived from the leased assets and accordingly are charged to the Statement of Financial Performance in the periods in which they are incurred.

(n) Cash Assets

For purposes of the Statement of Cash Flows, cash includes cash on hand and at bank.

(o) State Government Funding

The financial report is prepared under the assumption of ongoing financial support being provided to the Libraries Board by the State Government.

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

In accordance with the requirements of the UIG Abstract 31 'Accounting for the Goods and Services Tax (GST)' revenues, expenses and assets are recognised net of the amount of GST. The amount of GST incurred by the Libraries Board as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense. The net GST receivable/payable to the Australian Taxation Office is not recognised as a receivable/payable in the Statement of Financial Position as the Libraries Board is a member of an approved GST group of which Arts SA, a division of the Department of the Premier and Cabinet, is responsible for the remittance and collection of GST. There are no cashflows relating to GST transactions with the Australian Taxation Office in the Statement of Cash Flows.

(q) Comparative Information

Where necessary comparative figures have been adjusted to conform with changes in presentation in 2003-2004.

3. Activities of the Libraries Board

The identity and purpose of each major activity undertaken by the Libraries Board during the year ended 30 June 2004 is summarised below (refer to the Activities Schedule - Expenses and Revenues and Assets and Liabilities):

Activity 1 - Provision of State Library Services

To provide, through the State Library of South Australia, a comprehensive library and information service for the economic, educational, cultural and social benefit of South Australia and its citizens.

Activity 2 - Support of Public Library Services

To provide through PLAIN (Public Library Automated Information Network) Central Services and the distribution of State subsidies, an equitable and responsible provision of resources, support and services to public libraries and community information agencies.

4. Revenues from Ordinary Activities

	2004 \$'000	2003 \$'000
Interest and Investment Income comprised:		
Investment Income	296	290
Treasury Interest	172	442
	468	732
Other revenues comprised the following categories of operating income:		
Bequests and donations	608	377
Admissions	1	1
Sponsorship	200	11
Rent and hire income	155	42
Council contributions	117	122
Other grants	134	124
Other	254	223
	1,469	900

5. Expenses from Ordinary Activities

	2004 \$'000	2003 \$'000
Employee costs were incurred in relation to the following:		
Wages and salaries	7,551	7,116
Superannuation and payroll tax expenses	1,308	1,211
Annual and long services leave expenses	489	460
Other employee related expenses	141	(73)
	9,489	8,714
Depreciation was charged in respect of:		
Buildings and improvements	873	616
Compactus and Lifts	93	-
Plant and equipment	188	117
Computer equipment	25	26
Public Library Research Collection	383	298
	1,562	1,057
Other expenses comprised the following categories of expenditure:		
Cost of sales	20	34
Operating lease expenditure	343	149
Administrative Expenditure	1,372	1,356
Travel and Accommodation	44	62
Insurance and Risk Management	199	168
Minor equipment	188	674
Contractor payments	565	781
Maintenance	841	590
Projects	1,742	341
Conservation payments	161	94
IT communications	1,692	1,244
Marketing	191	184
Business Services Charges	443	443
EDS Charges	857	1,850
General Grant Payment	-	550
P2 Enhancements	73	155
	8,731	8,675

6. Surplus (Deficit) from Ordinary Activities

Surplus (Deficit) from Ordinary Activities includes the following revenues and expenses whose disclosure is relevant in explaining the financial performance of the entity:

Written Down Value of non-current assets	84	10
Loss from disposal of non-current assets	84	10
Proceeds from sale of investments	1,625	280
Written Down Value of investments	1,688	276
Loss from sale of investments	(63)	4
7. Investments		
Unit trusts	5,654	7,045
	5,654	7,045

Market value as at 30 June 2004 was \$5.8 million (\$6.5 million).

8. Other Current Assets

Prepayments	122	136
Accrued revenue	17	40
	139	176

9. (a) Property, Plant, Equipment and Public Library Collections

	Gross Value	2004 Accumulated Depreciation	Written Down Value	Gross Value	2003 Accumulated Depreciation	Written Down Value
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Land, buildings and improvements						
- at valuation	40,974	11,486	29,488	40,974	10,869	30,105
- at cost	12,837	256	12,580	-	-	-
Work in Progress - at cost	6,159	-	6,159	18,180	-	18,180
Compactus and Lifts	2,776	93	2,683	-	-	-
Plant and equipment - at cost	2,012	750	1,262	1,307	883	424
Computer equipment - at cost	201	171	30	201	146	55
Public Library collections - at valuation	6,733	5,544	1,189	7,576	6,021	1,555
Public Library collections - at cost	309	20	289	-	-	-
	72,001	18,320	53,681	68,238	17,919	50,319

(b) Reconciliation of Carrying Amounts of Property, Plant, Equipment and Public Library Collections

	Land,, buildings & improvements	Work in Progress	Compactus & Lifts	Plant & equipment	Computer Equipment	Public Library Collns	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Gross value as at 1 July 2003	40,974	18,180	-	1,307	201	7,576	68,238
Additions	-	4,426	-	273	-	309	5,008
Disposals	-	-	-	(402)	-	(843)	(1,245)
Transfers to (from) work in progress	12,837	(16,447)	2,776	834	-	-	-
Gross value as at 30 June 2004	53,811	6,159	2,776	2,012	201	7,042	72,001
Accumulated Depreciat' as at 1 July 2003	10,869	-	-	883	146	6,021	17,919
Depreciation	873	-	93	188	25	383	1,562
Disposals	-	-	-	(321)	-	(840)	(1,161)
Accumulated Depreciation as at 30 June 2004	11,742	-	93	750	171	5,564	18,320
Net book value as at 30 June 2004	42,069	6,159	2,683	1,262	30	1,478	53,681
Net book value as at 1 July 2003	30,105	18,180	-	424	55	1,555	50,319

10. (a) Research and Heritage Collections

	At Cost	2004 At Valuation	Total	At Cost	2003 At Valuation	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Rare books and Named collections	401	14,702	15,103	-	14,702	14,702
Maps	8	1,166	1,174	-	1,166	1,666
Mortlock audio-visual	9	50	59	-	50	50
Microfilm serials	35	1,387	1,422	-	1,387	1,387
Monographs	315	16,510	16,825	-	16,510	16,510
Electronic resources	157	39	196	-	39	39
Family history collection	9	105	114	-	105	105
Periodicals	234	4,628	4,862	-	4,628	4,628
Newspapers purchased	100	846	946	-	846	846
Mortlock use collections	12	81	93	-	81	81
CLRC book collection	-	958	958	-	958	958
	1,280	40,472	41,752	-	40,472	40,472

(b) Reconciliation of Carrying Amounts of Research and Heritage Collections

	2004 Balance 1 July	Additions	2004 Balance 30 June	Balance 1 July	Additions	2003 Valuation Movement	Balance 30 June
				\$'000	\$'000	\$'000	\$'000
Rare books & named collns	14,702	401	15,103	8,593	37	6,072	14,702
Maps	1,166	8	1,174	2,668	16	(1,518)	1,166
Mortlock audio-visual	50	9	59	-	7	43	50
Microfilm serials	1,387	35	1,422	7,245	33	(5,891)	1,387
Monographs	16,510	315	16,825	25,504	291	(9,285)	16,510
Electronic resources	39	157	196	482	152	(595)	39
Family history collection	105	9	114	218	4	(117)	105
Periodicals	4,628	234	4,862	15,734	232	(11,338)	4,628
Newspapers purchased	846	100	946	5,240	98	(4,492)	846
Mortlock use collections	81	12	93	424	6	(349)	81
CLRC book collection	958	-	958	-	-	958	958
	40,472	1,280	41,752	66,108	876	26,512	40,472

11. Payables		2004	2003
		\$'000	\$'000
Current			
	Creditors and accruals	825	970
	Employee costs	106	77
		931	1,047
Non current			
	Employee costs	194	172

12. (a) Provision for Employee Entitlements			
Current			
	Provision for annual leave	459	384
	Provision for long service leave	147	131
	Provision for workers compensation	52	54
	Accrued salaries and wages	86	-
		744	569
Non Current			
	Provision for long service leave	1,688	1,501
	Provision for workers compensation	123	149
		1,811	1,650

(b) Summary of Employee Entitlements and Related On-cost Liabilities			
Accrued Salaries and Wages			
	Included in payables - current (refer note 11)	14	-
	Provision for employee benefits - non current (refer note 12 9a))	86	-
		100	-
Annual Leave			
	Included in payables - current (refer note 11)	75	62
	Provision for employee benefits - current (refer note 12 (a))	459	384
		534	446
Long Service Leave			
	Included in payables - current (refer note 11)	17	15
	Provision for employee benefits - current (refer note 12 (a))	147	131
	Included in payables - non current (refer note 11)	194	172
	Provision for employee benefits - non current (refer note 12 (a))	1,688	1,501
		2,046	1,819
Workers Compensation			
	Provision for employee benefits - current (refer note 12 (a))	52	54
	Provision for employee benefits - non current (refer note 12 (a))	123	149
		175	203
Aggregate employee benefits and related on-cost liabilities		2,855	2,468

13. Accumulated Surplus			
	Balance at 1 July	91,936	100,507
	Surplus from Ordinary Activities	2,762	17,941
	Valuation decrement	-	(26,512)
	Balance at 30 June	94,698	91,936

14. Reserves				
	Asset Revaluation Reserve	Land, Buildings & Improvements	Public Library Collections	Total
		\$'000	\$'000	\$'000
	2004			
	Balance at 1 July	5,526	146	5,672
	Valuation Decrement	-	-	-
	Balance at 30 June	5,526	146	5,672
	2003			
	Balance at 1 July	5,526	290	5,816
	Valuation Decrement	-	(144)	(144)
	Balance at 30 June	5,526	146	5,672

15. Commitments for Expenditure			
(a) Operating Leases			
Commitments under non-cancellable operating leases at the reporting date are payable as follows:			
	Not later than one year	113	232
	Later than one year and not later than five years	152	280
	Later than five years	-	12
		265	524

These operating lease commitments, which are not recognised in the financial report as liabilities, comprise:

- non-cancellable property leases, with rental payable monthly in arrears. Contingent rental provisions within the lease agreements require the minimum lease payments to be increased by 5.5% per annum or the Consumer Price Index. Options exist to renew the leases at the end of their terms for a further five years.
- non cancellable motor vehicle and photocopier leases, with rental payable monthly in arrears. No contingent rental provisions exist within the lease agreements and no options exist to renew the leases at the end of their terms.

(b) Agreements Equally and Proportionately Unperformed

Agreements equally and proportionately unperformed include contracts for the redevelopment of the State Library. These commitments are not recognised as liabilities in the financial report. Agreements equally and proportionately unperformed at the reporting date are estimated as follows:

	2004 \$'000	2003 \$'000
Not later than one year	700	6,809
	700	6,809

16. Contingent Liabilities

There are no known contingent liabilities as at 30 June 2003.

17. Reconciliation of Net Cash provided by (used in) Operating Activities to Surplus (Deficit) from Ordinary Activities

Surplus from Ordinary Activities	2,762	17,941
Non cash items		
Depreciation expense	1,562	1,057
(Profit)/Loss on redemption of investments	63	(4)
Loss on disposal of plant and equipment	84	10
Donations of heritage assets	(45)	-
Change in operating assets and liabilities		
Decrease (Increase) in assets	(38)	(118)
(Decrease) Increase in liabilities	242	645

Net Cash provided by (used in) Operating Activities

4,630	19,531
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18. Payments to Consultants

Payments to consultants fell within the following band:-

	Number of Consultants 2004	Number of Consultants 2003
\$0 - \$10 000	2	2
\$10,001 - \$50 000	-	1

The total payments to the consultants engaged were \$10,000 (\$29,000).

19. Remuneration of Employees

The number of employees whose annual remuneration was over \$100,000 fell within the following bands:-

	Number of Employees 2004	Number of Employees 2003
\$100,000 - \$109,999	3	-
\$150,000 - \$159,999	-	1

The total remuneration received by these employees for the year was \$316,000 (\$151,000).

20. Remuneration of Board Members

The number of Board Members who received annual income from the Libraries Board fell within the following bands:

	Number of Board Members 2004	Number of Board Members 2003
\$0 - \$9 999	5	4
\$10 000 - \$19 999	6	7

The total income received by these Board Members for the year was \$99,000 (\$104,000).

21. Remuneration of Auditors

Audit fees in relation to the year ended 30 June 2004 are:

State Library of South Australia	20	21
Support of Public Library Services	10	10
	30	31

The auditors provided no other services to the Board.

22. Related Parties Disclosures

During the financial year the following persons held positions on the Libraries Board of South Australia: Dr P Goldsworthy, Chair, Mr P Myhill, Deputy Chair, Mr G E Coles, Mrs R H Craddock, Mrs J K Nitschke, Ms J Connolly, Ms B Davidson-Park (to 31 January 2004), Mr John Mc Donnell, Mr G Mackie (to 25 November 2003), Mr Hieu Van Le (from 5 February 2004) and Mr T Zappia (from 15 April 2004). Board members or their related entities have transactions with the Board that occur within a normal customer or supplier relationship on terms and conditions no more favourable than those with which it is reasonably expected the entity would have adopted if the transactions were undertaken with any other entity at arm's length in similar circumstances.

23. Targeted Voluntary Separation Package Scheme (TVSPs)

During 2003-2004 3 TVSPs were paid out with a value of \$98,000. \$28,000 of this related to annual leave and long service leave paid in relation to TVSPs. There are no outstanding payments. The SLSA has been fully reimbursed by The Office for the Commissioner for Public Employment. There were no TVSPs paid in 2002-03..

24. Financial Instruments

(a) Terms and Conditions

Financial Instrument	Note	Accounting Policies and Methods	Nature of Underlying Instrument
Financial Assets			
Cash assets	2(n)	Cash at bank is recorded at its nominal amount. Interest revenue is recorded on an accrual basis although some funds held within the total cash balance are non-interest bearing.	Interest is calculated based on the average daily balances of the interest bearing funds. The interest bearing funds of the Libraries Board are the Special Deposit Account entitled 'Arts South Australia Operating Account' and the Deposit Account entitled 'Libraries Board of South Australia'. The interest rate is the Treasurer's Approved Rate of Interest on Deposit Accounts, which is currently 5.10 percent (as at 30 June 2004).
Receivables		Receivables are recorded at amounts due to the Libraries Board. They are recorded when services have been completed.	Receivables are due within 30 days.
Investments	7,2(l)	Investments are brought to account at cost. Interest and investment income is credited to revenue as it accrues.	Portfolio of unit trusts, term deposits and deposits at call. Interest and investment income is received quarterly.
Financial Liabilities			
Payables	11	Payables are recorded at the agreed amounts at which the liabilities are to be settled. They are recorded when the relevant invoices are received.	Terms of payment are 30 days unless otherwise agreed in the terms and conditions of individual contracts.

(b) Interest Rate Risk

Financial Instrument	Interest Rate Percent	2004			Interest Rate Percent	2002		
		Interest Bearing Floating Interest \$'000	Non-Interest Bearing \$'000	Total		Interest Bearing Floating Interest \$'000	Non-Interest Bearing \$'000	Total
Financial Assets:								
Cash assets	5.10	2,653	8	2,661	4.60	2,937	8	2,945
Receivables		-	131	131		-	64	64
Investments:								
Unit trusts	13.93	5,654	-	5,654	(2.27)	7,045	-	7,045
		8,307	139	8,446		9,982	72	10,054
Financial Liabilities:								
Payables		-	825	825	-	-	970	970
		-	825	825		-	970	970

(c) Net Fair Values of Financial Assets and Liabilities

Financial Instrument	Note	2004		2003	
		Total Carrying Amount \$'000	Net Fair Value \$'000	Total Carrying Amount \$'000	Net Fair Value \$'000
Cash assets	2(n)	2,661	2,661	2,945	2,945
Receivables		131	131	64	64
Investments	7,2(l)	5,654	5,816	7,045	6,512
		8,446	8,608	10,054	9,521
Payables	11	825	825	970	970

The net fair value is determined as the carrying value of all assets and liabilities except for investments where market value has been used.

(d) Credit Risk Exposure

The Libraries Board's maximum exposure to credit risk at the reporting date in relation to financial assets is the carrying amount of those assets as indicated in the Statement of Financial Position. The Libraries Board has no significant exposures to any concentrations of credit risk.

TO THE LIBRARIES BOARD OF SOUTH AUSTRALIA

I, the undersigned, hereby certify that to the best of my knowledge and belief, the attached Financial Statements of the Libraries Board of South Australia, being the Statement of Financial Performance, Statement of Financial Position and Statement of Cashflows for the year ended 30 June 2004 and notes thereto, present fairly, in accordance with Statements of Accounting Concepts, applicable Australian Accounting Standards, applicable Urgent Issues Group Consensus Views and the Treasurer's Instructions and Accounting Policy Statements promulgated under the provisions of the Public Finance and Audit Act, 1987, the financial position of the Libraries Board of South Australia as at 30 June 2004 and the result of its operations and its cashflows for the year then ended.

I also certify that, to the best of my knowledge and belief, the internal controls over financial reporting have been effective throughout the reporting period.



Alan Smith
Director
STATE LIBRARY OF SOUTH AUSTRALIA

In our opinion, the attached Financial Statements of the Libraries Board of South Australia, being the Statement of Financial Performance, Statement of Financial Position and Statement of Cash flows for the year ended 30 June 2004 and notes thereto, present fairly, in accordance with Statements of Accounting Concepts, applicable Accounting Standards, Urgent Issue Consensus Views, and the Treasurer's Instructions and Accounting Policy Statements promulgated under the provisions of the Public Finance and Audit Act, 1987, the financial position of the Libraries Board of South Australia as at 30 June 2004 and the result of its operations and its cash flows for the year then ended. In addition, we consider the internal controls over financial reporting to have been effective throughout the reporting period.



P eter Goldsworthy
Chairman
LIBRARIES BOARD OF SOUTH AUSTRALIA



Geoff Coles
Board Member
LIBRARIES BOARD OF SOUTH AUSTRALIA



**Auditor-General's
Department**

INDEPENDENT AUDIT REPORT

TO THE CHAIRPERSON LIBRARIES BOARD OF SOUTH AUSTRALIA

SCOPE

As required by section 31 of the *Public Finance and Audit Act 1987* and section 18 of the *Libraries Act 1982*, I have audited the financial report of the Libraries Board of South Australia for the financial year ended 30 June 2004. The financial report comprises:

- A Statement of Financial Performance;
- A Statement of Financial Position;
- A Statement of Cash Flows;
- Activity Schedules - Libraries Board Revenues and Expenses and Libraries Board Assets and Liabilities;
- Notes to and forming part of the Financial Statements;
- Certificate by the Chairperson, Libraries Board of South Australia, Board Member, Libraries Board of South Australia and the Director, State Library of South Australia.

The members of the Libraries Board of South Australia are responsible for the financial report. I have conducted an independent audit of the financial report in order to express an opinion on it to the Chairperson.

The audit has been conducted in accordance with the requirements of the *Public Finance and Audit Act 1987* and Australian Auditing and Assurance Standards to provide reasonable assurance that the financial report is free of material misstatement.

Audit procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987*, Accounting Standards and other mandatory professional reporting requirements in Australia so as to present a view which is consistent with my understanding of the Libraries Board of South Australia's financial position, its financial performance and its cash flows.

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

AUDIT OPINION

In my opinion, the financial report presents fairly in accordance with the Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987*, applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of the Libraries Board of South Australia as at 30 June 2004, its financial performance and its cash flows for the year then ended.

17 September 2004

A handwritten signature in dark ink, appearing to read 'K I MacPherson'.

**K I MacPHERSON
AUDITOR-GENERAL**



**STATE
LIBRARY**
South Australia