LIBRARY BOARD OF QUEENSLAND

ANNUAL REPORT 2020-21

18 August 2021

The Honourable Leeanne Enoch MP
Minister for Communities and Housing,
Minister for Digital Economy and Minister for the Arts
GPO BOX 806
BRISBANE QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2020–21 and financial statements for the Library Board of Queensland.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* (Qld) and the *Financial and Performance Management Standard 2019* (Qld), and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at page 82 of this annual report.

Yours sincerely

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

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PART ONE

INTRODUCTION

STATE LIBRARY OF QUEENSLAND

VISION

Inspiring possibilities through knowledge, stories and creativity

PURPOSE

Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the state.

About us

State Library is the custodian of Queensland's cultural, intellectual and social achievements, as well as historic and contemporary collections that inform programming, public engagement and partnerships. State Library is a place of experimentation, possibility and inclusion, where knowledge empowers and diversity is celebrated.

State Library plays a lead role in serving all Queenslanders, through statewide library services and partnerships with more than 320 public libraries and Indigenous Knowledge Centres (IKCs) throughout Queensland.

Governed by the Library Board of Queensland, State Library is based in South Bank (Brisbane), with offices onsite and in Cannon Hill (Brisbane) and Cairns. Queensland Library Foundation raises funds to support State Library's collections and services.

State Library also provides visitor services and marketing services for Anzac Square Memorial Galleries, under an operating deed between Brisbane City Council (Anzac Square trustee) and the Department of the Premier and Cabinet (DPC). Funding is provided to State Library by DPC.

State Library's 2020–21 priorities are to:

- collect, interpret and share the First Nations perspective of the Queensland story
- strengthen our digital collecting and preservation
- deliver an ambitious program of exhibitions and events that empower, stimulate and enrich
- engage with key stakeholders to review and recommend grant methodologies to realise the potential of public libraries and IKCs
- invest in our people to enable us to do our best
- achieve effective business models and processes and fit-for-purpose digital services.

State Library's services include:

- collecting and preserving a trusted record of Queensland
- encouraging research to deepen the knowledge of Queensland past and present
- recognising the unique knowledge and culture of First Nations people, and working with communities to ensure their history and culture is preserved
- interpreting Queensland stories through exhibitions, events, discussion and debate
- developing an inclusive library service, addressing diverse needs, strengthening opportunities for the expression of ideas and fostering the appreciation of difference
- providing access to collections and services in a range of formats and channels, so they are available to all, regardless of geographical location
- advocating for public libraries and partnering with local government to provide Queenslanders with the opportunities to participate fully in the economic, social, political and cultural dimensions of society.

Government's objectives for the community

State Library is committed to the Queensland Government's objectives for the community, built around *Unite and Recover – Queensland's Economic Recovery Plan*. As the state's leading reference and research library, State Library contributes to:

- **investing in skills, supporting jobs and backing small business** by providing all Queenslanders with free access to significant print and online content, learning programs and digital inclusion initiatives, so they can upskill and remain agile throughout their careers and contribute to economic prosperity.
- **investing in Queensland communities and investing in skills** through a partnership with local government, to realise the potential of the network of more than 320 public libraries and Indigenous Knowledge Centres (IKCs). This partnership also delivers the First 5 Forever early literacy program.
- **safeguarding our health and growing our regions** by providing welcoming spaces, delivering programs that promote inclusion and tolerance, and sharing diverse stories.

State Library supports the five pillars of *Creative Together 2020–2030: A 10 Year Roadmap for arts, culture and creativity in Queensland*:

- **elevate First Nations arts** — by sharing and celebrating the First Nations perspective through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways.
- **activate Queensland's local places and global digital spaces** — enabling statewide access to collections and integrating rich digital experiences into programs, learning initiatives and exhibitions.
- **drive social change across the state** — delivering programs that encourage discussion, debate and lifelong learning to increase awareness, understanding and tolerance across Queensland.
- **strengthen Queensland communities** — partnering with local government to realise the potential of libraries and IKCs as vibrant community hubs building community resilience.
- **share our stories and celebrate our storytellers** — as a memory institution intentionally seek, collect and share authentic Queensland stories, and nurture and celebrate emerging writers.

State Library also supports *A Great Start for all Queensland Children – An early years plan for Queensland* by continuing to build on the success of the First 5 Forever program. State Library works in partnership with local government to deliver free early literacy sessions at local libraries and IKCs across Queensland.

CHAIRPERSON OF THE LIBRARY BOARD OF QUEENSLAND

'Business as usual' has taken on new meaning in this prolonged global pandemic. State Library of Queensland has welcomed the opportunity to scrutinise its events, programs and services to ensure they connect with all Queenslanders in these most unusual of times.

While focus has necessarily centred on maximising an innovative digital offer, staff were keenly aware of the importance of the physical space. Libraries are safe, welcoming places that make us feel connected and comfortable, and inspire and energise our thinking. Their value in difficult times cannot be underestimated and the hard work and commitment of staff ensure they remain important community focal points that prioritise wellbeing in all its forms.

The Board and I are deeply appreciative of the innovative responses to the challenges of the pandemic by State Librarian and CEO Vicki McDonald AM, her leadership team and staff. The increase in online visitation and memberships is evidence of their commitment to the people of Queensland.

Compelling, accessible storytelling remains a big part of State Library's success. The Johnstone Gallery Archive (1948–72) and Arthur Davenport Photographs (1955–92) were added to the prestigious UNESCO Australian Memory of the World Register in February. This rare archive, held at State Library, documents the story behind one of the nation's first commercial art galleries.

Brian and Marjorie Johnstone operated the Brisbane gallery from 1950 to 1970, brokering sales for artists such as Charles Blackman, Sidney Nolan, Donald Friend, Arthur Boyd and Margaret Olley. The archive, recognised for its national significance, takes its place alongside other historic items such as the Margaret Lawrie Torres Strait Island Collection.

The Queensland Memory Awards also enable storytelling of the future while helping to fill gaps in the state's ever-evolving history. The 2021 winner of the $20,000 John Oxley Library Fellowship, Dr Henry Reese, will create a podcast that reveals the history of electronic and communications technologies in Queensland colonial societies.

The Queensland Literary Awards are always an anticipated date on State Library's calendar and highlights its strong support of the literary sector, recognising storytelling in all its glorious forms. Winning work in 2020 included an examination of the State of Origin and its place in the Queensland psyche, a novel that examined racism and grief in the gold rush era and awe-inspiring poetry. State Library proudly manages the awards on behalf of the Queensland Government in collaboration with sponsors, industry partners and the writing community.

State Library has undertaken the triennial review of the Public Library Grant and First 5 Forever methodologies which determine how Queensland Government funding is invested. These annual funding allocations represent a significant investment in early literacy and support library collections, services and programs for over 320 public libraries and Indigenous Knowledge Centres across the state.

I would like to extend my sincere thanks to the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, the Honourable Leeanne Enoch MP for her continued, enthusiastic support of State Library.

Additionally, the government's *Creative Together 2020–2030* roadmap provides welcome, renewed focus on the state's cultural and economic future.

A healthy cultural sector also greatly benefits from the support and generosity of our valued donors. Queensland Library Foundation President Helen Brodie and Foundation councillors are tremendous advocates for State Library and help nurture these important relationships.

Finally, I would also like to commend the commitment of Library Board colleagues, committee and advisory groups who believe passionately in the work of State Library.

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

STATE LIBRARIAN AND CEO

'Knowledge is power' is a well-used aphorism. At State Library of Queensland, we understand the privilege of preserving the knowledge and stories of the past; they have the power to explain who we are as Queenslanders and track our progress as a society. We are also mindful of the voices that have been excluded from past storytelling; knowledge that has not been shared or valued because of the prevailing views of the time. As a memory institution, it is exciting to be able to bring some of these powerful stories and voices more firmly into the light through our exhibitions, talks and workshops.

Our *Entwined: plants and people* exhibition provided an opportunity to unearth and showcase new knowledge in creative and inspiring ways. The First Nations connection to the natural world is front and centre alongside the untold stories of female botanical illustrators. Visitors to this exhibition can explore the more well-documented story behind *Banks' Florilegium*, illustrations of plants collected on Cook's voyage on the *Endeavour*.

The companion publication to the exhibition, *Kindred Spirits: plants and people*, was written by interdisciplinary artist Shannon Brett, a descendant of the Wakka Wakka, Butchulla and Gurang Gurang people. The book, made possible through the generosity of valued donor Dr Cathryn Mittelheuser AM, takes readers back to a time of reciprocity between the plant world and Indigenous people.

On a more contemporary note, the *Deadly Threads: where did you get that shirt?* showcase in kuril dhagun examines the cultural significance of Indigenous shirts which were born from the protest movement of the 1970s to becoming a mainstay of wardrobes across the nation.

In March, I attended the Indigenous Knowledge Centre (IKC) workshop in Cairns. It was terrific to hear from IKC Coordinators about the delivery of vital library services in some of the state's most remote communities. It was a great opportunity for all delegates to learn, connect and collaborate.

Staff throughout the library have also been keen to build upon such connections by advancing their cultural competency through the Culturally Safe Libraries program. Nearly 300 staff members have completed the intensive program, with feedback heartening and uniformly positive.

As a memory institution for all Queenslanders whatever their age or background, we ensure our storytelling is varied and engaging. The *Cut Copy: Brisbane music posters 1977–87* exhibition introduced the poster art of the subversive youth culture of the late 1970s and '80s to new audiences. The exhibit was the culmination of research by Dr John Willsteed, former member of local band The Go-Betweens, and State Library's 2016 Letty Katts Award winner. His award enabled the exploration of the independent music scene of the time and his research helped expand our extensive collections.

With so many children house-bound during the worst of the pandemic, the Stories for Little Queenslanders series, published by State Library, proved a welcome boost for our youngest readers. The children's books, available through all Queensland public libraries and IKCs, were created by 21 authors and illustrators as part of the Queensland Government-funded First 5 Forever initiative. The project represents a publishing first for State Library and a significant investment in telling Queensland stories while supporting emerging and established authors and illustrators.

The pandemic also placed greater emphasis on learning from home and the value of State Library's trusted content. In June 2020, Queensland Library Foundation received a donation from Gina Fairfax and Tim Fairfax AC for the development of an online platform that makes use of our vast resources and collection items. Curriculum Connect will launch next financial year and provide teaching resources and professional development content for educators and caregivers of primary and secondary school students.

Despite the disruption of COVID-19, our service delivery remains on target. Our customer satisfaction sits at an impressive 95.7 per cent and online visits climbed to over three million this financial year.

It has been another year of ambitious projects and impressive outcomes and I would like to sincerely thank Professor Andrew Griffiths and the members of the Library Board of Queensland for their unwavering support over the past 12 months.

I would also like to extend my gratitude to the Queensland Library Foundation Council for their energetic advocacy on behalf of State Library.

Finally, I would like to acknowledge the leadership team and each and every staff member for their passionate delivery of outstanding library services to Queensland.

Ms Vicki McDonald AM
State Librarian and CEO
State Library of Queensland

PART TWO

CORPORATE

LIBRARY BOARD OF QUEENSLAND

The Library Board of Queensland (the Library Board), established in 1943, is the governing body of State Library of Queensland and draws its powers from the *Libraries Act 1988* (Qld) (*Libraries Act*). The object of the *Libraries A*ct is to contribute to the cultural, social and intellectual development of all Queenslanders.

The legislated guiding principles for achieving this are:
(a) leadership and excellence should be demonstrated in providing library and information services
(b) there should be responsiveness to the needs of communities in regional and outer metropolitan areas
(c) respect for Aboriginal and Torres Strait Islander cultures should be affirmed
(d) children and young people should be supported in their understanding and use of library and information services
(e) diverse audiences should be developed
(f) capabilities for lifelong learning about library and information services should be developed
(g) opportunities should be developed for international collaboration and for cultural exports, especially to the Asia Pacific region
(h) content relevant to Queensland should be collected, preserved, promoted and made accessible.

The functions and powers of the Library Board are listed in Appendix A. Biographies of Library Board members are detailed in Appendix B.

In addition to regular meetings of the Library Board, members represented State Library at official functions throughout 2020–21.

One committee and two advisory groups advise and inform the Library Board on issues that arise within their brief. These bodies also act as important consultative mechanisms with the broader community. The members of the Library Board committee and advisory groups are listed in Appendix C.

The Library Board periodically travels outside Brisbane to stay informed about regional issues and to strengthen its relationship with local councils and the community.

Under section 7 of the *Libraries Act*, in appointing a Library Board member, regard must be given to the person's ability to contribute to the Library Board's performance and the implementation of its strategic and operational plans.

Under section 9 of the Libraries Act, a person is not eligible for appointment as a member if the person is not able to manage a corporation because of the *Corporations Act 2001* (Cth), Part 2D.6.

Board members, attendance, remuneration and expenses

In 2020–21, there were seven Library Board meetings. The table below outlines all board members, appointment terms, meeting attendance in 2020–21, remuneration and expenses. All current Library Board members are appointed until 28 February 2023.

Observers
The State Librarian and CEO attends all meetings of the Library Board as an observer unless excused or precluded by the Library Board as per section 15 of the *Libraries Act*.

- Ms Vicki McDonald AM, State Librarian and CEO, State Library of Queensland
- Ms Tania Hall, Executive Director, Policy and Programs, Arts Queensland, Department of Communities, Housing and Digital Economy (until February 2021)
- Mr Scott Martin, Executive Director, Business Performance and Infrastructure, Arts Queensland, Department of Communities, Housing and Digital Economy (from February 2021)

Secretariat
Ms Jennifer Genrich, Manager, Office of the State Librarian, State Library of Queensland

	MEMBER FROM:	TO:	MEETINGS 2020–21 ELIGIBLE:	ATTENDED:	APPROVED ANNUAL, SESSIONAL OR DAILY FEE	APPROVED SUB-COMMITTEE FEES, IF APPLICABLE	ACTUAL FEES RECEIVED
Professor Andrew Griffiths (Chairperson)	Mar 2014	Feb 2023	7	7	$12,000 pa	N/A	$12,000
Emeritus Professor Tom Cochrane AM (Deputy Chairperson)	Mar 2017	Feb 2023	7	6	$4,000 pa	$1,000 pa	$5,000
Professor Anita Heiss	Mar 2017	Nov 2020	2	1	$4,000 pa	N/A	$1,446
Professor Marek Kowalkiewicz	Mar 2017	Feb 2023	7	5	$4,000 pa	$1,000 pa	$5,000
Ms Julia Leu	Aug 2016	Feb 2023	7	7	$4,000 pa	N/A	$4,000
Mrs Tamara O'Shea	May 2018	May 2021	6	5	$4,000 pa	N/A	$4,000
Ms Nicola Padget	Mar 2020	Feb 2023	7	6	$4,000 pa	$1,000 pa	$5,000
Associate Professor Sandra Phillips	Mar 2017	Feb 2023	7	3	$4,000 pa	N/A	$4,000
Mr Bob Shead	Mar 2017	Feb 2023	7	7	$4,000 pa	$2,000 pa	$6,000
Dr Jodie Siganto	Mar 2020	Feb 2023	7	6	$4,000 pa	N/A	$4,000
Total out of pocket expenses:							$9,406

QUEENSLAND LIBRARY FOUNDATION

Working with donors, philanthropists and corporate entities, Queensland Library Foundation (the Foundation) supports the people of Queensland through State Library of Queensland.

Despite a year of unforeseen challenges, loyal donors and supporters joined with State Library to achieve a common vision: to inspire possibilities through knowledge, stories and creativity.

More than $1.209 million was raised in sponsorship, grants and philanthropy managed through the Foundation. The trust and belief in the work of the Foundation by all supporters and donors is valued.

Donations through the Foundation support State Library projects relating to collections and conservation, research and learning, and reading and writing.

In 2020–21, the following projects were made possible due to the generosity and support of sponsors and donors to the Foundation.

Collections and conservation

- ***The Catholic Advocate*** **newspaper digitisation**
  Funding enabled the continued digitisation of historic *The Catholic Advocate* newspapers that date from 1911 to 1938. These important records are now available online through Trove, and school resources and teacher workshops have been developed and distributed to schools across Queensland.
- **Christine Boughen OAM and Dr Robert Boughen OBE Papers**
  The Boughen Family generously donated their private archive of scrapbooks, certificates and awards, correspondence, teaching notebooks and musical compositions, and funded the digitisation of the collection.
- **Reel Rescue**
  The end-of-financial-year campaign raised funds to enable State Library to continue preserving and digitising vulnerable film, magnetic tape and audio cassettes — some dating back to the early 1900s. These crucial records give a lens to view Queensland's past, and once digitised, are available to the wider community for current and future generations.

Research and learning

- **2021 Queensland Memory Awards**
  In 2021, funding through the Foundation supported the following awards:
  - Mittelheuser Scholar-in-Residence, supported by Dr Cathryn Mittelheuser AM
  - Monica Clare Research Fellowship
  - Queensland Business Leaders Hall of Fame Fellowship

  See page 19 for more information.
- **PCs for IKCs**
  In 2019, Ashleigh Barty and the Barty family funded a three-year project to install a desktop computer in each of Queensland's 24 Indigenous Knowledge Centres (IKCs). As at 30 June 2020, 10 IKCs have received a computer with further installations planned for 2021–22.
- ***Kindred Spirits: plants and people***
  Dr Cathryn Mittelheuser AM gifted funds to create *Kindred Spirits: plants and peop*le, a companion publication to the *Entwined: plants and people* exhibition.
- **Curriculum Connect**
  Developed by State Library and supported by Gina Fairfax and Tim Fairfax AC through the Foundation, State Library developed an online learning platform that enables teachers, students, and those with a lifelong love of knowledge to access free resources linking the primary and secondary school curriculum with State Library's heritage and cultural collections. See page 28 for more information.
- **James C Sourris AM Collection**
  Through the generosity of James C Sourris AM and Marica Sourris, new interviews with artists Eugene Carchesio and Jennifer Herd were added to the online digital collection, and the Portrait of an Artist event series recommenced.
- **Siganto Digital Learning Workshops**
  Onsite workshops made possible through the support of the Siganto Foundation recommenced in April 2021, continuing to provide foundational digital literacy and ICT self-sufficiency to students from newly arrived migrant communities.
- **Tech Savvy Communities**
  Delivered in partnership with Telstra, Tech Savvy Communities provides an opportunity for people of all ages, cultural backgrounds and abilities in eight participating local government areas to embrace digital technology through digital literacy training, provided through their local Rural Libraries Queensland library service. This program will commence in 2021–22.
- ***Deadly Threads: where did you get that shirt?*** **showcase**
  Donations to the Foundation enabled the traditional Urab Dance Group from Poruma Island in the Torres Strait to travel to Brisbane and participate in the *Deadly Threads* community day. See page 23 for more information.

Reading and writing

- **2020 Queensland Literary Awards**
  Through the generosity of sponsors and donors to the Foundation, a total prize pool of $238,500 was awarded at the Queensland Literary Awards to celebrate Australian writers and writing. See pages 11 and 24 for more information.
- **black&write! Writing and Editing Project**
  Aimed at addressing the under-representation of First Nations voices in the national literary canon, black&write! is supported through sponsorships and grants through the Foundation. See page 24 for more information.

The Foundation provided donors with opportunities to delve deeper into the collections through its series of **Heritage Talks** and **President's 100 Circle** events.

Foundation Patron, His Excellency the Honourable Paul de Jersey AC, Governor of Queensland, and Mrs Kaye de Jersey hosted Foundation guests at Government House in November. The Foundation gratefully received cultural gifts presented to State Library at this special event: the original sash and insignia of Sir George Ferguson Bowen GCMG PC, the First Governor of Queensland (1859–68).

Partnerships, sponsorships and grants

Project funding secured over the past 12 months is detailed below.

Sponsorships (cash and in-kind) are entered into through formal agreements which outline agreed revenue to State Library.

Grants are provided through a competitive application process and assessed on merit, with revenue provided at the grantor's discretion.

Total revenue received from sponsorships and grants via the Foundation in 2020–21 was $461,566. In-kind revenue received is reported in Note B1-2 of the Financial Statements (see page 52).

Tech Savvy Communities
An initiative of State Library of Queensland and Telstra. This program will commence in 2021–22.

black&write! Writing and Editing Project (see page 24)
Grantors: Copyright Agency Cultural Fund, the Australian Government through the Australia Council, The Lionel & Yvonne Spencer Trust, and Brian J Sutton Charitable Trust

Queensland Literary Awards (see page 24)
Major partner: Queensland Government
Category sponsors: The University of Queensland, Griffith University, University of Southern Queensland, *The Courier-Mail* and Copyright Agency Cultural Fund
Principal benefactors: Jenny Summerson and Susan Hocking and Ian Mackie, and their family, through The Hocking Mackie Fund, a giving fund of APS Foundation
Supporters: UQP and Queensland Writers Centre

Queensland Business Leaders Hall of Fame (see page 27)
Founding partners: QUT Business School, State Library of Queensland, Queensland Library Foundation
Principal sponsor: Pitcher Partners
Television sponsor: Channel 7
Major sponsors: Morgans, NAB, RACQ
Supporters: Brisbane Convention and Exhibition Centre, Clovely Estate, Newstead Brewing Co, 55 Comms and *The Courier-Mail*

Council members, attendance, remuneration and expenses

Four Queensland Library Foundation Council meetings were held in 2020–21. The table below outlines all council members, appointment terms, meeting attendance in 2020–21, remuneration and expenses.

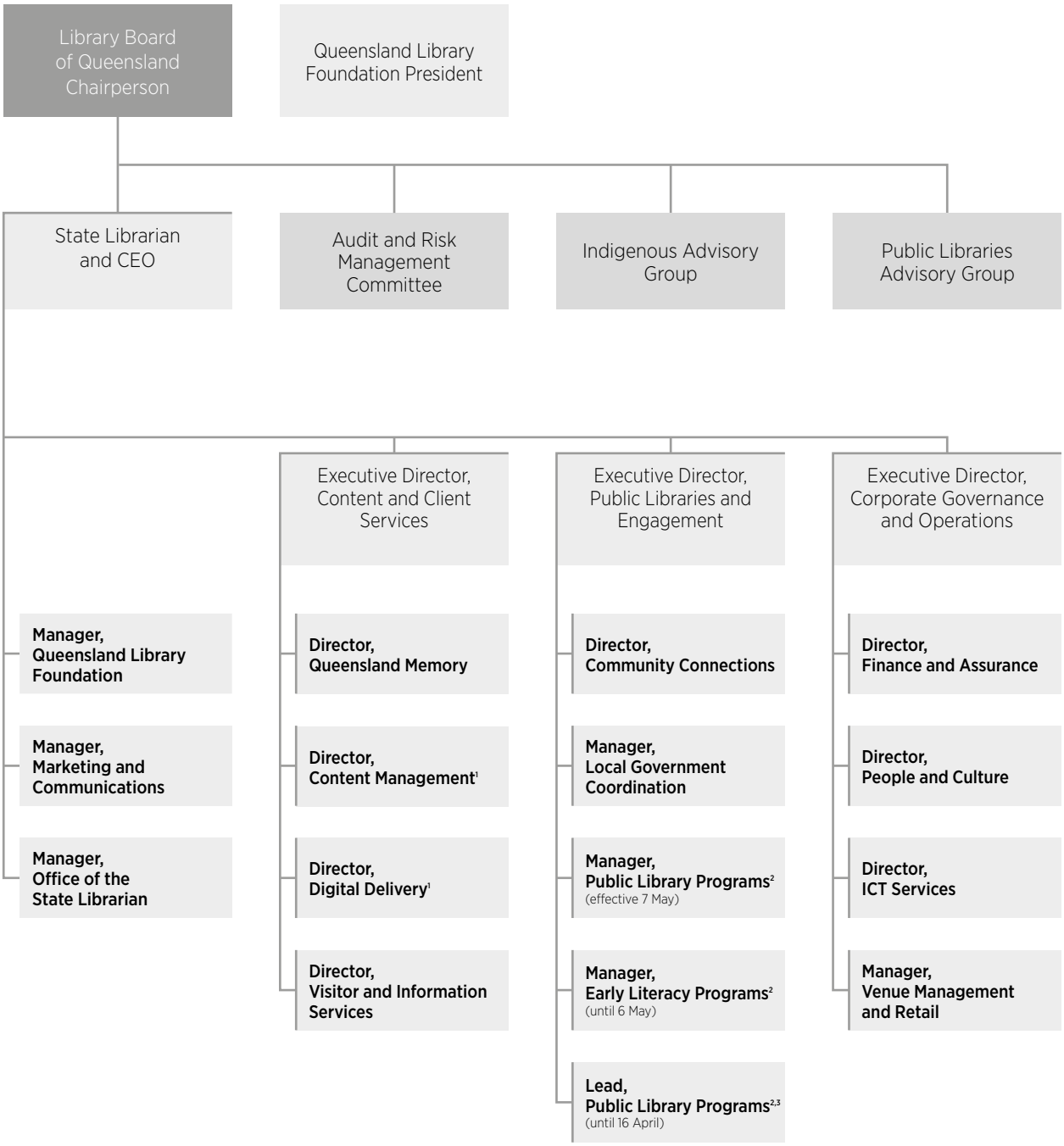
	MEMBER FROM:	TO:	MEETINGS 2020–21 ELIGIBLE:	ATTENDED:	APPROVED ANNUAL, SESSIONAL OR DAILY FEE	APPROVED SUB-COMMITTEE FEES, IF APPLICABLE	ACTUAL FEES RECEIVED
Ms Helen Brodie (President)	Mar 2017	May 2021	3	3	N/A	N/A	N/A
Ms Courtney Talbot (Vice-President)	Jul 2014	May 2021	3	3	N/A	N/A	N/A
Ms Helen Barnard	Oct 2019	Oct 2022	4	4	N/A	N/A	N/A
Ms Luvisa Grierson	Oct 2019	Oct 2022	4	4	N/A	N/A	N/A
Mr Michael Hawkins AM	Sep 2012	Sep 2021	4	4	N/A	N/A	N/A
Mr Tony Kinivan	Oct 2019	Oct 2022	4	4	N/A	N/A	N/A
Mr Ken MacDonald AM	Oct 2019	Oct 2022	4	4	N/A	N/A	N/A
Ms Julie Mannion	Jul 2012	Jul 2021	4	4	N/A	N/A	N/A
Mr Neil Summerson AM	Jul 2014	Jul 2023	3	2	N/A	N/A	N/A
Library Board of Queensland Chairperson (or Deputy Chairperson as proxy) (Professor Andrew Griffiths/ Emeritus Professor Tom Cochrane AM)	N/A	N/A	4	3	N/A	N/A	N/A
State Librarian and CEO (Ms Vicki McDonald AM)	N/A	N/A	4	4	N/A	N/A	N/A
Total out of pocket expenses:							$1,764

Notes:
1. The terms of the President and Vice-President expired on 14 May 2021. As at 30 June 2021, the roles of Queensland Library Foundation President and Vice-President are vacant.
2. Mr Neil Summerson's AM second term expired on 6 July 2020. He was reappointed for a third three-year term from 21 September 2020.

The Foundation was established by the Library Board of Queensland (the Library Board) under the powers defined by the *Libraries Act 1988* (Qld). It is a not-for-profit company, Limited by Guarantee, registered under the *Corporations Act 2001* (Cth). Since 2002–03, the Foundation's financial statements have been consolidated into those of the parent entity, the Library Board, in accordance with Australian Accounting Standards.

ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2021



Explanatory notes:

1. The Director, Content Management role has been vacant since 14 April 2020 following the transfer of the incumbent to the Director, Digital Delivery role.
2. From 17 January 2020 to 6 May 2021, the Manager, Public Library Programs role was temporarily split to two roles: Manager, Early Literacy Programs and Lead, Public Library Programs.
3. The role of Lead, Public Library Programs ceased on 16 April 2021.

PART 3

OUTCOMES IN 2020–21

STRATEGIC PLAN 2020–24 AND OPERATIONAL PLAN 2020–21

In January 2021, the Acting Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts approved modifications to the State Library of Queensland Strategic Plan 2020–24 as requested by the Department of the Premier and Cabinet to highlight the alignment with the Queensland Government's *Unite and Recover* objectives for the community.

In January 2021, the Department of the Premier and Cabinet advised agencies that Service Delivery Statement targets may be amended in response to COVID-19 impacts. State Library retained its Service Delivery Statement targets. There were no modifications to the Operational Plan 2020–21.

There were no directions given by the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts in 2020–21.

VISION

Inspiring possibilities through knowledge, stories and creativity

PURPOSE

Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the state.

HUMAN RIGHTS

We will respect, protect and promote human rights in our decision-making and actions.

OUR ENDURING VALUES

• We provide free and equitable access • We share • We seek diverse voices • We belong to the community

STRATEGIC RISKS AND OPPORTUNITIES

We will manage our strategic risks and the impacts by:

- **keeping pace with change:** constantly transform to be relevant to all people in the different stages of their lives, and in response to changes in the community.
- **collecting today what will be important tomorrow:** build and preserve a comprehensive collection.
- **curating and presenting in a way that is trusted and relevant:** provide diverse perspectives and opportunities for discussion.
- **attracting investment in a competitive fiscal environment:** share compelling stories of impact.

We will embrace opportunities to maximise benefits for all Queenslanders through:

- **our expertise and our collections:** provide statewide access to content.
- **our reputation for high quality content and services:** maintain our standing as a trusted organisation.
- **our statewide reach:** harness new technologies so our content is available to all and strengthen our relationship with local government.
- **our trusted relationships with Aboriginal and Torres Strait Islander communities:** celebrate unique knowledge and culture.

OBJECTIVES

Trusted content — collect, preserve and provide access to trusted content

- Intentionally collect a trusted record of Queensland
- Seek diverse stories
- Encourage and collaborate on research to deepen knowledge
- Engage with people as seekers and creators
- Preserve the collection for future generations

In 2020–21, we will achieve this goal through the following focus activities:
- collect, interpret and share the First Nations perspectives of the Queensland story
- strengthen our digital collecting and preservation.

Performance indicators	Target
Number of additions to the Queensland Memory collections	41,000
Use of digital and physical content in State Library's collections	17 million

Shared experiences — grow our audience through rewarding experiences

- Improve access, so it's easier to find and use information
- Focus on interactions — where clients can create and participate
- Scale services to reach new audiences
- Seek opportunities to promote literacy in all its forms
- Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres (IKCs)

In 2020–21, we will achieve this goal through the following focus activities:
- deliver an ambitious program of exhibitions and events that empower, stimulate and enrich
- engage with key stakeholders to review and recommend grant methodologies to realise the potential of public libraries and IKCs.

Performance indicators	Target
Visits onsite and online	4 million
Number of new members	37,000
Visits to public libraries	21.9 million

Future-focussed people and processes

- A culturally diverse workforce, with different skillsets, experiences and thinking styles
- Share, understand, and challenge our own and others' work so we continue to transform
- Evaluate our services and share compelling stories of impact
- Attract investment and partnerships

In 2020–21, we will achieve this goal through the following focus activities:
- invest in our people to enable us to do our best
- achieve effective business models and processes and fit-for-purpose digital services.

Performance indicators	Target
Customer satisfaction with State Library visitor services, information services, collections and programs	95%
Average cost of combined onsite and online visits	≤$7.50

REPORT ON PERFORMANCE

	Note	2020–21 target	2020–21 actual
Service standards			
Customer satisfaction	1	95%	**95.7%**
Average cost per visit	2	≤$7.50	**$7.14**
State Library onsite and online visits	3	4,000,000	**4,220,279**
Performance indicator			
Use of digital and physical content in State Library's collections	4	17,000,000	**15,314,393**
Visits to public libraries	5	21,900,000	**16,326,678**
Number of new members	6	37,000	**46,779**
Number of additions to the collection	7	41,000	**23,885**

Notes

1. Customer satisfaction is the percentage of respondents to a rolling, year-long exit survey of onsite State Library of Queensland visitors who said they were 'satisfied' or 'very satisfied' when asked "How would you rate your overall satisfaction or dissatisfaction with today's visit?".
2. Average staff cost per visit to the State Library public sites and State Library-managed websites includes salaries and on-costs for employees, as well as casual staff expenses.
3. Targets are based on the four million onsite and online visits performance indicator from the State Library Operational Plan 2020–21. This measure includes visits to Anzac Square Memorial Galleries.
4. This measure reports on the use of physical, digital and eresources (licensed content). Use of physical collections is below target primarily due to reduced onsite visitation as a consequence of COVID-19 restrictions. Use of online historic newspapers via Trove is below target by 1.2 million in 2020–21. All state libraries have noted a similar reduced usage.
5. The figure shown is for the period 2019–20. The 2020–21 figures will not be available until September 2021. In-person visits to library facilities were impacted by restrictions around COVID-19.
6. In 2020–21, there were 46,779 new memberships, which is 27 per cent above the annual target. In a membership survey the majority of new members cited access to eresource collections, ebooks, ejournals and online journal articles as their main reasons for joining.
7. The 2020–21 result was 38 per cent under target. This result can be attributed to the decrease in the number of deposited print publications and delayed migration to the National edeposit (NED) of the digital equivalent. The 2020–21 performance was also impacted by infrastructure issues that affected the ingest of new digital content.

STRATEGIC OBJECTIVES

TRUSTED CONTENT:
COLLECT, PRESERVE AND PROVIDE ACCESS TO TRUSTED CONTENT

Strategies

Intentionally collect a trusted record of Queensland

Seek diverse stories

Encourage and collaborate on research to deepen knowledge

Engage with people as seekers and creators

Preserve the collection for future generations

Focus activities

Collect, interpret and share the First Nations perspectives of the Queensland story

Strengthen our digital collecting and preservation

As custodian of Queensland's collective memory, State Library of Queensland plays an important role in protecting and sharing historical and contemporary stories. This means collecting a complete, inclusive picture of Queensland that is reflective of the state's diversity and perspectives — achieved by seeking the alternative voices that have often been excluded. Of particular focus in 2020–21 was to collect, interpret and share the Queensland story through a First Nations lens.

In a period of restrictions and major shifts to how people live and work, another key activity was to preserve memories for future generations. With people spending more time at home, the need for digital collection access was clear. Aside from ongoing work digitising the physical collection and making it available online, State Library also provided innovative and engaging ways for people to access and enjoy Queensland content from the safety and comfort of their couch.

COLLECTING FOR FUTURE GENERATIONS

COVID-19 collecting continued this year, including several photographic and video collections. A highlight was hundreds of portraits and interviews with ordinary Queenslanders, captured by six photographers for the statewide project *The Way We Live Now: COVID-19 in Queensland*. Several artists' books were also acquired, including *ISOwhat?* by the Toowoomba Saturday Printmakers, *The Survivor's Suite* by Theo Strasser and *On Joy* by Fiona Dempster — all responses to the pandemic experience in Queensland.

Other **collection building** efforts included photographic collections which captured current events such as the 2020 state government elections, Black Lives Matter rallies and the Women's March for Justice in March 2021. Collecting in support of Queensland military history continued with the capture of oral histories with three of Queensland's First Nations Vietnam veterans. The arts and humanities were strongly represented with the acquisition of the Hector and Sybil Holthouse Collection, the Metro Arts Collection and the Christine Boughen OAM and Dr Robert Boughen OBE Papers.

SIGNIFICANT ACQUISITIONS

State Library acquired the **Mabo Family Collection** this year. It includes the Mabo family's annotated copy of Margaret Lawrie's publication *Myths and Legends of the Torres Strait* as well as shirts worn by Eddie Koiki Mabo and his extended family, several designed by Dr Bonita Mabo AO. To complement this collection, an oral history interview was recorded with their daughter, multi-disciplinary artist Gail Mabo.

Other significant acquisitions include:

- the **Wayne Swan Papers**, which document his long career in public office, accompanied by an oral history recorded with interviewer Dennis Atkins.
- a document proposing **Sir George Bowen** for the Governorship of the Colony at Moreton Bay, handwritten in ink on paper on 24 April 1859 by the Secretary of State Sir Edward Bulwer Lytton, and signed by Queen Victoria. Sir George Bowen was appointed the first Governor of Queensland.
- the **William Turton Kennett Archive**, a highly significant Queensland collection of photographs and manuscripts relating to the Aboriginal Mission at Somerset, Cape York 1866–69, and the work and travels of missionary William Turton Kennett (1840–1910).

PRESERVING ONLINE CONTENT

As part of State Library's ongoing commitment to preserving born digital content, a selection of websites from the 2020 Queensland state government election campaign were added to Trove, the national catalogue. Archived around the time of the election in October, the collection includes web content from political parties, candidates, retiring members and lobby groups.

Work also progressed collecting online statistics and other information for the national Coronavirus (COVID-19) Pandemic and Australia collection — a collection built collaboratively by National Library of Australia and state and territory libraries.

Across all **web archiving** this year, more than 2,000 site captures were made to preserve for future generations.

CROWD-SOURCED COLLECTING

Following the success of the Corley Explorer — an online tool developed in conjunction with 2019 exhibition *Home: a suburban obsession* — State Library launched **Explorer** in August. To date, the platform holds 11 albums featuring estate maps, photographs from 1970s Brisbane music gigs, commemorations of military events and more. Users are encouraged to tag photos, add the location, share their personal stories and memories in the comments, and add their own images to the collection. From launch to 30 June, Explorer had 89,728 page views and a range of user contributions, particularly about Anzac commemorations.

RARE ARCHIVE RECOGNISED BY UNESCO WORLD REGISTER

The Johnstone Gallery Archive (1948–72) and Arthur Davenport Photographs (1955–92) held by State Library were added to the **UNESCO Australian Memory of the World Register** in February. The Memory of the World program honours documentary heritage of significance for Australia and the world.

The archive and photographs document the development of contemporary art audiences in Australia and shed light into the world of Brian and Marjorie Johnstone, who operated the Brisbane gallery from 1950 to 1970. The socialite couple brokered sales for artists such as Charles Blackman, Sidney Nolan, Donald Friend, Arthur Boyd, Ray Crooke and Margaret Olley.

The archive includes scrapbooks, correspondence and exhibition catalogues and has been extensively used by researchers and art historians. The Arthur Davenport Photographs support the archive by documenting artworks and installations at the Johnstone Gallery from 1964 until 1972.

QUEENSLAND MEMORY AWARDS

In 2021, State Library's flagship annual fellowship and awards program received 69 nominations, up from 65 in 2020. Recipients were announced in a special ceremony at State Library on 18 June. Minister for the Arts, the Honourable Leeanne Enoch MP congratulated recipients via video message.

2021 Queensland Memory Awards recipients:

John Oxley Library Fellowship ($20,000 plus 12-month residency)
Dr Henry Reese for *Electrifying Queensland: modern machines in the Sunshine State*

John Oxley Library Honorary Fellowship (12-month residency)
Associate Professor Mark Lauchs for *Social networks of crime and corruption: the first and second jokes*

John Oxley Library Award
Tracey Olivieri and Chris Dawson, *Friends of South Brisbane Cemetery* project

John Oxley Library Community History Award ($5,000)
Montville History Group for the *Montville Stories* series

Mittelheuser Scholar-in-Residence ($15,000 plus 12-month residency)
Jo-Anne Driessens for *Aboriginal and Torres Strait Islander lens perspectives*

Monica Clare Research Fellowship ($15,000 plus 12-month residency)
Rachel West-Captain for *A Murruwarri family of South West Qld and North West NSW – the 'West & Captain' family – Aboriginal history research*

Queensland Business Leaders Hall of Fame Fellowship
Dr Robin Trotter for *Sir Arthur Petfield: from tinplate to porcelain* (History of the Queensland Can Company)

The State Library of Queensland Medal was not awarded in 2021.

REINVENTING OUR COLLECTION VIEWERS

New website viewers for digital collections were developed for images, audio, video and text-based digital content. This development has significantly improved the user experience giving online visitors a clean and intuitive interface, metadata to provide contextual information, and the ability to share content via email and social media channels. This work accompanied the migration of digital collections to a digital preservation system, ensuring preservation and access both now and in the future.

LISTEN IF YOU DARE

State Library's first podcast **Dangerous Women** launched in October. The five-episode series takes an unvarnished look at historic and contemporary women of Queensland who challenged the status quo, and inspired change in their chosen fields and beyond.

Hosted by award-winning writer and documentary-maker Holly Zwalf, the podcasts featured:

- straight-talking cattle wrangler, Keelen Mailman OAM
- a trailblazing aviatrix and fashion designer, Ivy May Hassard (1914–1998)
- the first woman to be registered as a doctor in Queensland, Dr Lilian Cooper (1861–1947)
- Australia's first transgender priest, Reverend Dr Josephine Inkpin
- human rights and decarceration activist Debbie Kilroy OAM.

To date, the Dangerous Women podcasts have had 7,000 plays or downloads.

This project was supported by Queensland Library Foundation's 2019 Crowd Giving fundraising campaign.

LETTERS BROUGHT TO LIFE

Recurring segments airing statewide on ABC Afternoons with Kat Feeney commenced in January, in collaboration with Queensland Theatre. The series features a selection of personal letters and diaries from the collection performed for radio by local actors, then examined in detail in an interview with a State Library content expert. The segments are supported with accompanying blogs on the State Library website which link readers directly to digitised copies of the letters.

To date, the segments have featured:

- an excerpt from the diary of 14-year-old Maria Steley, written aboard the *Ariadne* while immigrating to Queensland with her parents and siblings
- a tender letter written by young Welsh coalminer Thomas Beynon to his sweetheart back home, after his arrival in Queensland
- letters between Bundaberg-bred aviation pioneer Bert Hinkler and his mother, written while working abroad.

DIGITAL JOURNEYS THROUGH THE COLLECTION

Dr Keir Winesmith, State Library's inaugural **Digital Collections Catalyst** was celebrated at an event in April with the presentation of his project, *Mapping a Future Brisbane*. The residency is a new initiative that aims to inspire possibilities through the non-prescriptive exploration of digital opportunities by innovators.

Keir's 2020 residency was used to develop a predictive map to help visualise and analyse evolving Brisbane futures. The online tool allows users to experiment with different planning priorities for Brisbane and is powered by a machine learning model that was trained on State Library maps and collections.

Brett Tweddie was announced as the 2021 Digital Collections Catalyst at the same event. Brett will develop a digital art visualisation and data manipulation tool called *The Topography of Searching*. It will harness search data from State Library's catalogue to explore and compare what people are looking for. This will create opportunities for engagement with collections through an interactive landscape based on the language, themes, topics and terms searched for.

BOOKS REBORN

State Library joined with other Australian state libraries to identify Queensland titles for **Untapped**, an initiative by The University of Melbourne to provide access to in copyright, out of print Australian material. The project will produce 200 Australian titles as ebooks, giving opportunities for these works to be discovered and enjoyed by a new audience of readers. Untapped will also support vital research into the economic value of out of print rights for authors.

SHARED EXPERIENCES:
GROW OUR AUDIENCE THROUGH REWARDING EXPERIENCE

Strategies

Improve access, so it's easier to find and use information

Focus on interactions — where clients can create and participate

Scale services to reach new audiences

Seek opportunities to promote literacy in all its forms

Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

Focus activities

Deliver an ambitious program of exhibitions and events that empower, stimulate and enrich

Engage with key stakeholders to review and recommend grant methodologies to realise the potential of public libraries and Indigenous Knowledge Centres

State Library of Queensland continued to provide rewarding experiences for its diverse audiences throughout the state. Programs like black&write, the Queensland Literary Awards and Young Writers Awards continued to elevate emerging and established writers, and inspiring exhibitions showcased some of Queensland's extraordinary stories — from Brisbane's underground music scene to the deadly shirts that represent Aboriginal and Torres Strait Islander pride, artistry and defiance. Online visitors benefited from new tools which vastly improved the viewing experience of collection items, and inclusion programs helped groups most at risk feel more at home in the digital environment. Fabrication Lab workshops allowed tinkerers and the curious to expand their hands-on skills and State Library's partnership with public libraries has seen programs and services for young and old reach communities across all corners of the state.

COMMEMORATING OUR ANZACS

An **Anzac Square Highlights Tour** was introduced in January and from March, a monthly series of free themed talks were offered. State Library staff and guest speakers delivered the talks on topics ranging from Australian nurses, the history of Anzac Day and the Womens Memorial.

A total of 59 group tours were provided throughout the year for schools, nursing homes, community groups, veteran associations and others. Average onsite visits to the Memorial Galleries this year were 263 per day (based on 306 operating days), with peak visitation occurring around Anzac Day, Remembrance Day and Victory in the Pacific Day. People engaged with content online too, with visits to the Anzac Square website up by 123.85 per cent compared to the previous year.

Voice-activated technology allowed people to commemorate and engage with **Anzac Stories** via their smartphone or device. More than 98,000 people from Queensland, interstate, New Zealand and the United Kingdom took up the opportunity to listen to personal stories from the First and Second World Wars and post-wartime experiences.

OPEN FOR TINKERERS, MAKERS AND THE CURIOUS

The Edge continued to excite State Library's creative community this year.

The Fabrication Lab reopened at The Edge in October following a period of closure to facilitate refurbishment work and safety upgrades, and then due to COVID-19. The space was open to the community three days (Open Lab) and one evening (Hack the Evening) a week. As a part of the Fabrication Lab Safety Management System implementation, weekly Fabrication Lab space inductions were offered in addition to an ongoing program of machine-specific inductions. All programs were well attended and largely booked out.

New online workshops were developed to ensure continuity of service during COVID-19 restrictions, including a series of workshops for library professionals on how to deliver hands-on programming online. When onsite activities returned, visitors flocked back for practical workshops on making Christmas snow globes (sans the snow), bespoke speaker stands and cat palaces.

Other spaces at The Edge including the Digital Media Lab, Recording Studio and window bays reopened to an eager group of regulars as well as new users. Visitors were all kept happy with a cup of their favourite brew when the new coffee shop, The Brink, opened at The Edge in May.

EXHIBITIONS, DISPLAYS AND SHOWCASES

Photographs of a changing state

Moments of joy, heartbreak, love and hope culminated in online exhibition ***Twenty: two decades of Queensland photography*** (from 15 June 2020) — an emotive collection of 200 documentary photographs telling a story of a changing state. A comprehensive review of the last two decades, *Twenty* shed light on earlier seismic shifts experienced by Queensland citizens. It also covered events that transcend time: the shock and devastation caused by natural disasters, the beauty of the state's wide-open spaces, and the ongoing connection of people to place.

Twenty was complemented by two online talk events: a Talking Ideas conversation in July and a panel discussion delivered in partnership with The Conversation (see page 27). There were 80,500 online visits to this exhibition.

Keeping languages strong

Old Words, New Ways (8 August 2020 to 7 March 2021) continued the work of 2019 exhibition *Spoken: celebrating Queensland languages*. On display in kuril dhagun, it celebrated the strength and resilience of Aboriginal and Torres Strait Islander communities in reviving, maintaining and keeping their languages strong for future generations.

Accompanying activities included monthly webinar sessions that gave an overview of State Library's language resources and interactive languages map. Visitors could also experience Deep Listening — an important First Nations practice encouraging quiet inner reflection, guided through a contemplation track that featured the soothing sounds of the yidaki (didgeridoo). There were 6,700 onsite visits to this showcase.

Amplifying children's art

The ***Big Voices: children's art matters*** (12 September 2020 to 8 August 2021) onsite exhibition was extended after the opening was delayed due to the COVID-19 building closure in 2020. Drawing from the renowned Dr Barbara Piscitelli AM Children's Art Archive, *Big Voices* provides insight into how children see themselves, their lives, their rights and their futures through their art.

Family tours and portrait painting workshops were held during the summer school holidays, part of Summer Holiday Fun. By 30 June, there were 10,650 onsite visits and 12,060 online visits to this exhibition.

Not your average book

Artists' Books: new acquisitions (20 October 2020 to 22 August 2021) exhibits some of the extraordinary acquisitions to the Artists' Books Collection held in the Australian Library of Art. The display features Maleny artist Barry Smith's installation *Precious library of peace* — a series of books made from salvaged silver-plate serving trays. The leaves of each book, ranging in size from two to 13 centimetres, are rivetted together and the centre is stamped with a word or quote about peace.

Curator's tours led by State Library staff gave visitors a greater understanding of this significant collection. By 30 June, there were 4,400 onsite visits to this showcase.

KNOWLEDGE IS POWER

The **SLQ Wiki** captures State Library work and makes it available to other places and spaces across Australia and overseas. Designed as a repository of process, it contains State Library workshops, plans and engagement activities fully documented for use in a wide variety of contexts. It hosts the Siganto Digital Learning Workshops program content and is used as the delivery platform for the Telstra digital literacy programs and the Minecraft Queensland public program. It will also be used to capture community-created content as a part of the upcoming *The Great and Grand Rumpus* State Library exhibition. This year, there were 259,808 unique visits to the SLQ Wiki, with 24,246 file downloads.

A sign of the times

The poster art of Brisbane's subversive youth culture of the late 1970s and '80s was explored in ***Cut Copy: Brisbane music posters 1977–87*** (28 September 2020 to 9 May 2021) laying bare the small, often underground, independent music scene of the time. Featured posters and handbills were made on-the-cheap with hand-cut stencils, line drawings and hand-lettering, and feature iconic bands from the time including The Saints, The Go-Betweens, The Riptides, The Leftovers, The Upsets, Razar and The Black Assassins. The exhibition opened with a virtual sneak peek and conversation with academic, sound designer and musician Dr John Willsteed, member of iconic Brisbane band The Go-Betweens.

Curator's tours were held every month to give visitors a deeper appreciation of the collection. Five poster artists were interviewed by Dr John Willsteed, and streamed online. There were 11,100 onsite and 25,800 online visits to this exhibition.

Footy jerseys and protest shirts, a deadly mix

More than 190 sports jerseys, protest and commemorative shirts were curated to tell the story of Aboriginal and Torres Strait Islander pride, artistry and defiance in ***Deadly Threads: where did you get that shirt?*** (27 March 2021 to 15 August 2021). This kuril dhagun showcase explores the emergence of Aboriginal and Torres Strait Islander designed clothing in Queensland and its importance in social activism, cultural rituals and on the sporting field. Visitors can see the original Indigenous All Stars jersey, Johnathan Thurston's boots, shirts worn by land rights campaigner Eddie Koiki Mabo, tombstone opening shirts and dance outfits.

A community day was held on 15 May to celebrate the opening of *Deadly Threads*. The celebration featured a special performance by the Urab Dance Group from Poruma Island in the Torres Strait (also known as Coconut Island), clad in ceremonial clothing that is also on display in the showcase. By 30 June, there were 7,400 onsite and 6,300 online visits to this showcase.

Exploring our obsession with plants

Entwined: plants and people (12 June 2021 to 14 November 2021) explores the human connection with the plant world through colonial, First Nations and contemporary perspectives. The exhibition features local artists Man&Wah's *Quantum Metamorphosis*: a visual and sonic meditation intertwining water, air, fire, earth and the ether. Other highlights include Aboriginal and Torres Strait Islander fishing tools (for example, Wujal Wujal mullet spears) and rainforest shields made from plants, a re-imagining of botanical illustrations from the 15th to 18th centuries, photos and items from environmental protests, a rare Queensland fern album (1883–84), and traditional weaving, fibre art and contemporary fashion (for example, bush fascinators made from spinifex and Bicornual baskets). Thanks to generous support by donor Dr Cathryn Mittelheuser AM, a companion publication ***Kindred Spirits: plants and people*** was published, providing a First Nations perspective to this exhibition.

Opening day was celebrated with plant-themed markets, workshops, gong meditations with Man&Wah and First Nations bush foods demonstrations. In the opening fortnight (until 30 June), there were 3,300 onsite and 6,300 online visits to this exhibition.

Treasures around every corner

A free self-guided tour for art, culture and history lovers opened at State Library this year. The **Gallery Walk** weaves through fascinating treasures across four levels of the library's South Bank building and culminates with a trip to Anzac Square Memorial Galleries. Printed guides were made available to visitors and an eye-catching billboard on Stanley Place promoted the tour.

CHILDREN AND FAMILIES ACTIVITIES

With COVID-19 restrictions continuing throughout the year, State Library's regular children and families programming was adjusted to ensure activities could be delivered safely. Regular Story Time, Rhyme Time and Baby Play sessions in **The Corner** recommenced in November, with bookings to help manage visitor numbers, as well as heightened cleaning and individual resource packs to minimise risk. Recorded Story Time sessions were shared online throughout the year for families to enjoy on demand from their homes.

The start of the **Summer Holiday Fun** activities was interrupted by a lockdown, though when the program was able to kick off the smiles from staff and families were clear even behind their masks! Over the duration of the program, 5,273 participations were recorded onsite and online.

RECOGNISING OUTSTANDING LITERARY TALENT

The **Queensland Literary Awards** celebrate and promote Australian writers and writing. These awards are made possible by the Queensland Government through Arts Queensland, sponsors, grantors and philanthropists. State Library proudly manages the awards in collaboration with industry partners and the writing community.

The award ceremony was held online in September, with $238,500 in prize money awarded in recognition of outstanding literary talent.

2020 Queensland Literary Awards winners:

Queensland Premier's Award for a work of State Significance — $25,000
Heartland: How Rugby League Explains Queensland (UQP) by Joe Gorman

Queensland Writers Fellowships — three Fellowships of $19,500 each (includes professional development support through the Queensland Writers Centre) (funded by the Queensland Government through Arts Queensland, and Susan Hocking and Ian Mackie, and their family, through The Hocking Mackie Fund, a giving fund of APS Foundation
- *The Blind Pussy Cat* by Sara El Sayed
- *Anxious in a Sweet Store* by Anna Jacobson
- *Relativity* by Amanda Niehaus

Queensland Premier's Young Publishers and Writers Awards — two awards of $12,500 each (includes professional development support through the Queensland Writers Centre)
Zenobia Frost and Yen-Rong Wong

The University of Queensland Fiction Book Award — $15,000
Stone Sky Gold Mountain (UQP) by Mirandi Riwoe

The University of Queensland Non-Fiction Book Award — $15,000
Olive Cotton: A Life in Photography (HarperCollins) by Helen Ennis

Griffith University Children's Book Award — $15,000
As Fast As I Can (UQP) by Penny Tangey

Griffith University Young Adult Book Award — $15,000
Ghost Bird (UQP) by Lisa Fuller

University of Southern Queensland Steele Rudd Award for a Short Story Collection — $15,000
Lucky Ticket (Text Publishing) by Joey Bui

Judith Wright Calanthe Award for a Poetry Collection — $15,000 (funded by the Copyright Agency Cultural Fund)
Heide (Giramondo Publishing) by Pi.O

David Unaipon Award for an Emerging Aboriginal and/or Torres Strait Islander Writer — $15,000 (plus publication with UQP) (funded by the Copyright Agency Cultural Fund)
The Space Between the Paperbark (poetry, NSW) by Jazz Money

Glendower Award for an Emerging Queensland Writer — $15,000 (plus publication with UQP)
(funded by Jenny Summerson)
If You're Happy by Fiona Robertson

***The Courier-Mail* People's Choice Queensland Book of the Year Award — $10,000**
A Lifetime of Impossible Days by Tabitha Bird

RECOGNISING YOUNG WRITERS

The **Young Writers Award** is an annual short story competition for Queensland residents aged 18 to 25 for stories up to 2,500 words. In 2020, the winner was Ellen Vickerman for her short story *K13*. Ellen was awarded $2,000 prize money and her winning story was published in Griffith Review. Three runners-up were awarded $500 prize money: Thomas Alan for *Dogs*, Callum Brockett for *Bunya Pine* and Emily Humphreys for *This is not a happy story*.

CELEBRATING WRITERS, BOOKS AND STORYTELLING

Brisbane Writers Festival returned to its State Library home in May with an eclectic line-up of renowned authors and literary figures. Guests included Mary Li, Charlotte Wood, Bruce Pascoe, Nardi Simpson, Trent Dalton, Richard Fiedler, Robert Dessaix and Kate Morton. Thousands of literary lovers attended this celebration of writers, books and storytelling.

ELEVATING EMERGING FIRST NATIONS WRITERS

Grant funding and philanthropic support were secured to ensure the continuation of **black&write!** — a nationally recognised editor training program for Aboriginal and Torres Strait Islander people. This complements the black&write! Writing Fellowships which award $10,000, editorial development and publication opportunities to two Aboriginal and/or Torres Strait Islander writers each year.

Celebrating ten years of black&write!, the 2021 Fellows were announced online by Minister for the Arts, the Honourable Leeanne Enoch MP: Tylissa Elisara from Cairns, Queensland and Susie Anderson from Melbourne, Victoria. Tylissa's winning manuscript 'Wurtoo' is a fun adventure story about a reclusive wombat who is in love with the sky. Susie won the fellowship for her stunning poetry collection 'the body country', which explores land, memory, love, and art.

NURTURING EMERGING WRITERS

The **Queensland Writers Centre** (QWC) partnership is about fostering a home to incubate and nurture the practice of writing. Through workshops, writers' groups, and mentorship programs, QWC provides an interactive space within State Library for both emerging and established writers to engage with the craft of writing. During 2020–21, QWC hosted 13 writers-in-residence at State Library through its Fishbowl Residency program, including the emerging talent of Egyptian-born writer, Sara El Sayed, Tess Rowley and transgender author Jake Corvus.

HELPING YOUNG QUEENSLANDERS GET A GREAT START TO LIFE

In partnership with the Queensland public library network, State Library continued to promote the importance of literacy development in the early years through the Queensland Government-funded **First 5 Forever** program. In 2019–20, more than 722,000 attendances were recorded at First 5 Forever programs in libraries, with an additional 100,197 estimated attendances at outreach events in communities across the state. Figures for 2020–21 financial year will be available later in 2021. Families also continue to engage with trusted early literacy tips and articles through the First 5 Forever website, with more than 46,000 website visits, more than 163,000 page views, and early literacy articles viewed 25,499 times.

In December, State Library released **Stories for Little Queenslanders**, a series of 12 picture books for children aged zero to five featuring local places, cheeky animals and quirky characters. Twenty-one authors and illustrators all with strong connections to Queensland contributed to the books, including household names like Sophie Beer and Pamela Rushby. To promote the books to families, a series of story time videos was released — one video featuring Minister for the Arts, the Honourable Leeanne Enoch MP sharing a reading of *The Coloured Echidna* by Eunice Day.

Published exclusively for First 5 Forever, the books were created to inspire a love of reading in young children and were made available to families around the state through every Queensland public library. Sets of the books and a story time booklet will also be supplied to selected kindergarten programs in regional, rural and remote Queensland through a partnership with the Queensland Department of Education. Feedback from public libraries indicates the books have been popular with Queensland families, and are some of the most well-borrowed picture books in their collections. Both ebook and audio book versions are also available through the First 5 Forever website, and more than 4,300 downloads of the ebooks were made in the first six months following their release. Limited copies of the books are also available to purchase through the Library Shop.

DIGITAL INCLUSION PROGRAMS WITH PUBLIC LIBRARIES

State Library is committed to helping all Queenslanders feel at home in the digital environment, leading dedicated training programs to help bridge the digital divide for people most at risk of being left behind. This is especially important as more and more government services move online and access to technology, as well as the ability to use it, becomes essential.

State Library's digital strategy, *Becoming Digital by Design*, states a commitment to increasing digital literacy, skills and inclusion for Queenslanders. It outlines State Library's ongoing support and advocacy for the critical role public libraries and Indigenous Knowledge Centres have in developing and supporting digital skills to build strong, healthy and economically robust communities.

Supporting community with digital health initiatives

This year, 2,940 public library staff (449 from Queensland) and other key stakeholders across Australia participated in training programs on the Federal Government's digital health initiatives, such as **My Health Record**. The training was provided to empower staff to support their community to navigate and understand the resources.

Upskilling digital mentors

The **Be Connected Digital Mentor** training program was offered to upskill library staff across the state to become digital mentors for their communities. This year, 301 staff and community members completed the program.

Empowering Queensland seniors

Since 2016, a total of 31,343 seniors have participated in 6,708 **Tech Savvy Seniors Queensland** training sessions — an ongoing program designed to help seniors gain the skills needed to participate with confidence in the online world. The 2019–20 program was extended into 2020–21 due to the impact of COVID-19. Final numbers of participants and training sessions will be available in November 2021.

Tech Savvy Seniors Queensland is delivered in partnership with Telstra. To date, Telstra has provided $400,000 funding to support this program, with an additional $455,000 funded through the state government.

Developing digital skills

Between 2017 and 2021, 5,306 Aboriginal and Torres Strait Islander people have participated in **Deadly Digital Communities**. The program has delivered 1,290 community-based digital literacy and technology training sessions through 34 regional, remote and urban local government Indigenous Knowledge Centres (IKCs), library services and communities.

In 2020, Telstra provided an additional $150,000 to deliver a 2021 Deadly Digital Communities grant program for Queensland public library services and IKCS. Five public libraries and IKCs have received funding.

EXPANDING AND STRENGTHENING QUEENSLAND'S INDIGENOUS KNOWLEDGE CENTRE NETWORK

In March, State Library facilitated a **biennial workshop** for Queensland's Indigenous Knowledge Centre (IKC) staff which covered First 5 Forever, digital literacy, compliance, IKC spotlights, Indigenous languages and UNESCO's upcoming International Decade of Indigenous Languages. Team members from all over the state gathered to learn, connect and collaborate.

Over the year, State Library also supported development work across the IKC network:

- Northern Peninsula Area Regional Council refurbished their four IKCs and work is underway to re-establish an IKC at Injinoo. This work is expected to be finalised by the end of 2021.
- Pormpuraaw Aboriginal Shire Council opened their refurbished IKC in February.
- Mapoon Aboriginal Shire Council is establishing an IKC in the region's new Cultural Centre. Construction of the Cultural Centre has commenced and is expected to open in October 2021.

TRIENNIAL REVIEW OF THE PUBLIC LIBRARY GRANT AND FIRST 5 FOREVER METHODOLOGIES

The Public Library and First 5 Forever **funding methodologies** determine how funds are allocated to Queensland local governments to support the development of high-quality library and library-related services. The methodologies are reviewed triennially to ensure Queensland Government strategic priorities are addressed and there is equity in the provision of funding to local government to support public library services in Queensland.

The review included a rigorous statewide consultation process between December and February, with 54 responses received in response to a consultation paper. In partnership with local government, new grant methodologies will be implemented to build a resilient and future-proof network, to commence 1 July 2022.

NEXT LIBRARY

With ongoing travel restrictions due to COVID-19, it was not possible for State Library to present the (postponed) international face-to-face gathering for Next Library Satellite Brisbane in 2021. Instead, as part of Next Library Festival 2021, State Library hosted **Next Library Camp** in May alongside similar events in Aarhus and Oslo. Themed around the idea of story, the camp brought together 50 staff from State Library and Queensland public libraries and Indigenous Knowledge Centres with some of Queensland's best authors, writers, poets, artists and other storytellers. Through a series of lightning talks and activities that challenged the role of storytelling, participants explored how libraries' relationship with stories could be taken to the next level.

PROFESSIONAL DEVELOPMENT ACTIVITIES FOR PUBLIC LIBRARY AND IKC STAFF

Caring for clients

In September, State Library purchased a 12-month subscription to the self-paced online training program **The Librarian's Guide to Homelessness**. Trainer Ryan Dowd is author of *The Librarian's Guide to Homelessness* published by the American Library Association, and his course promotes empathy and compassion when managing problematic behaviour from troubled clients. The subscription has been made available to all Queensland public library and Indigenous Knowledge Centre (IKC) staff, and is part of a statewide professional development offer funded by the Public Library Grant. To date, 600 staff from 32 councils have enrolled and 378 have completed the course.

Inspiring tomorrow's leaders

State Library offered two online **library leadership professional development program**s for Queensland public library and Indigenous Knowledge Centre (IKC) staff of all levels. Facilitated by experienced leadership consultant and librarian Chris Ridler, the course aimed to help staff realise their library leadership potential. Participants had the opportunity to use the skills learned to develop an Advocacy Action Plan for their library or IKC. Thirty-two staff from 20 councils participated in the program, and everyone who completed an evaluation survey indicated that they would recommend it to other staff.

An introduction to libraries for community and cultural leaders

In partnership with the Australian Library and Information Association (ALIA), State Library offered two online **library orientation courses** for community and cultural services leaders. Seventeen participants from 14 councils attended including Jason Jia, Cultural Heritage Officer at Mapoon Aboriginal Shire Council. Jason took part in preparation for the opening of a new Indigenous Knowledge Centre and museum in the Mapoon region. The course was tailored for people in management and leadership positions who come from non-library disciplines. Participants were given the opportunity to consult with senior ALIA staff and to meet and network with community and cultural services leaders from around the state.

BUILDING THE BUSINESS COMMUNITY

The **Queensland Business Leaders Hall of Fame** is an ongoing project presented by founding partners State Library, Queensland Library Foundation and QUT Business School.

Some of the usual annual activities were impacted by COVID-19 restrictions and uncertainty: the gala 2020 Induction Dinner was cancelled, and as a result the proposed Hall of Fame inductees were not awarded.

However, the popular **Game Changers** talk series was adapted for the COVID-19 environment, and four conversations with inspiring movers and shakers were held throughout the year:

- In September, an interview with Daniel and Matthew Tobin, Urban Art Projects co-founders was livestreamed online.
- In November, an interview with Gemma Lloyd, CEO and co-founder of WORK180 was livestreamed online.
- In April, internationally-renowned artist CJ Hendry appeared live for a booked-out event at State Library — the first onsite Game Changers talk post-COVID-19. The conversation was also livestreamed online, and has been viewed more than 970 times, with viewers from 38 countries.
- In June, Sean Parsons, Brisbane doctor and mastermind behind the over-the-counter COVID-19 home test, appeared live at State Library.

The Queensland Business History Award was not awarded in 2020.

TALKING THE TALK

The **Talking Ideas** series continued online this year, with three livestreamed conversations featuring notable Australian guest speakers:

- In July, former Prime Minister Julia Gillard discussed the topic of her new book *Women and Leadership* with ABC TV presenter Jessica van Vonderen. There have been more than 3,600 views of the livestream and recording.
- Later in July as part of State Library's *Twenty* exhibition, creative siblings Benjamin and Tammy Law reflected on the exhibition photography and spoke about their experiences growing up in Queensland. There have been more than 2,700 views of the livestream and recording.
- In November, General Sir Peter Cosgrove discussed his new memoir, *You Shouldn't Have Joined…* with author Kristina Olsson. There have been more than 740 views of the livestream and recording.

IN CONVERSATION

State Library's partnership with academic news source ***The Conversation*** continued this year, with three livestreamed panel discussions with esteemed speakers across a variety of topics:

- In July, Captain Cook's arrival to Australia was discussed by panellists Kate Darian-Smith, Executive Dean and Pro Vice-Chancellor, College of Arts, Law and Education at the University of Tasmania; Kate Fullagar, author and Associate Professor at Macquarie University; Alison Page, award-winning creative and Adjunct Associate Professor at University of Technology Sydney; and Paul Barclay, Presenter, Big Ideas, ABC Radio National. There have been more than 1,800 views of the livestream and recording.
- In November, the idea that everyone has the power to drive change through photography was discussed by panellists Dr Cherine Fahd, Director of the Photography Program at University of Technology Sydney; Professor Jane Lydon, Wesfarmers Chair of Australian History at The University of Western Australia; Dr Chris Salisbury, political historian and researcher in the School of Political Science and International Studies at The University of Queensland; and Michael Lund, Commissioning Editor at *The Conversation*. There have been more than 1,300 views of the livestream and recording.
- In March, a conversation about the importance of art and storytelling for children was chaired by Dr Barbara Piscitelli AM, featuring panellists Associate Professor Sandra Phillips, University of Queensland; Professor Kate Douglas, Flinders University; and Dr Gai Lindsay, Lecturer, University of Wollongong. There have been more than 2,200 views of the livestream and recording.

CURIOUSER AND CURIOUSER

State Library partnered with **Curiocity** when it hit Brisbane again in March, with several engaging interactive displays popping up in the Cultural Centre. Highlights in the State Library surrounds included:

- *STORM*, created by Tim Gruchy
- *James the Rat King*, created by Dr Nicola Hooper and Dr Zeynep Akcay
- *Now You See Me*, created by Anagram
- *Maiwar AR – Emu*, created by Bilbie Labs
- *Polyethylene Reef*, created by Trinity Bay State High School, Cairns
- *Curiocity Blooms*, created by Dalby South State School
- *The Dancing Water Fountain*, created by Isis District State High School, Childers.

IF THE WALLS COULD TALK

Following the success of 2019 exhibition *Home: a suburban obsession*, five video guides were released in August covering the foundations for house history research. The **House Histories** series provides beginners with an engaging introduction to simple research techniques and is supported by dedicated webpages linking to free resources and help. To date, the videos have been viewed 1,488 times, with 17,191 website visits.

In May, a series of four free house history webinars attracted 90 participants from Australia, Canada, Japan and the United States. The webinars revealed the rich information contained in maps, architectural plans, photographs and archival material held in the John Oxley Library.

Research librarians answered 707 house history enquiries over the year, helping people uncover house history clues that shed light on their land, style, past inhabitants and local communities.

LEARNING FROM ANYWHERE

As restrictions became part of everyday life, State Library ensured access to vital programs, services and events continued. The website recorded a 19.67 per cent increase in traffic, with people of all ages enjoying free access to films and documentaries, ebooks and online learning courses.

This year resources were expanded for teachers to support **student learning** for First World War, Second World War and post-1945 historical content. The digitised resources are linked to the Australian Curriculum and are designed to support middle and senior year levels.

CALLING ALL TEACHERS

Work progressed on State Library's new dedicated teaching and learning website **Curriculum Connect**. The site will provide free, flexible and classroom-ready teaching resources for teachers, by teachers. Content is aligned to the P–12 curriculum with a focus on History and Social Sciences, First Nations, Visual Arts, Design, Science and English. As well as connecting teachers and students to unique digitised original materials and primary resources, Curriculum Connect also provides teachers with professional development tools. Curriculum Connect will launch in July 2021, with more content being progressively added.

SHARING STORIES

Regular interest from **media** outlets in State Library collections, activities and programs continued. Focused publicity activities resulted in more than 1,800 stories published or broadcast through the year, with reach (potential audience/media circulation) over 1.2 billion.

QUESTIONS AND ANSWERS

Audience research was conducted to gain insights on visitor experiences — onsite, online, and at exhibitions and events. Findings will be used to support continual improvement, planning, and evaluation of visitor experience and engagement strategies.

FUTURE-FOCUSSED PEOPLE AND PROCESSES:
ENABLE CONTINUOUS IMPROVEMENT AND INNOVATION

Strategies

A culturally diverse workforce, with different skillsets, experience and thinking styles

Share, understand, and challenge our own and others' work so we continue to transform

Evaluate our services and share compelling stories of impact

Attract investment and partnerships

Focus activities

Invest in our people to enable us to do our best

Achieve effective business models and processes and fit-for-purpose digital services

As Queenslanders around the state adapted to "the new normal", it was no different at State Library of Queensland. Staff were supported to work flexibly, with new ways of collaborating and working made available with the continued roll out of Microsoft 365.

With a focus on continuous improvement, some significant ICT development projects were progressed this year to improve State Library's business processes and systems. New training was conducted to support an inclusive workforce and positive team culture. Opportunities to collaborate with partners and secure funding remained important (for a list of investment secured and partnerships maintained through the year, see page 11.)

RESPONDING TO COVID-19

The ongoing impact of COVID-19 on business and staff work processes continued this year. Staff responded promptly to three snap **lockdowns** in January, March and June, with greater efficiencies achieved each time to close the South Bank building to the public, cancel or postpone events, and for staff to start working from home.

Addendums were added to the COVID Safe Site Plan (covering both State Library and Anzac Square Memorial Galleries) throughout the year to reflect updated processes, before the site plan was superseded in June with the implementation of the **COVID Safe Checklist for Restricted Businesses**.

AND THE AWARD GOES TO...

State Library's digital applications and interfaces shone this year, receiving several prestigious **awards**. Several staff were also recognised for their contributions to the sector.

- Good Design Award (Digital Interface): State Library's Corley Explorer
- DRIVENxDESIGN, Brisbane Design Awards for Digital — Expanded Service or Application (Silver): State Library's Anzac Stories application
- Best Australian Collaboration During a Crisis in the 2020 YBF Ventures Online Startup and Innovation Awards: State Library's Anzac Stories application
- 2020 VALA Award for Crisis Response (joint winner with State Library of New South Wales): State Library's Anzac Stories application
- VALA 2020 Robert D Williamson Award: Anna Raunik, Executive Director, Content and Client Services
- Story Box Library Librarian Storyteller of the Year: Frankie Jaiyeola, Program Assistant, Public Library Programs

Two slq Gallery exhibitions were recognised at the Museums Australasia Multimedia and Publication Design Awards 2021. *Cut Copy: Brisbane music posters 1977–87* received a Highly Commended for the virtual sneak peek in the Film category, and 2019 exhibition *Spoken: celebrating Queensland languages* won in the Virtual Tour or Exhibition category against a strong field including ACMI and National Museum of Australia.

SHARING THE EXPERTISE

State Library staff shared their achievements and expertise with the sector, presenting at **local and interstate conferences**.

- November 2020 — Margaret Warren (Director, Digital Delivery), Speaker, Arlis/ANZ Biennial Conference: *Digital by Design: transforming collections, experiences, and services at State Library*
- February 2021 — Anna Raunik (Executive Director, Content and Client Services) and Linda Barron (Director, Visitor and Information Services), Presenters, VALA Zoom Webinar: *2020 VALA Award for Crisis Response — Anzac Stories*
- April 2021 — Rachel Merrick (Coordinator, Digital Library Initiatives), Speaker, VALA Tech Camp 2021: *Hack the GLAMR: The nexus of creativity, technology and cultural data*
- April 2021 — Anna Raunik (Executive Director, Content and Client Services), Speaker, 1st International Conference on Digital Transformation in Culture and Education: *Voice technology, a new frontier — Anzac Stories*
- June 2021 — Vicki McDonald AM (State Librarian and CEO), Speaker, Next Library Festival: *Being purposeful: delivering public value*
- June 2021 — Anna Raunik (Executive Director, Content and Client Services), Speaker, DCDC21: Discovering collections, discovering communities: *Anzac Stories: the power of voice command*

WORKFORCE DIVERSITY AND INCLUSION

State Library aims for a workforce reflective of the diversity that exists within the Queensland community, and to be a workplace where everyone feels welcome and safe. Several achievements were made this financial year to progress this vision.

Furthering State Library's commitment to inclusion under its Diversity and Inclusion Strategy, online **gender and sexual diversity awareness training** was completed by all corporate services and client-facing staff. Eighty staff and People Leaders also participated in interactive, face-to-face workshops facilitated by the Human Rights Commission about gender identity and the *Anti-Discrimination Act 1991* (Qld).

Led by the organisation's Rainbow Reference Group and People and Culture team, State Library made its first submission to the **Australian Workforce Equality Index** (AWEI) in February. Recognised as the definitive national benchmark on sexually and gender-diverse workplace inclusion, the AWEI drives best practice in Australia and sets a comparative standard for employers across all sectors. The AWEI Employee Survey was also circulated to all staff in February to provide feedback about LGBTIQ+ inclusion at State Library. The results will inform areas of focus in 2021–22.

RECONCILIATION THROUGH ACTION

Following commencement of the **Culturally Safe Libraries** training 2019–20, the remainder of State Library staff completed these modules this year. Developed by the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) and delivered in collaboration with National and State Libraries Australia (NSLA), this online training is part of a national effort to provide culturally safe public spaces and services in libraries for First Nations people, and a supportive workplace for First Nations staff.

Culturally Safe Libraries represents a significant investment of staff time and is an example of State Library's genuine commitment to reconciliation, action and cultural understanding. To date, 319 State Library staff members have or are soon to complete the program.

DEVELOPING OUR CURRENT AND ASPIRING LEADERS

State Library's 2021 **Emerging Leaders Program** commenced in April, with a group of leaders from all levels working towards a self-determined leadership intention. To facilitate cross-agency sharing and collaboration, this year the course was open to Queensland Museum colleagues, with two representatives joining 14 State Library staff.

Over the 12-week course, the cohort developed leadership capabilities through five fortnightly full-day face-to-face group workshops. These sessions were complemented by individual reflection and learning activities to support participants to apply leadership theory in practical ways.

Aligned with the Queensland Public Service guiding behaviours, the curriculum was coordinated by State Library's People and Culture team and presented in collaboration with the Public Service Commission, Corporate Administration Agency, Benestar, State Library leadership and a variety of guest speakers.

The program will culminate with participant presentations to executive management representatives from State Library and Queensland Museum in July 2021.

TRANSFORMING WORK HABITS

State Library's transition to **Microsoft 365** (M365) continued throughout this financial year. Teams, OneDrive and SharePoint were made available to all staff in August to provide greater mobility, productivity and connection. Staff onboarding was managed through regular online training sessions, specially-created online M365 learning modules and dedicated chat forums. Further work is continuing to support the transition, including developing an Information Management Framework and a migration plan for data stored on local drives.

INVESTING IN STATE LIBRARY'S TECHNOLOGY INFRASTRUCTURE

In August, the Library Board of Queensland approved funding from cash reserves for two significant projects to deliver critical upgrades to State Library's ICT infrastructure: the **Storage Area Network (SAN) Replacement** project and the **Wifi and Network Replacement** project. This project work will continue into the next financial year replacing the current legacy digital collections storage system, wifi equipment and associated security and authentication configuration with contemporary, fit-for-purpose solutions that meet current and foreseeable business needs.

A Technology and ICT Projects Governance Structure was established with the formation of a **Technology Strategy and Investment Committee** (TSIC), responsible for supporting and advising the State Librarian and CEO on digital and ICT strategies, plans and significant investments. The committee includes external expert representatives in the library, digital and ICT governance, investment and service delivery fields.

THE ROAD AHEAD

Staff collaborated to identify and prioritise the organisation's **top 20 business applications**, and capture key information related to each one (including contract renewal dates, required functionality and application enhancements). The resulting roadmap plots deadlines and milestones in each application lifecycle to be incorporated into the annual business planning cycle.

DIGITAL REFOCUS

State Library's **Digital Strategy**, *Becoming Digital by Design* was initially approved by the Library Board of Queensland in December 2017. A review of the strategy to consider current challenges and incorporate emerging opportunities was undertaken this year, and has positioned the strategy to guide digital delivery of collections, programs and services in the next two years. A Strategy in Action Plan is under development to activate the strategy in 2021–22. The Digital Strategy is available on the website and is updated regularly with successful case studies.

STRATEGISING SOCIAL

Following the development of State Library's **Digital Marketing Strategy**, Phase 1 of the implementation commenced this year. This work developed practical tools for planning and collaboration, increasing efficiencies and improving role clarity for State Library's social media contributors. A criteria form has also been created to evaluate current and future profiles and platforms.

PICTURE THIS

State Library's **corporate image library** was developed this year to store images and videos, created or commissioned by staff, that document organisational events and activities. Staff will be trained to add content to the library with descriptive metadata and access information to enable effective reuse of these assets. With easy and intuitive search options, staff will be able to quickly locate corporate images for use in publications, on the website and in presentations.

OPTIMISING STATE LIBRARY SPACES

Partners Hill, with Timothy Hill as Practice Director, developed the **Space Optimisation Strategy** to guide the next five to 10 years of State Library's space redevelopments. The work seeks to build on the award-winning Millennium Library Project also led by Timothy Hill (then Principal Architect), which opened in 2006.

The Space Optimisation Strategy identifies key challenges and opportunities and provides a roadmap for stakeholders. It looks at ways to enhance the existing building with targeted interventions that increase activation and engagement opportunities. The Space Optimisation Strategy proposes that the final design options and their implementation will be a combination of new spaces, new design features, preferencing intuitive navigation, furniture and equipment, technology, lighting, floor coverings and use of colour.

A final draft was received this year providing preferred optimisation activities that can be implemented incrementally, priority projects based on assessment criteria and an implementation plan that includes scheduling, timeframes and budget.

GOVERNANCE

OUR WORKFORCE

Workforce planning and performance

State Library of Queensland's workforce consisted of 279.85 full-time equivalent staff* with a permanent separation rate of 7.67% for the 2020–21 year.

In 2020–21, State Library undertook consultation and research to renew its Strategic Workforce Plan. The Strategic Workforce Plan 2021–25 aims to develop a future workforce that is flexible, diverse, high-performing, technologically adept and client-oriented.

During 2020–21, key strategies undertaken to support and develop our workforce included:

- deepening our commitment to reconciliation through the successful delivery of the Aboriginal and Torres Strait Islander cultural competency program, Culturally Safe Libraries to all staff
- continuing the roll out of a digital discovery tool to all staff to provide a summary of current skills, next steps and resources to enhance digital capability
- implementing approved actions from the 2020 Recruitment Review to enhance recruitment practices, enabling State Library to meet current and future challenges
- continuing the professional development program for librarians and library technicians
- providing proactive case management to employees impacted by injury or illness and People Leaders dealing with performance or disciplinary matters, with the aim of prompt resolution and best practice outcomes
- quarterly seminars for all staff with supervisor responsibilities to develop skills in people management
- debriefing sessions, held with all teams following the plans developed by the Executive Team and People Leaders that focus on areas identified for improvement
- implementing a new learning management system to enable the development and delivery of internal customised online training (ELMO)
- an ongoing commitment to flexible work initiatives as a critical attraction and retention strategy
- developing and implementing a Diversity and Inclusion Action Plan, including inaugural participation in the Australian Workforce Equality Index and support for gender affirmation in the workplace.

State Library's onboarding program is designed to welcome and integrate new starters into the organisation during their first three months. The program prepares new staff to succeed at their job and to become fully engaged, productive employees.

Each staff member is required to participate in an annual Personal Performance Planning process, which aligns the work and development of individual staff to State Library's strategic and operational plans.

Exceptional work is recognised through staff awards, with teams or individuals nominated by their peers for bringing the State Library vision to life through actions that support key objectives and strategies. Staff are also formally recognised for long service at ten-year intervals.

State Library has a strong tradition of offering a broad range of flexible working arrangements to employees. As part of State Library's strategy for COVID-19 recovery and the gradual return of onsite services, teams were initially organised into two groups, with each group alternating their work locations. State Library's COVID-19 Planning Group and Recovery Working Group worked collaboratively throughout the recovery phase and ongoing to support the health and safety of staff and clients, including through a comprehensive COVID Safe Site Plan (and revisions) and risk assessments for activities.

State Library has a collaborative approach to employee relations and meets regularly with members of the Agency Consultative Committee to discuss a broad range of topics, including workplace change.

This year State Library implemented core commitments of the State Government Entities Certified Agreement 2019 such as reporting, revision of the consultative committee terms of reference, and supporting employees with mental illness.

Policies and procedures are reviewed regularly, with an aim to not duplicate existing Queensland Government directives or guidelines.

*This figure is based upon MOHRI FTE data for the fortnight ending 18 June 2021. The figure reported in the Financial Statements is FTE data as at 30 June 2021 (based upon the fortnight ending 2 July 2021).

The health and wellbeing of staff continues to be a focus, and creative programs have been delivered this year to help interested staff improve their wellbeing. State Library established a Health and Wellbeing team in July — a group of passionate staff volunteers committed to wellness and wellbeing for their colleagues. The team responded to the COVID-19 environment in 2020 through the theme 'be positive', hosting virtual morning teas, virtual walks, and encouraging celebrations of international days such as Wear it Purple Day and International Day of Happiness. The team also coordinated fundraising for Wear Red for MS and the Great Cycle Challenge, and adopted ways to encourage colleagues through messages of gratitude. The theme for 2021 activities is 'be kind'.

The recruitment and training of Peer Support Officers and Mental Health First Aid Officers continues to be a priority. A regular newsletter promotes support available for staff, such as the employee assistance service and nutritional advice.

Employees across the public service contributed to the COVID-19 pandemic response in a range of different ways. At State Library, employees contributed to this effort by:

- continuing to deliver services in line with normal arrangements
- performing different work within State Library to help respond to emerging needs
- performing work in other agencies through the whole-of-sector Queensland Government COVID-19 Employee Mobilisation Service
- performing work as part of their commitment as an Australian Defence Force reservist.

Over 70 volunteers remained active in 2020–21, working on a range of onsite activities including the V360 visitor research survey, Anzac Day commemorations and the Brisbane Writers Festival. Following the building closure in 2020, volunteers were formally welcomed back onsite in November with a morning tea in celebration of World Piano Day. State Library also grew its digital volunteering program, with many new and existing volunteers keen to contribute remotely in the current COVID-19 environment.

GOVERNANCE, ACCOUNTABILITY AND RISK

Public sector ethics

State Library's administrative procedures and management practices are developed and conducted in accordance with the *Public Sector Ethics Act 1994* (Qld) and the Code of Conduct. These principles underpin the strategic planning processes and development of State Library's Strategic Plan 2020–24 and the accompanying Operational Plan 2020–21.

The Library Board of Queensland, the State Librarian and CEO, and all staff are bound by the Code of Conduct for the Queensland Public Service under the *Public Sector Ethics Act 1994* (Qld). Code of Conduct training is incorporated into induction training for new staff, and all continuing staff members are required to complete annual online refresher training.

Information and training sessions are delivered throughout the year to ensure staff understand their responsibilities for high standards of governance, accountability and risk management. During 2020–21, sessions were held for People Leaders on the new and amended public service directives released following amendments to the *Public Service Act 2008* (Qld). Fraud and corruption awareness training was provided to all staff via an online training program.

After face-to-face training was interrupted in 2020 due to COVID-19, the remainder of the workforce completed online Public Interest Disclosure (PID) training. All staff have now been trained in their responsibilities and how to make a disclosure. People Leaders were required to complete an additional session to assist them to recognise whether concerns raised with them by a staff member may be a PID, and help them to identify action to take.

Additional integrity, corrupt conduct information sessions and policy updates are delivered where applicable.

Audit functions

State Library takes a structured approach to assessing and evaluating the effectiveness and efficiency of its financial and operational systems and activities.

Senior management develops an overarching Strategic Audit Plan and reviews it annually. This forms the basis for the annual Internal Audit Plan, designed to focus internal audit on the areas of potential operational and financial risk to State Library.

Strategic and Annual Audit Plans are reviewed and endorsed by the Audit and Risk Management Committee (ARMC) (see Appendix C). In preparing these audit plans, consideration is given to:

- significant changes to the organisation, systems and activities
- new legislative requirements
- risks identified as part of the agency's risk management process
- results of assessments of internal controls
- previously identified issues.

In 2020–21, internal audit reports considered by the ARMC covered the following issues:

- Review of Budget Planning Process
- Review of compliance with the *Financial and Performance Management Standard 2019* (Qld) and *Statutory Bodies Financial Arrangements Act 1982* (Qld).

The Review of Cybersecurity audit was commenced in 2020–21 and will be considered by the ARMC in 2021–22.

All issues raised by audits have been rated low or medium risk.

The internal audit function is under the oversight of the ARMC. It is independent of management and the external auditors and is carried out on State Library's behalf by the Corporate Administration Agency's (CAA) Internal Audit team.

The role of the internal audit function is to:

- appraise State Library's financial administration and its effectiveness, having regard to the functions and duties imposed upon the statutory body under section 61 of the *Financial Accountability Act 2019* (Qld).
- provide value-added audit services and advice to the statutory body, the ARMC and State Library's management on the effectiveness, efficiency, appropriateness, legality and probity of State Library's operations. In particular, this responsibility includes advice on measures taken to establish and maintain a reliable and effective system of internal control.

The internal audit function operates under a charter consistent with relevant audit and ethical standards and approved by the ARMC. The internal audit function has due regard to the *Financial and Performance Management Standard 2019* (Qld).

Reviews, audits and surveys are used to identify areas of improvement and address risks. All agreed recommendations by the external and internal audit are assigned to management for action within agreed timeframes. State Library has accepted all recommendations from completed audits in 2020–21, and progress against all actions is monitored by the ARMC.

Risk management

The Audit and Risk Management Committee (ARMC) oversees risk management. A Risk Management Policy consistent with the statutory requirements of section 23 of the *Financial and Performance Management Standard 2019* (Qld) and the *International Standard on Risk Management* (ISO 31000:2009) is in place at State Library.

Risk is identified at the strategic and operational levels against the following categories: collections, service delivery, reputation, governance, funding, capability and culture, contracts and agreements, ICT services and business continuity.

As part of this strategy, the Risk Register has been established. The register is reviewed annually by the ARMC and the Library Board of Queensland. They receive quarterly updates on identified risks, and actions being taken to mitigate and manage these risks. State Library also has a Risk Management Strategy for child-related duties, which aims to protect children from harm and to promote their wellbeing through the creation of child-safe service environments.

Crisis management arrangements include a detailed Business Continuity Plan, the Protective Security Policy, Emergency Response Procedures and Pandemic Management Plan. The Business Continuity Plan is routinely updated triennially to reflect changes in organisational needs.

Recordkeeping

State Library complies with the provisions of the *Public Records Act 2002* (Qld) and the Queensland Government's Records Governance Policy. All records across the organisation are through Recfind V6 electronic document and record management system (eDRMS). The system has currently captured more than 127,000 electronic records, an increase of 11,000 since last financial year. Training on the eDRMS is made available to all staff. Regular refresher sessions in recordkeeping are open to all staff, while all new staff received records training upon commencement. The Director, Finance and Assurance is responsible for the management and disposal of all records in a variety of formats in line with Queensland State Archives' *General Retention and Disposal Schedule* for administrative documents. There have been no reported breaches of information security or loss of records in 2020–21.

Human Rights Act

State Library takes the responsibilities under the *Human Rights Act 2019* (Qld) (the Act) seriously. To ensure access for all during the COVID-19 pandemic, State Library opened the Infozone as soon as possible when restrictions eased to provide computers, wifi, study spaces and research assistance for those who needed it. An iPad was installed at each entry to ensure people without their own smart device were able to check in to the building and make use of State Library services and facilities. State Library policies, including the Responsible Conduct Policy, were reviewed to incorporate the Act.

State Library and the Human Rights Commission have worked in collaboration to promote an understanding and celebration of the diversity of Queensland's community. State Library received no complaints this year that were handled with reference to the Act.

Disclosure of additional information

State Library publishes the following information reporting requirements on the Queensland Government's Open Data website (qld.gov.au/data):

- overseas travel
- consultancies
- information under the Queensland Language Services Policy.

In 2020–21, there was no overseas travel and no consultancies were engaged. The totals reported per the Queensland Language Services Policy are the number of times State Library engaged interpreter services from Auslan and Deaf Services in 2020–21.

Information about the remuneration of the Library Board and committee members is available on page 9. Information about the remuneration of Queensland Library Foundation Council members is available on page 11.

Key policies informing the strategic plan

- *Unite and Recover – Queensland's Economic Recovery Plan*
- *Creative Together 2020–2030: A 10 Year Roadmap for arts, culture and creativity in Queensland*
- Department of Environment and Science Strategic Plan 2020–24
- *Human Rights Act 2019* (Qld)
- Realising our potential: A vision for Queensland public libraries
- Queensland Multicultural Policy: Our story, our future
- Queensland: An age-friendly community – Action Plan
- Council of Australian Governments Closing the Gap strategy
- United Nations' Sustainable Development Goals

As a member of National and State Libraries Australia (NSLA), State Library influences and supports NSLA's Strategic Plan 2018–20, as well as supporting the policies of the Australian Library and Information Association (ALIA) and International Federation of Library Associations and Institutions (IFLA).

PART FOUR

STRATEGIC PLAN 2021–25

VISION

Inspiring possibilities through knowledge, stories and creativity

PURPOSE

Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the state.

HUMAN RIGHTS

We will respect, protect and promote human rights in our decision-making and actions.

OUR ENDURING VALUES

• We provide free and equitable access • We share • We seek diverse voices • We belong to the community

STRATEGIC RISKS AND OPPORTUNITIES

We will manage our strategic risks and the impacts by:

- **responding to the uncertainty of the COVID-19 context:** continuing to be agile with service delivery
- **keeping pace with change:** constantly transform to be relevant to all people in the different stages of their lives, and in response to changes in the community
- **collecting today what will be important tomorrow:** build and preserve a comprehensive collection
- **curating and presenting in a way that is trusted and relevant:** provide diverse perspectives and opportunities for discussion
- **attracting investment in a competitive fiscal environment:** share compelling stories of impact
- **managing and storing our collections to appropriate standards:** ensure collections are available for future generations.

We will embrace opportunities to maximise benefits for all Queenslanders through:

- **our expertise and our collections:** provide statewide access to content
- **our reputation for high-quality content and services:** maintain our standing as a trusted organisation
- **our statewide reach:** harness new technologies so our content is available to all and strengthen our relationship with local government
- **our trusted relationships with First Nations communities:** celebrate unique knowledge and culture in culturally informed and respectful ways.

State Library is committed to the Queensland Government's objectives for the community, built around *Unite and Recover – Queensland's Economic Recovery Plan*. State Library:

- **backs our frontline services** by delivering world-class reference and information services, documenting and making accessible Queensland's history and stories, and delivering engaging learning experiences.
- contributes to **growing our regions** through a partnership with local government to enable a thriving network of more than 320 public libraries and Indigenous Knowledge Centres.
- contributes to **investing in skills** by providing all Queenslanders with free access to online learning and skills development resources, and career development opportunities for Queensland's writers.

State Library supports the five pillars of *Creative Together 2020–2030: A 10 Year Roadmap for arts, culture and creativity in Queensland*:

- **elevate First Nations arts** — by sharing and celebrating the First Nations perspective through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways.
- **activate Queensland's local places and global digital spaces** — enabling statewide access to collections and integrating rich digital experiences into programs, learning initiatives and exhibitions.
- **drive social change across the state** — delivering programs that encourage discussion, debate and lifelong learning to increase awareness, understanding and tolerance across Queensland.
- **strengthen Queensland communities** — partnering with local government to realise the potential of libraries and Indigenous Knowledge Centres as vibrant community hubs building community resilience.
- **share our stories and celebrate our storytellers** — as a memory institution intentionally seek, collect and share authentic Queensland stories, and nurture and celebrate emerging writers.

OBJECTIVES

Trusted content — collect, preserve and provide access to trusted content

Strategies:
- Intentionally collect a trusted record of Queensland
- Seek and share diverse stories
- Encourage and collaborate on research to deepen knowledge
- Engage with people as seekers and creators
- Preserve the collection for future generations

Performance indicators:
- Number of additions to the collection
- Use of content

Shared experiences — grow our audience through rewarding experiences

Strategies:
- Improve access, so it's easier to find and use information
- Empower our clients to create, participate and learn
- Scale services to reach new audiences
- Deliver and promote life-long learning opportunities
- Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

Performance indicators:
- Visits onsite and online
- Number of new members
- Visits to public libraries

Future-focussed people and processes — enable continuous improvement and innovation

Strategies:
- A culturally diverse workforce, with different skillsets, experiences and thinking styles
- Share, understand, and challenge our own and others' work so we continue to transform
- Evaluate our services and share compelling stories of impact
- Attract investment and partnerships

Performance indicators:
- Customer satisfaction with State Library visitor services, information services, collections and programs
- Average cost per visit

PART FIVE

FINANCIAL REPORT

FINANCIAL SUMMARY

This summary provides an overview of the financial performance during 2020–21 and position as at 30 June 2021 for the Library Board of Queensland (the Library Board). The Library Board's performance is reported as the Parent Entity (the Library Board only) and the Library Board and Queensland Library Foundation (the Foundation) is reported as the Economic Entity. The Foundation is a controlled entity of the Library Board.

STATEMENT OF COMPREHENSIVE INCOME

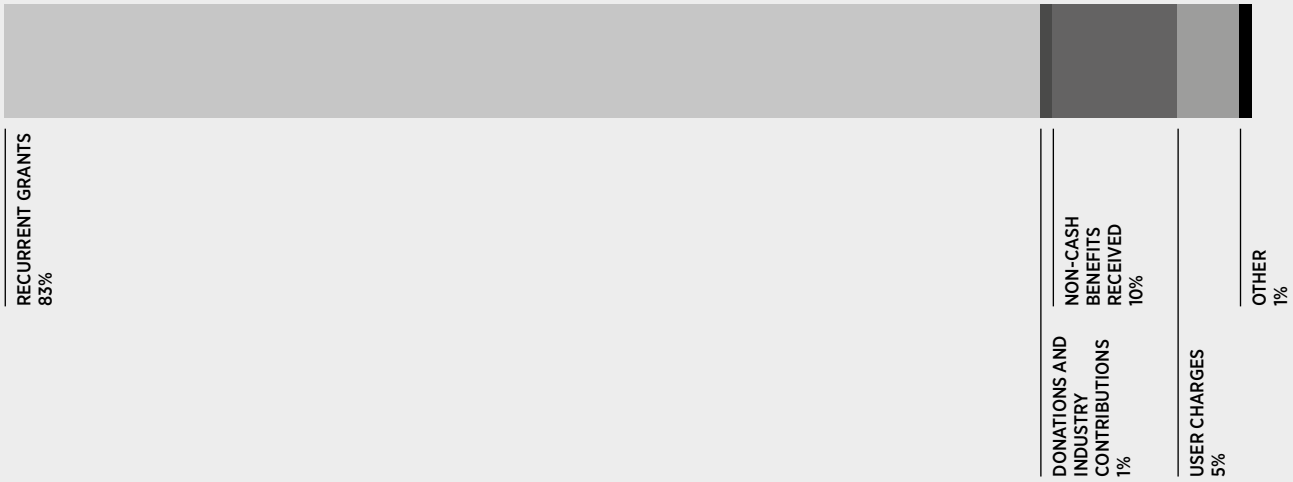
The Statement of Comprehensive Income for the Economic Entity is set out below.

STATEMENT OF COMPREHENSIVE INCOME	2021 $'000	2020 $'000
Total income from continuing operations	79,873	81,284
Total expenses from continuing operations	78,877	82,252
Operating result from continuing operations	996	(968)
Decrease in asset revaluation reserve	—	(353)
Total comprehensive income/(loss)	**996**	**(1,321)**

INCOME

Government grants are a significant component of the Library Board's income ($66.6 million) in 2020–21 with user charges ($3.7 million), donations and sponsorships ($0.9 million), interest on funds invested ($0.253 million) and insurance recovery revenue ($0.502 million) comprising the total cash contribution. Other non-cash items recognised as income include the operating lease rental for the building ($7.101 million) and sponsorships, partnerships and legal deposit collection items ($0.809 million).

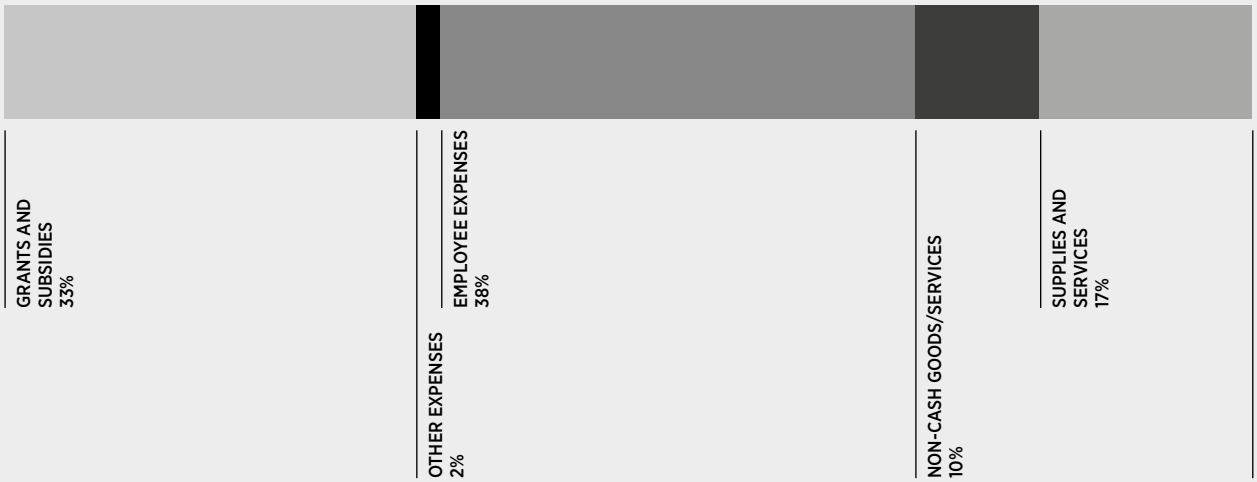
Economic Entity income 2021 $'000s



EXPENSES

Expenses for the Library Board were $78.88 million in 2020–21. The largest component is employee expenses (38%), with grants (33%), supplies and services (17%), non-cash costs (building lease plus in-kind) (10%) and other expenses (2%) completing the total. The grants paid to public libraries include funding for the First 5 Forever family literacy initiative.

Economic Entity expenses 2021 $'000s



OPERATING RESULT FROM CONTINUING OPERATIONS

The Statement of Comprehensive Income from Continuing Operations shows a $0.996 million surplus for the Economic Entity. Of this, $0.981 million is the Library Board's operating surplus with the Foundation reporting an operating surplus of $0.013 million.

STATEMENT OF FINANCIAL POSITION

The Statement of Financial Position sets out the net assets and equity of the Library Board. As at 30 June 2021, the net assets of the Library Board Economic Entity were $153.47 million which is an increase of $0.996 million from 2019–20.

FINANCIAL GOVERNANCE

Financial performance is monitored internally on a monthly basis and reported to the Library Board at their regular meetings. The Library Board's financial performance is monitored externally by the Queensland Audit Office and in 2020–21 this was through its appointment of BDO who performed the audit of the financial statements.

The Library Board's Audit and Risk Management Committee assists the Library Board in meeting its legislative responsibilities under the *Financial Accountability Act 2019* (Qld), the *Financial and Performance Management Standard 2019* (Qld) and the *Libraries Act 1988* (Qld).

Chief Finance Officer statement

The Chief Finance Officer has acknowledged responsibilities under the *Financial Accountability Act 2019* (Qld) and full undertakings have been given to both the Audit and Risk Management Committee (ARMC) and the Library Board, including undertakings that to the best of knowledge and belief, financial internal controls of State Library of Queensland are operating efficiently, effectively and economically in accordance with section 57 of the *Financial and Performance Management Standard 2019* (Qld). The financial statements were reviewed by the ARMC prior to presentation to and consideration by the Library Board.

LIBRARY BOARD
OF QUEENSLAND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

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LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	ECONOMIC ENTITY 2021 $'000	ECONOMIC ENTITY 2020 $'000	PARENT ENTITY 2021 $'000	PARENT ENTITY 2020 $'000
Income from continuing operations					
Revenue					
User charges	B1-1	3,682	4,147	3,661	4,132
Grants and other contributions	B1-2	75,422	76,568	75,721	76,334
Other revenue	B1-3	769	569	716	464
Total income from continuing operations		79,873	81,284	80,098	80,930
Expenses from continuing operations					
Employee expenses	B2-1	30,369	30,863	30,369	30,863
Supplies and services	B2-2	20,936	24,387	20,943	24,386
Grants and subsidies	B2-3	25,940	26,067	26,190	26,317
Depreciation and amortisation	C5-7	411	354	411	354
Other expenses	B2-4	1,221	581	1,204	563
Total expenses from continuing operations		78,877	82,252	79,117	82,483
Operating result from continuing operations		996	(968)	981	(1,553)
Other comprehensive income					
Items that will not be reclassified to operating result:					
Increase/(decrease) in asset revaluation surplus	C9-2	–	(353)	–	(353)
Total other comprehensive income		–	(353)	–	(353)
Total comprehensive income/(loss)		**996**	**(1,321)**	**981**	**(1,906)**

The accompanying notes form part of these financial statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	NOTE	ECONOMIC ENTITY 2021 $'000	ECONOMIC ENTITY 2020 $'000	PARENT ENTITY 2021 $'000	PARENT ENTITY 2020 $'000
Current assets					
Cash and cash equivalents	C1	21,102	21,254	13,671	14,189
Receivables	C2	503	515	761	571
Inventories		208	248	208	248
Prepayments	C3	841	1,142	841	1,142
Total current assets		22,654	23,159	15,481	16,150
Non-current assets					
Intangible assets	C4-4	13,379	12,259	13,379	12,259
Property, plant and equipment	C5-6	122,890	123,079	122,890	123,079
Total non-current assets		136,269	135,338	136,269	135,338
Total assets		158,923	158,497	151,750	151,488
Current liabilities					
Payables	C6	2,334	2,303	2,334	2,297
Accrued employee benefits	C7	2,788	3,449	2,788	3,449
Contract liabilities	C8	332	272	176	272
Total current liabilities		5,454	6,024	5,298	6,018
Total liabilities		5,454	6,024	5,298	6,018
Net assets		153,470	152,473	146,452	145,470
Equity					
Contributed equity		1,465	1,465	1,465	1,465
Accumulated surplus		83,792	82,795	76,774	75,792
Asset revaluation surplus	C9-2	68,213	68,213	68,213	68,213
Total equity		**153,470**	**152,473**	**146,452**	**145,470**

The accompanying notes form part of these financial statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2021

	ECONOMIC ENTITY $'000	PARENT ENTITY $'000
ACCUMULATED SURPLUS		
Balance 1 July 2019	83,763	77,345
Operating result from continuing operations	(968)	(1,553)
Balance 30 June 2020	82,795	75,792
Operating result from continuing operations	996	981
Balance 30 June 2021	**83,791**	**76,773**
ASSET REVALUATION SURPLUS (NOTE C8)		
Balance 1 July 2019	68,566	68,566
Decrease in asset revaluation surplus	(353)	(353)
Balance 30 June 2020	68,213	68,213
Balance 30 June 2021	**68,213**	**68,213**
CONTRIBUTED EQUITY		
Balance 1 July 2019	1,465	1,465
Balance 30 June 2020	1,465	1,465
Balance 30 June 2021	**1,465**	**1,465**
TOTAL		
Balance 1 July 2019	153,794	147,376
Operating result from continuing operations	(968)	(1,553)
Total other comprehensive income Decrease in asset revaluation surplus	(353)	(353)
Balance 30 June 2020	152,473	145,470
Operating result from continuing operations	996	981
Balance 30 June 2021	**153,469**	**146,451**

The accompanying notes form part of these financial statements.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

STATEMENTS OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	ECONOMIC ENTITY 2021 $'000	ECONOMIC ENTITY 2020 $'000	PARENT ENTITY 2021 $'000	PARENT ENTITY 2020 $'000
Cash flows from operating activities					
Inflows:					
User charges		3,746	4,271	3,546	4,268
Grants and other contributions		67,512	68,232	67,811	67,998
GST collected from customers		392	508	352	459
GST input tax credits from ATO		1,394	1,531	1,395	1,530
Interest receipts		253	549	200	444
Other		516	20	516	20
Outflows:					
Employee expenses		(31,373)	(29,999)	(31,373)	(29,999)
Supplies and services		(12,613)	(15,844)	(12,614)	(15,849)
Grants and subsidies		(25,940)	(26,067)	(26,371)	(26,364)
GST paid to suppliers		(1,303)	(1,690)	(1,300)	(1,691)
GST remitted to ATO		(378)	(528)	(342)	(484)
Other		(329)	(343)	(311)	(335)
Net cash provided by/(used in) operating activities	CF-1	1,877	640	1,509	(3)
Cash flows from investing activities					
Outflows:					
Payments for valuables		(453)	(421)	(453)	(421)
Payments for library collection		(146)	(208)	(144)	(208)
Payments for property, plant and equipment		(373)	(690)	(374)	(690)
Payments for intangibles		(1,057)	(846)	(1,057)	(846)
Net cash used in investing activities		(2,029)	(2,165)	(2,027)	(2,165)
Net decrease in cash and cash equivalents		(152)	(1,525)	(518)	(2,168)
Cash and cash equivalents – opening balance		21,254	22,779	14,189	16,357
Cash and cash equivalents – closing balance	C1	**21,102**	**21,254**	**13,671**	**14,189**

The accompanying notes form part of these financial statements.

NOTES TO THE STATEMENTS OF CASH FLOWS

CF-1 RECONCILIATION OF OPERATING RESULT TO NET CASH PROVIDED BY OPERATING ACTIVITIES

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000
Operating result	996	(968)	981	(1,553)
Non-cash items included in operating result:				
Depreciation and amortisation expense	411	354	411	354
Donation of intangibles	(64)	(31)	(64)	(31)
Donation of valuables	(143)	(287)	(143)	(287)
Loss on collection revaluation	888	223	888	223
Loss on disposal of assets	5	6	5	6
Changes in assets and liabilities				
(Increase)/decrease in GST input tax credits receivable	91	(159)	94	(160)
(Increase)/decrease in LSL reimbursement receivable	(97)	84	(97)	84
(Increase)/decrease in trade and other receivables	5	198	(198)	153
(Increase) in inventories	40	(16)	40	(16)
(Increase)/decrease in prepayments	301	(356)	301	(356)
Increase in accounts payable	32	897	38	890
Increase/(decrease) in contract liabilities	60	(65)	(96)	(65)
Increase/(decrease) in accrued employee benefits	(661)	780	(661)	780
Increase/(decrease) in GST payable	13	(20)	10	(25)
Net cash provided by/(used in) operating activities	**1,877**	**640**	**1,509**	**(3)**

CF-2 NON-CASH INVESTING

Assets and liabilities received or donated/transferred by the Library Board are recognised as revenue (refer Note B1-1) or expenses (refer Note B2-2) as applicable.

LIBRARY BOARD OF QUEENSLAND AND CONTROLLED ENTITY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

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A1 OBJECTIVES AND PRINCIPAL ACTIVITIES OF THE LIBRARY BOARD OF QUEENSLAND

The Library Board of Queensland's (the Library Board) legislated role is to collect and preserve Queensland's cultural heritage and ensure the intellectual and historical record is preserved for the future. The Library Board oversees the activities of State Library of Queensland (State Library).

The Library Board is predominantly funded for the outputs it delivers by Parliamentary appropriation.

In 2020–21 it also received revenue from sources including:

- building rentals
- network and internet services
- library professional services
- preservation and reproduction services
- donations
- Library Shop and The Library Cafe
- research services
- ticket sales
- interest on invested funds
- venue hire.

A2 BASIS OF FINANCIAL STATEMENT PREPARATION

A2-1 General information

This report covers the Library Board and its Controlled Entity, the Queensland Library Foundation (the Foundation).

The Library Board is a Queensland Government statutory body established under the *Libraries Act 1988* (Qld).

The Library Board is controlled by the state of Queensland which is the ultimate parent.

The head office and principal place of business of the agency is:
Stanley Place
South Brisbane Qld 4101

For information in relation to the Library Board's financial report, please call the Finance Team on (07) 3842 9052, email finance@slq.qld.gov.au or visit the State Library website at slq.qld.gov.au.

A2-2 Compliance with prescribed requirements

The Library Board has prepared these financial statements in compliance with section 39 of the *Financial and Performance Management Standard 2019* (Qld). The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on and after 1 July 2020.

The Library Board is a not-for-profit entity and these general purpose financial statements are prepared on an accruals basis (except for the Statements of Cash Flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and interpretations applicable for not-for-profit entities.

New accounting standards early adopted and/or applied for the first time in these financial statements are outlined in Note F3.

A2-3 Presentation

Currency and rounding
Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest $1,000 or, where that amount is $500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives
Comparative information reflects the audited 2019–20 financial statements.

Current/non-current classification
Assets and liabilities are classified as either current or non-current in the Statements of Financial Position and associated notes.

Assets are classified as current where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as current when they are due to be settled within 12 months after the reporting date, or the Library Board does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

A2-4 Authorisation of financial statements for issue

The financial statements are authorised for issue by the Chairperson of the Library Board and the State Librarian and CEO at the date of signing the Management Certificate.

A2 BASIS OF FINANCIAL STATEMENT PREPARATION CONT'D

A2-5 Basis of measurement

Historical cost is used as the measurement basis in this financial report except for the following:
- library collections which are measured at fair value; and
- liabilities expected to be settled 12 or more months after reporting date which are measured at their present value.

Historical cost
Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair value
Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique. Fair value is determined using one of the following two approaches:
- The market approach uses prices and other relevant information generated by market transactions involving identical or comparable (i.e. similar) assets, liabilities or a group of assets and liabilities, such as a business.
- The cost approach reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current replacement cost methodology.

Where fair value is used, the fair value approach is disclosed.

Present value
Present value represents the present discounted value of the future net cash inflows that the item is expected to generate (in respect of assets) or the present discounted value of the future net cash outflows expected to settle (in respect of liabilities) in the normal course of business.

Net realisable value
Net realisable value represents the amount of cash or cash equivalents that could currently be obtained by selling an asset in an orderly disposal.

A2-6 The Reporting Entity

In the financial statements, the term Parent Entity refers to the Library Board, the term Economic Entity refers to the Library Board together with the Foundation as a controlled entity.

In the process of consolidating into a single economic entity, all transactions between the Library Board and the Foundation have been eliminated in full.

A3 CONTROLLED ENTITIES

Basis of control
The Library Board controls the Foundation, with the Library Board being the sole member of the Foundation and having the power to appoint all members of the Foundation Council.

Purpose and principal activities
The Foundation's purpose is to act as an agent of and to assist State Library in the performance of its functions as set out in section 20 of the *Libraries Act 1988* (Qld) by:
(1) raising funds through gifts, grants and other forms of financial assistance, property and benefits for State Library, including for buildings, infrastructure, library materials, facilities, programs and projects;
(2) increasing public support and interest in State Library; and
(3) building the number of financial supporters of State Library.

State Library provides all administrative support services (including salaries for staff) to the Foundation on a cost recovery basis.

The Foundation transfers funds to State Library to cover the cost of a range of approved projects. There are no significant restrictions on State Library's ability to access the Foundation's assets or settle its liabilities.

The Queensland Audit Office audits the Foundation. Total external audit fees relating to the 2020–21 financial statements are estimated to be $6,000 (2020: $6,000). There are no non-audit services included in this amount.

Audited financial transactions and balances

NAME OF CONTROLLED ENTITY	TOTAL ASSETS $'000		TOTAL LIABILITIES $'000		TOTAL REVENUE $'000		OPERATING RESULT $'000	
	2021	2020	2021	2020	2021	2020	2021	2020
Queensland Library Foundation	7,434	7,086	417	82	1,209	1,763	13	587

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

B1 REVENUE

B1-1 User charges

Accounting policy — user charges

Total user charges revenue continues to be impacted by COVID-19 in 2020–21, particularly in Library Shop and venue hire. User charges are controlled by the Library Board where they can be deployed for the achievement of the Library Board's objectives.

Type of good or service	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
User charges (excluding venue hire and Anzac Square Memorial Galleries)	State Library also receives revenue in the form of user charges. Most user charges are received as per service-level agreements (SLAs) with customers as well as on an ad hoc basis. In either case there is no enforceable contract and the revenue is out of scope of AASB 15 *Revenue from Contracts with Customers* (AASB 15). State Library will continue to invoice customers as per these SLAs or as services are provided.	User charges are recognised upon receipt as per AASB 1058 *Income of Not-for-Profit Entities* (AASB 1058).
Venue hire	Venue hire agreements are signed with customers who hire State Library venues (events, exhibitions and some meeting room spaces). Most of these agreements have specific obligations in place. Generally, deposits are taken, with the final invoices raised once these obligations have been met. Deposits taken are recognised as contract liabilities and recognised as revenue once the performance obligations have been met and thus in the scope of AASB 15.	Deposits on venue hire are recognised as revenue once performance obligations satisfied. The full value of venue hire charges (including deposits) are recognised as revenue once performance obligations satisfied.
Anzac Square Memorial Galleries	State Library receives funding from an agreement with the Department of the Premier and Cabinet and Brisbane City Council to operate Anzac Square Memorial Galleries. State Library has determined that the revenue is within scope of AASB 15 due to sufficiently specific obligations included in the operating deed.	Anzac Square Memorial Galleries revenue is recognised as performance obligations are met under AASB 15.

Library Shop	347	526	347	526
The Library Cafe	415	89	415	89
Building rentals	94	307	94	307
Research services	1,163	1,281	1,163	1,281
Network and internet services	122	350	122	350
Anzac Square	816	505	816	505
Venue hire	330	661	330	661
Other	395	428	374	413
Total	**3,682**	**4,147**	**3,661**	**4,132**

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

B1 REVENUE CONT'D

B1-2 Grants and contributions

Accounting policy — grants and contributions
Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the Library Board to transfer goods or services to a third party on the grantor's behalf, the transaction is accounted for under AASB 15. In this case, revenue is initially deferred (as a contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant is accounted for under AASB 1058, whereby revenue is recognised upon receipt of the grant funding.

The following table provides information about the nature and timing of the satisfaction of performance obligations, significant payment terms, and revenue recognition for the Library Board's grants and contributions that are contracts with customers.

Type	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
Administered grants	State Library receives the majority of its revenue in the form of a administered grant distributed by Arts Queensland through its appropriation. The majority of funding has no specific acquittal terms, or where there is an obligation to provide goods or services, the promise is not sufficiently specific under the definition of AASB 15.	Administered grants are recognised upon receipt.
Other grants	State Library also receives grants from other government agencies (Commonwealth and State). Under AASB 15, grants presently recognised as revenue upfront may be eligible to be recognised as revenue progressively as the associated performance obligations are satisfied, but only if the associated performance obligations are enforceable and sufficiently specific.	These grants are reviewed on a case by case basis.
Sponsorships and donations	The Foundation receives the majority of its revenue in the form of sponsorship and donations. The majority of funding has no specific acquittal terms, or where there is an obligation the provide goods or services, the promise is not sufficiently specific under the definition of AASB15.	Sponsorship and donations are recognised upon receipt.

State government grants	66,464	65,883	66,464	65,883
Commonwealth grants	151	150	151	150
Queensland Library Foundation projects	–	–	1,185	1,159
Donations and industry contributions	897	2,201	11	808
Goods received below fair value	809	1,252	809	1,252
Lease rental – received below fair value	7,101	7,082	7,101	7,082
Total	**75,422**	**76,568**	**75,721**	**76,334**

Accounting policy — goods and services received below fair value
Contributions of goods and services are recognised only if the goods and services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and an expense. For further details, refer to Note B2-2.

B1-3 Other revenue

Interest received	253	549	200	444
Miscellaneous revenue	14	20	14	20
Insurance compensation – QGIF	502	–	502	–
Total	**769**	**569**	**716**	**464**

Disclosure — insurance compensation
As a result of COVID-19, the Library Board has received insurance compensation from the Queensland Government Insurance Fund (QGIF) for business interruption claims in the 2020–21 year.

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

B2 EXPENSES

B2-1 EMPLOYEE BENEFITS EXPENSE

Accounting policy — wages, salaries and recreation leave
Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Statements of Financial Position at the current salary rates.

As the Library Board expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Accounting policy — sick leave
Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Accounting policy — long service leave
Under the Queensland Government's long service leave scheme, a levy is made on the Library Board to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

Accounting policy — superannuation
Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's QSuper defined benefit plan as determined by the employee's conditions of employment.

Defined contribution plans: contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined benefit plan: the liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined by the State Actuary. Contributions are paid by the Library Board at the specified rate following completion of the employee's service each pay period. The Library Board's obligations are limited to those contributions paid.

Accounting policy — workers' compensation premiums
The Library Board pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not an employee benefit and is recognised separately as employee related expenses.

Key management personnel and remuneration disclosures are detailed in Note F1.

Employee benefits				
Wages and salaries	22,474	23,000	22,474	23,000
Employer superannuation contributions	3,080	3,074	3,080	3,074
Long service leave levy	563	545	563	545
Annual leave expenses	2,257	2,251	2,257	2,251
Employee-related expenses				
Payroll tax	1,425	1,399	1,425	1,399
Other employee expenses	570	594	570	594
Total	**30,369**	**30,863**	**30,369**	**30,863**

	2021 no.	2020 no.
Full-time equivalent employees	277*	287

*This figure is FTE data as at 30 June 2021 (based upon the fortnight ending 2 July 2021).

B2 EXPENSES CONT'D

B2-2 Supplies and services

Accounting policy — distinction between grants and procurement
For a transaction to be classified as supplies and services, the value of goods or services received by the Library Board must be of approximately equal value to the value of the consideration exchanged for those goods or services. Where this is not the substance of the arrangement, the transaction is classified as a grant in Note B2-3.

Disclosure — office accommodation
Payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework arise from non-lease arrangements with the Department of Energy and Public Works, who has substantive substitution rights over the assets used within this scheme. Payments are expensed as incurred and categorised within the office accommodation line item.

Accounting policy — services rendered free of charge or for nominal value
Contribution of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

Lease rental — below fair value
The Library Board also has a peppercorn lease with Arts Queensland (AQ) for the occupancy at the State Library building in South Brisbane. Under AASB 16 *Leases*, this concessionary lease is principally to enable the Library Board to further its objectives. In accordance with advice from Queensland Treasury, State Library has measured this right-of-use asset as both an expense and a revenue item in the financial statements, as has been the case in previous years.

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000
Advertising and graphic design	275	564	275	564
Library Shop and merchandising expenses	415	348	415	348
Communications	265	239	265	239
Professional services	1,131	2,218	1,131	2,218
Corporate service charges	928	1,012	934	1,012
Library subscriptions and memberships	1,481	1,684	1,481	1,684
Travel and vehicle costs	128	241	128	241
Materials, equipment and repairs	689	1,621	689	1,621
Freight and postage	398	481	398	481
Furniture and equipment	363	242	363	242
Goods provided below fair value	603	936	603	936
Lease rental – provided below fair value	7,101	7,082	7,101	7,082
Office accommodation	605	540	605	540
Information technology	571	905	571	905
Library collections – new and existing	2,410	1,972	2,410	1,972
Printing, stationery and office supplies	271	298	271	298
Property services	2,684	2,675	2,684	2,675
Sundries	618	1,329	619	1,328
Total	**20,936**	**24,387**	**20,943**	**24,386**

Accounting policy — grants and subsidies
The majority of grants and subsidies are paid to Queensland public libraries under the Public Library Grant or First 5 Forever programs. Administrative costs associated with the programs are reported under Notes B2-1 and B2-2.

B2-3 Grants and subsidies

Grants and subsidies				
Public Library Grants	21,994	21,833	21,994	21,833
First Five Forever Grants	3,899	3,860	3,899	3,860
Other grants paid	47	374	47	374
Queensland Library Foundation subsidy	–	–	250	250
Total	**25,940**	**26,067**	**26,190**	**26,317**

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

B2-4 Other expenses

Accounting policy — other expenses
The Library Board maintains insurance through the Queensland Government Insurance Fund (QGIF), Aon Australia and WorkCover Queensland for non-current physical assets, Directors and Officers insurance and its obligations for employee compensation respectively.

Total external audit fees for the Economic Entity relating to the 2020–21 financial year are estimated to be $47,000 (2020: $46,000). These fees, paid to the Queensland Audit Office, relate to the audit of the financial statements only. The balance of the fees reported as external ($1,200 in 2020–21) relate to the assurance audit of a Commonwealth Grant Program.

External audit fees	48	46	42	40
Internal audit fees	66	67	66	67
Insurance premiums	101	81	101	81
Bad and doubtful debts	2	44	2	44
Board fees and expenses	50	43	50	43
Loss on disposal of assets	5	6	5	6
Collection revaluation loss	888	223	888	223
Other	61	71	50	59
Total	**1,221**	**581**	**1,204**	**563**

C1 CASH AND CASH EQUIVALENTS

Accounting policy — cash and cash equivalents
For the purposes of the Statements of Financial Position and the Statements of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with the Queensland Treasury Corporation.

Imprest accounts	6	5	6	5
Cash at bank and on hand	407	1,330	181	1,227
Cash deposit accounts	20,689	19,919	13,484	12,958
Total	**21,102**	**21,254**	**13,671**	**14,189**

C2 RECEIVABLES

Accounting policy — receivables
Receivables are measured at amortised cost which approximates their fair value at reporting date.

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

The closing balance of receivables arising from contracts with customers for the Economic Entity at 30 June 2021 is nil (2020: nil).

Trade debtors	158	206	158	184
Less: allowance for impairment loss	–	(44)	–	(44)
	158	**162**	**158**	**140**
GST receivable	228	319	228	322
GST payable	(23)	(10)	(18)	(8)
	205	**309**	**210**	**314**
Long service leave reimbursements	140	43	140	43
Queensland Library Foundation receivables	–	–	253	72
Other	–	1	–	1
	140	44	393	117
Total	**503**	**515**	**761**	**571**

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

C2 RECEIVABLES CONT'D

C2-1 Impairment of receivables

Accounting policy — impairment of receivables
The Library Board's other receivables are from Queensland Government agencies or Australian Government agencies. No impairment is recorded for these receivables as they are deemed low risk. Refer to Note D2-3 for the Library Board's credit risk management policies.

All receivables (including trade debtors) are considered for impairment once they reach 90 days. This consideration includes the nature of both the debtor and goods and services provided. No receivables were impaired in 2020–21.

Where the Library Board has no reasonable expectation of recovering an amount owed by a debtor, the debt is written off by directly reducing the receivable against loss allowance. This occurs when the debt is over 90 days past due and the Library Board has ceased enforcement activity. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Disclosure — credit risk exposure of receivables
All receivables within terms and expected to be fully collectible are considered of good quality based on recent collection history. Credit risk management strategies are detailed in Note D2-4.

The collectability of receivables is assessed periodically with allowance being made for impairment.

C3 OTHER CURRENT ASSETS

Prepayments wage-related	247	–	247	–
Prepayments subscription services	594	1,142	594	1,142
Total	**841**	**1,142**	**841**	**1,142**

Accounting policy — other current assets
Prepaid expenses are costs that have been paid but are not yet used up or have not yet expired. As the amount expires, the current asset is reduced and the amount of the reduction is reported as an expense on the income statement. State Library expects that all prepayments will be recognised within 12 months.

C4 INTANGIBLES

C4-1 Recognition and measurement

Accounting policies
Software with a historical cost or other value equal to or greater than $100,000 are recognised in the financial statements. Software with a lesser value is expensed. Costs associated with the internal development of computer software are capitalised and amortised and any training costs are expensed as incurred.

There is no active market for any of the Library Board's intangible assets. As such, the assets are recognised and carried at historical cost less accumulated amortisation and accumulated impairment losses.

Heritage Digital Collections
In line with Queensland Treasury's *Non-Current Asset Policy – Accounting for Library Collections* (NCAP 7), the Library Board has recognised collections with a cost or other value greater than $5,000 stored in electronic format and made accessible to the public (e.g. digitised physical collections, oral histories, digital stories and digital photographs) as intangible assets with indefinite useful lives, subject to annual review.

For in-house developed digital collection items (e.g. digitised physical collections, oral histories, digital stories and digital photographs), direct costs associated with developing, creating and making accessible the items constitutes the cost of the items.

C4-2 Amortisation expense

Accounting policy
Following a review of conditions and circumstances under which digital collections are stored and maintained, it is considered that there is a sufficiently high standard to retain indefinite life status. Under AASB 138 *Intangible Asset*s, these assets are not amortised.

The standard amortisation rate for software is 14 per cent. All current software assets are fully amortised down to their residual value, but are still in use.

C4-3 Impairment

Accounting policy
All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Library Board determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Impairment for dthe digital collection is assessed annually based on factors such as current market values and technological considerations (see also Note C5-5).

All intangible assets are assessed for impairment as per AASB 136 *Impairment of Assets*.

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

C4-4 Intangible Assets — balances and reconciliations of carrying amount

Intangible Assets				
Heritage Digital Collections				
At cost	13,070	12,218	13,070	12,218
Work in progress	22	38	22	38
Computer software				
At cost	3	3	3	3
Work in progress	284	–	284	–
Total	**13,379**	**12,259**	**13,379**	**12,259**
Intangible reconciliation				
Computer software				
Carrying amount at 1 July 2020	3	3	3	3
Work in progress	284	–	284	–
Computer software carrying amount as at 30 June 2021	**287**	**3**	**287**	**3**
Heritage Digital Collections				
Carrying amount at 1 July 2020	12,218	11,379	12,218	11,379
Acquisitions/internally developed items	788	808	788	808
Donations	64	31	64	31
Heritage Digital Collections total as at 30 June 2021	**13,070**	**12,218**	**13,070**	**12,218**
Heritage Digital Collections – work in progress				
Carrying amount at 1 July 2020	38	–	38	-
Movement in work in progress*	(16)	38	(16)	38
Heritage Digital Collections work in progress as at 30 June 2021	**22**	**38**	**22**	**38**
Heritage Digital Collections carrying amount as at 30 June 2021	**13,092**	**12,256**	**13,092**	**12,256**
Total intangibles carrying amount at 30 June 2021	**13,379**	**12,259**	**13,379**	**12,259**

*Heritage Digital Collections work in progress represents purchases made but not yet catalogued.

State Library has software with an original cost of $0.555 million (2020: $0.555 million) that has been written down to a residual value of $3,000 (2020: $3,000) and is still being used in the provision of services.

C5 PROPERTY, PLANT AND EQUIPMENT

C5-1 Recognition and measurement

Accounting policy — recognition

Basis of capitalisation and recognition thresholds

Items of property, plant and equipment, with the exception of the collections, with a historical cost or other value equal to or in excess of $5,000 are recognised for financial reporting purposes in the year of acquisition. As per the *Non-Current Asset Accounting Policies for the Queensland Public Sector* (NCAPs), an asset recognition threshold of $1,000,000 is applied to the reference collection (Information Collection) and a threshold of $5,000 applied to the heritage and cultural collections (John Oxley Library (JOL) and Australian Library of Art (ALA)).

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the Library Board. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of that asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Collections

Capital expenditure on the Information Collection is recorded as an addition to the collection. Purchases of common use collections are expensed on purchase.

Heritage and cultural assets (valuables)

Capital expenditure on the JOL and ALA collections is recorded as an addition to valuables. Due to the nature of these items, they are not depreciated in accordance with NCAP 7. Digital collections held within the JOL and ALA collections have been treated as intangible assets since 2012–13. For further information regarding intangibles, please refer to Note C4.

C5 PROPERTY, PLANT AND EQUIPMENT CONT'D

C5-1 Recognition and measurement CONT'D

Accounting policy — cost of acquisition
Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration and costs incidental to the acquisition (such as architects' fees and engineering design fees), plus all other costs incurred in getting the assets ready for use.

Assets acquired at no cost or for nominal consideration, other than from another Queensland Government entity, are recognised at their fair value at date of acquisition.

C5-2 Measurement using historical cost

Accounting policy
Plant and equipment is measured at historical cost in accordance with the *Non-Current Asset Accounting Policies for the Queensland Public Sector*. The carrying amounts for such plant and equipment is not materially different from their fair value.

C5-3 Measurement using fair value

Accounting policy — heritage and cultural assets
Heritage and cultural assets are measured at fair value as required by Queensland Treasury's *Non-Current Asset Accounting Policies for the Queensland Public Sector*. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

The cost of heritage and cultural items acquired during the financial year has been considered by management of the Library Board to materially represent their fair value at the end of the reporting period. For further information regarding fair value measurement, please refer to Note D1.

The JOL and ALA collections measured at fair value are comprehensively revalued at least once every five years either by appraisals undertaken by an independent professional valuer or internal expert, or by the use of appropriate and relevant indices. For financial reporting purposes, the revaluation process is managed by the Library Board's finance team, who determines the specific revaluation practices and procedures. The Library Board's Audit and Risk Management Committee oversees the revaluation processes managed by the finance team. That committee undertakes annual reviews of the revaluation policies, and reports to the Library Board regarding the outcomes of, and recommendations arising from, each annual review.

Accounting policy — library collections
Library Information Collection assets are measured at fair value as required by Queensland Treasury's *Non-Current Asset Accounting Policies for the Queensland Public Sector*. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

The cost of Information Collection items acquired during the financial year has been considered by management of the Library Board to materially represent their fair value at the end of the reporting period. For further information regarding fair value measurement, please refer to Note D1.

The Information Collection measured at fair value are revalued annually by management using valuation techniques as required by Queensland Treasury's *Non-Current Asset Accounting Policies for the Queensland Public Sector*. For financial reporting purposes, the revaluation process is managed by the Library Board's finance team, who determines the specific revaluation practices and procedures. The Library Board's Audit and Risk Management Committee oversees the revaluation processes managed by the finance team. That committee undertakes annual reviews of the revaluation policies, and reports to the Library Board regarding the outcomes of, and recommendations arising from, each annual review.

Accounting policy — revaluations

Use of specific appraisal
Revaluations using independent professional valuers or internal expert appraisals are undertaken at least once every five years. However, if a particular asset class experiences significant and volatile changes in fair value, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal. This is arranged by the finance team after consultation with the Audit and Risk Management Committee.

The fair values reported by the Library Board are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs. Materiality is considered in determining whether the difference between the carrying amount and the fair value of an asset is material (in which case revaluation is warranted).

Use of indices
Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up to date via the application of relevant indices. The Library Board ensures that the application of such indices results in a valid estimation of the assets' fair values at reporting date. No index has been applied in 2020–2021 based on advice received from Pickles Valuation Services. This advice was received on 31 March 2021.

Accounting for changes in fair value
Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

C5-4 Depreciation expense

Accounting policy

Property, plant and equipment is depreciated using the straight line method so as to allocate the net cost or revalued amount of each asset, less any estimated residual value, progressively over the estimated useful life to the entity.

Key judgement: Straight line depreciation is used as that is consistent with the even consumption of service potential of these assets over their useful life to the Library Board.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the entity.

For the Library Board's depreciable assets, the estimated amount to be received on disposal at the end of their useful life (residual value) is determined to be zero.

Depreciation rates

For each class of depreciable assets, the following depreciation rates were used:

Class	Default rate
Plant and equipment (>$5,000)	
Computers	20–25%
Servers and switches	20%
Audio equipment	20–33%
Air conditioning	11%
Furniture (grand piano)	2%
Leasehold improvements	10%
Office equipment	20–33%

Depreciation of collections

Depreciation is not applied to the reference collection based on the characteristics of the collection in accordance with NCAP 7. The useful life of the collection is sufficiently long that the resultant depreciation expense would be immaterial in amount.

C5-5 Impairment

Accounting policy

Indicators of impairment and determining recoverable amount

Property, plant and equipment and intangible assets are assessed for indicators of impairment on an annual basis or, where the assets is measured at fair value, for indicators of a change in fair value/service potential since the last valuation was completed. Where indicators of a material change in fair value or service potential since last valuation arises, the asset is revalued at the reporting date under AASB 13 *Fair Value Measurement* (AASB 13). If an indicator of possible impairment exists, the Library Board determines the asset's recoverable amount.

The recoverable amount of property, plant and equipment and intangible assets of not-for-profit entities, which are typically specialised in nature and held for continuing use of their service capacity, is expected to be materially the same as fair value determined under AASB 13, with the consequence that AASB 136 *Impairment of Assets* does not apply to such assets that are regularly revalued.

The recoverable amount for most assets is measured at the higher of current replacement cost and fair value costs to sell. Recoverable amount for assets held primarily to generate net cash inflows is measured at the higher of the present value of the future cash flows expected to be obtained from the asset and fair value less costs to sell.

Recognising impairment losses

For assets measured at fair value, the impairment loss is treated as a revaluation decrease and offset against the asset revaluation surplus of the relevant class to the extent available. Where no asset revaluation surplus is available in respect of the class of asset, the loss is expensed in the Statement of Comprehensive Income as a revaluation decrement.

For assets measured at cost, an impairment loss is recognised immediately in the Statement of Comprehensive Income.

Reversal of impairment losses

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years.

For assets measured at fair value, to the extent the original decrease was expensed through the Statement of Comprehensive Income, the reversal is recognised in income, otherwise the reversal is treated as a revaluation increase for the class of asset through asset revaluation surplus.

For assets measured at cost, impairment losses are reversed through income.

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

C5 PROPERTY, PLANT AND EQUIPMENT CONT'D

C5-6 Property, plant and equipment

John Oxley Library and Australian Library of Art Collections	82,113	81,518	82,113	81,518
Artworks at fair value	35	35	35	35
Total heritage and cultural assets at fair value	**82,148**	**81,553**	**82,148**	**81,553**
Total library collections at fair value	**39,414**	**40,157**	**39,414**	**40,157**
Plant and equipment:				
At cost plant and equipment	4,765	4,502	4,765	4,502
Less: accumulated depreciation plant and equipment	(3,437)	(3,133)	(3,437)	(3,133)
Total plant and equipment	1,328	1,369	1,328	1,369
Total	**122,890**	**123,079**	**122,890**	**123,079**

The library has property, plant and equipment with an original cost of $2.580 million (2020: $2.062 million) that has been written down to a residual value of $48,567 (2020: $44,287) and still being used in the provision of services.

C5-7 Property, plant and equipment — balances and reconciliations of carrying amount

Heritage and cultural assets (valuables), level 3				
Carrying amount at 1 July — at cost	1,098	678	1,098	678
Carrying amount at 1 July — at valuation	80,455	80,168	80,455	80,168
Acquisitions	452	420	452	420
Donations received	143	287	143	287
Carrying amount at end of financial year	**82,148**	**81,553**	**82,148**	**81,553**
Library collections, level 3				
Carrying amount at 1 July — at cost	203	323	203	323
Carrying amount at 1 July — at valuation	39,954	40,207	39,954	40,207
Acquisitions	144	203	144	203
Net revaluation increments/(decrements)	(887)	(576)	(887)	(576)
Carrying amount at end of financial year	**39,414**	**40,157**	**39,414**	**40,157**
Plant and equipment, level 3				
Carrying amount at 1 July — at cost	1,369	1,033	1,369	1,033
Acquisitions	373	695	373	695
Disposals	(3)	(5)	(3)	(5)
Depreciation expense	(411)	(354)	(411)	(354)
Carrying amount at end of financial year	**1,328**	**1,369**	**1,328**	**1,369**
Total				
Carrying amount at 1 July — at cost	2,670	2,034	2,670	2,034
Carrying amount at 1 July — at valuation	120,409	120,375	120,409	120,375
Acquisitions	969	1,318	969	1,318
Donations received	143	287	143	287
Disposals	(3)	(5)	(3)	(5)
Net revaluation increments/(decrements)	(887)	(576)	(887)	(576)
Depreciation expense	(411)	(354)	(411)	(354)
Carrying amount at end of financial year	**122,890**	**123,079**	**122,890**	**123,079**

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

C6 PAYABLES

Current				
Trade creditors	828	909	828	903
Accrued expenses	1,506	1,394	1,506	1,394
Total	**2,334**	**2,303**	**2,334**	**2,297**

Accounting policy — payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured.

Accrued expenses are recognised upon receipt of the goods or services during the year but the related invoices for such goods and services are only received after year end.

C7 ACCRUED EMPLOYEE BENEFITS

Annual leave	2,571	2,670	2,571	2,670
Long service leave levy payable	155	155	155	155
Wages outstanding	62	624	62	624
Total	**2,788**	**3,449**	**2,788**	**3,449**

Accounting policy — accrued employee benefits

No provision for long service leave is recognised in the financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Additional accounting policies in relation to employee benefits are disclosed in Note B2-1.

C8 CONTRACT LIABILITIES

Venue hire deposits	24	85	24	85
Management fees for Anzac Square Memorial Galleries	103	187	103	187
Indigenous Languages Project	49	–	49	–
Other grants	156	–	–	–
Total	**332**	**272**	**176**	**272**

Accounting policy — contract liabilities

Contract liabilities arise from contracts with customer. Of the amount included in the contract liability balance at 1 July 2020, $0.145 million has been recognised as revenue in 2020–21.

Contract liabilities at 30 June 2021 relate to instalments received for which the milestone deliverables which have not yet been achieved. This amount will be recognised as revenue over the next 12 months.

C9 EQUITY

C9-1 Contributed equity

Accounting policy
Interpretation 1038 *Contributions by Owners Made to Wholly Owned Public Sector Entities* specifies the principles for recognising contributed equity by the Library Board. The following items are recognised as contributed equity by the Library Board during the reporting and comparative years:

- appropriations for equity adjustments
- non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of Machinery of Government changes.

C9-2 Revaluation surplus by asset class

Accounting policy
The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

	ECONOMIC AND PARENT ENTITY		
	LIBRARY COLLECTIONS $'000	HERITAGE AND CULTURAL ASSETS $'000	TOTAL $'000
Balance 1 July 2019	353	68,213	68,566
Revaluation increment/(decrement)	(353)	–	(353)
Balance 30 June 2020	–	68,213	68,213
Balance 1 July 2020	–	68,213	68,213
Revaluation increment/(decrement)	–	–	–
Balance 30 June 2021	–	68,213	68,213

D1 FAIR VALUE MEASUREMENT

D1-1 Accounting policies and inputs for fair values

What is fair value?
Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Observable inputs are publicly available data that are relevant to the characteristics of the assets/liabilities being valued. Observable inputs used by the Library Board include, but are not limited to, published sales data for heritage and cultural assets.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets/liabilities being valued. Significant unobservable inputs used by State Library include, but are not limited to, subjective adjustments made to observable data to take account of the characteristics of the Library Board's assets/liabilities and assessments of their physical condition and remaining useful lives. Unobservable inputs are used to the extent that sufficient relevant and reliable observable inputs are not available for similar assets/liabilities.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use.

Fair value measurement hierarchy
Details of assets and liabilities measured under each category of fair value are set out in the tables at Note C5-7.

All assets and liabilities of the Library Board for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

- level 1 — represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
- level 2 — represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
- level 3 — represents fair value measurements that are substantially derived from unobservable inputs.

None of the Library Board's valuations of assets or liabilities are eligible for categorisation into level 1 or level 2 of the fair value hierarchy. There were no transfers of non-financial assets between fair value hierarchy levels during the period.

No financial assets and financial liabilities have been offset so these are presented gross in the Statement of Financial Position.

D1-2 Basis for fair values of assets and liabilities

Heritage and cultural assets

Effective date of last specific comprehensive valuation: 30/06/2017

Valuation approach: Market based assessment

Inputs: The collection was valued using level 3 observable inputs. Auction records, international and Australian dealer's catalogues, book seller's pricelists, and offerings on the Internet. PVS has subscription services to ABPC (American Book Price Current), Rare Book Hub, AASD (Australian Art Sales Digest), and Findlotsonline as well as a number of auction houses. Descriptions and notes for items was attained from State Library's One Search database. Where market prices could not be easily established the value was determined using the price of a similar asset.

Current year valuation activity: The JOL and ALA collections measured at fair value are comprehensively revalued at least once every five years. In the intervening years and where applicable, their previous valuations are materially kept up-to-date via the application of relevant indices. The application of such indices results in a valid estimation of the assets' fair values at reporting date. See Note C5-3.

Library collections

Effective date of last specific appraisal: 31/03/2021

Valuation approach: Internal valuation based on purchase data collected as per NCAP 7.

Inputs: Purchase data over at least the past seven years by category and sub-category along with collection counts.

Current year valuation activity: Library collections are valued on an annual basis by management in line with Queensland Treasury's *Non-Current Asset Accounting Policies for the Queensland Public Sector*. State Library uses acquisition records for at least the previous seven years in calculating average purchase prices which are then applied to titles within the library collection.

D2 FINANCIAL RISK DISCLOSURES

D2-1 Accounting policy

Recognition
Financial assets and financial liabilities are recognised in the Statements of Financial Position when the Library Board becomes party to the contractual provisions of the financial instrument.

Classification
Financial instruments are classified and measured as follows:
- cash and cash equivalents — held at amortised cost;
- receivables — held at amortised cost;
- payables — held at amortised cost.

The Library Board does not enter into transactions for speculative purposes, nor for hedging.

All other disclosures relating to the measurement and financial risk management of financial instruments held by State Library are included further in this note.

		ECONOMIC ENTITY		PARENT ENTITY	
		2021 $'000	2020 $'000	2021 $'000	2020 $'000

D2 FINANCIAL RISK DISCLOSURES CONT'D

D2-2 Financial instrument categories

The Library Board has the following categories of financial assets and financial liabilities:

CATEGORY	NOTE				
Financial assets					
Cash and cash equivalents	C1	21,102	21,254	13,671	14,189
Receivables	C2	503	515	761	571
Total financial assets		**21,605**	**21,769**	**14,432**	**14,760**
Financial liabilities					
Payables	C6	2,334	2,303	2,334	2,297
Total financial liabilities		**2,334**	**2,303**	**2,334**	**2,297**

No financial assets and financial liabilities have been offset so these are presented gross in the Statement of Financial Position.

D2-3 Risks arising from financial instruments

Risk exposure

Financial risk management is implemented pursuant to government and Library Board policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the Library Board.

All financial risk is managed by Executive Management under policies approved by the Library Board. The Library Board provides written principles for overall risk management, as well as policies covering specific areas.

The Library Board's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Definition	Exposure
Credit risk	Credit risk exposure refers to the situation where the Library Board may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	The Library Board is exposed to credit risk in respect of its receivables (Note C2).
Liquidity risk	Liquidity risk refers to the situation where the Library Board may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	The Library Board is exposed to liquidity risk in respect of its payables (Note C6).
Interest risk	Interest risk refers to the situation where the Library Board may have reduced revenue due to the reduction of interest rates for invested funds.	The Library Board is exposed to interest risk in respect of its investments (Note C1).

Risk measurement and management strategies

The Library Board measures risk exposure using a variety of methods as follows:

Risk exposure	Measurement method	Risk management strategies
Credit risk	Ageing analysis, earnings at risk	The Library Board aims to reduce the exposure to credit risk through the monitoring of outstanding amounts on a regular basis.
Liquidity risk	Government revenue is received in advance. Other revenues and expenses closely monitored.	This strategy aims to reduce the exposure to liquidity risk by ensuring the Library Board has sufficient funds available to meet employee and supplier obligations as they fall due.
Interest risk	Interest rate sensitivity analysis	The Library Board aims to reduce this exposure though the monitoring of interest rates available from various financial institutions.

	ECONOMIC ENTITY		PARENT ENTITY	
	2021 $'000	2020 $'000	2021 $'000	2020 $'000

D2-4 Credit risk disclosure

Credit risk management practices

The Library Board considers financial assets that are over 30 days past due to have significantly increased credit risk, and measures the loss allowance of such assets at lifetime expected credit losses instead of 12-month expected credit losses. The exception is trade receivables (Note C2), for which the loss allowance is always measured at lifetime expected credit losses.

The Library Board typically considers a financial asset to be in default when it becomes 90 days past due. However, a financial asset can be in default before that point if information indicates that the Library Board is unlikely to receive the outstanding amounts in full. The Library Board's assessment of default does not take into account any collateral or other credit enhancements.

The Library Board's write-off policy is disclosed in Note C2-1.

D3 CONTINGENCIES

There are no known material contingent assets or liabilities at balance date.

D4 COMMITMENTS

Expenditure commitments

Disclosure — commitments

Commitments include those items for which the Library Board has entered into contractual arrangements or those items for which expenditure related to donated funds is known.

Not later than one year	1,519	2,221	833	1,378
Later than one year and not later than five years	3,950	3,712	3,235	3,458
Later than five years	625	1,188	625	1,188
	6,093	**7,121**	**4,693**	**6,024**

D5 EVENTS AFTER THE BALANCE DATE

There were no significant events occurring after the balance date.

D6 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

Australian Accounting Standards and interpretations with future effective dates are either not applicable to the Library Board 's activities or have no material impact on the Library Board.

	2021 $'000	2020 $'000

E1 BUDGETARY REPORTING DISCLOSURES AND SIGNIFICANT FINANCIAL IMPACT FROM COVID-19 — ECONOMIC ENTITY

E1-1 Significant financial impacts from COVID-19 pandemic

The following significant transactions were recognised by State Library during the 2020–21 financial year in response to the COVID-19 pandemic.

Operating Statement

Significant expense transactions arising from COVID-19		
Refunds of venue hire deposits	–	52
Rental relief	40	36
Salaries and wages	2	33
Property, equipment and maintenance costs	52	13
Other supplies and services	44	16
	138	**150**
Significant revenue transactions arising from COVID-19		
Payroll tax relief received	–	265
Business interruption insurance recovery – QGIF	502	–
	502	**265**

Other significant revenue impacts arising from COVID-19

State Library has waived the collection of rental revenue during 2020–21 for the Queensland Writers Centre. The amount of revenue forgone from 1 July 2020 to 30 September 2020 is calculated to be approximately $0.040 million based on the monthly rental payments outlined in the sub-lease document. This amount is reflected in the significant revenue/expense items above.

State Library received funds under its business interruption insurance policy from QGIF. The assessed amount in 2020–21 was $0.502 million less $0.010 million charges. A further claim has been lodged but as at 30 June 2021 had not been assessed.

Balance Sheet

Significant changes in assets arising from COVID-19

The reduction in the value of the Information Collection is unrelated to COVID-19. State Library applied a market approach to the valuation using purchase data over the past seven years to calculate an average purchase price.

	2021 ACTUAL $'000	2021 ORIGINAL BUDGET $'000	BUDGET VARIANCE $'000

This section contains explanations of major variances between the Library Board's actual 2020–21 financial results and the original budget presented to Parliament.

E1-2 Budget to actual comparison — Statement of Comprehensive Income

Income from Continuing Operations			
Revenue			
User charges	3,682	4,088	(406)
Grants and other contributions	75,422	75,316	106
Other	769	445	324
Total Income from Continuing Operations	79,873	79,849	24
Expenses from Continuing Operations			
Employee expenses	30,369	30,901	(532)
Supplies and services	20,936	22,287	(1,351)
Grants and subsidies	25,940	26,196	(256)
Depreciation and amortisation	411	283	128
Other expenses	1,221	182	1,039
Total expenses from Continuing Operations	78,877	79,849	(972)
Operating result from Continuing Operations	996	–	996
Total Comprehensive Income	**996**	**–**	**996**

E1-3 Explanation of major variances — Statement of Comprehensive Income

User charges
The decrease in user charges is reflective of the ongoing effects of COVID-19 on State Library operations and a decrease in the supply of services to other state government agencies.

Other revenue
Other revenue is higher than expected due to the receipt of insurance revenue from the effects of COVID-19. This is offset by lower than expected interest revenue.

Supplies and services
Supplies and services are lower than expected due to delays in the delivery of some projects, particularly projects funded by the Foundation and projects funded by other state government entities.

Other expenses — decrease in asset revaluation
During 2020–21, the average purchase prices over the past seven years for the Information Collection reduced leading to a reduced value of that collection.

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

F1-1 Details of Key Management Personnel

As from 2016–17, the State Library's responsible Minister is identified as part of the State Library's KMP, consistent with additional guidance included in the revised version of AASB 124 *Related Party Disclosures*. From 12 November 2020, that Minister is the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts.

The following details for non-Ministerial KMP include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2019–20 and 2020–21 as part of the Executive Management Team. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Position responsibility
State Librarian and CEO	The State Librarian and CEO is responsible for the proper and sound management of State Library, under the authority of the Library Board of Queensland.
Executive Director, Corporate Governance and Operations	The Executive Director, Corporate Governance and Operations is responsible for providing a range of organisational services that underpin and support State Library's activities.
Executive Director, Content and Client Services	The Executive Director, Content and Client Services is responsible for providing clients of the State Library with physical and virtual access to the state's diverse collections and services.
Executive Director, Public Libraries and Engagement	The Executive Director, Public Libraries and Engagement is responsible for providing support for Local Government and communities to deliver library services in over 320 public library and Indigenous Knowledge Centre (IKC) service points in Queensland.

F1-2 Remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The Library Board does not bear any cost of remuneration for its Minister. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements, which are published as part of Queensland Treasury's Report on State Finances.

State Library executives and senior managers employed by the Library Board are paid at rates set by government for Senior Executives and Senior Officers. These executives are engaged as employees under the *Libraries Act 1988* (Qld) or as executives under the *Public Service Act 2008* (Qld) on renewable contracts or as tenured senior officers.

Remuneration policy for the library's KMP is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008* (Qld). Individual remuneration and other terms of employment (including motor vehicle entitlements and performance payments if applicable) are specified in employment contracts.

Remuneration expenses for key management personnel comprise the following components:

Short-term employee expenses which include:
- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position;
- performance payments recognised as an expense during the year; and
- non-monetary benefits — consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.

Long-term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

No KMP remuneration packages provide for performance or bonus payments.

F1-3 KMP remuneration expense

The following disclosures focus on the expenses incurred by State Library that is attributable to key management positions during the respective reporting periods. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

POSITION	SHORT-TERM EMPLOYEE EXPENSES		LONG-TERM EMPLOYEE EXPENSES	POST–EMPLOYMENT EXPENSES	TERMINATION BENEFITS	TOTAL EXPENSES
	MONETARY EXPENSES $'000	NON-MONETARY BENEFITS $'000	$'000	$'000	$'000	$'000
1 July 2020 – 30 June 2021						
State Librarian and CEO	276	6	6	36	–	324
Executive Director, Corporate Governance and Operations	170	2	4	19	–	195
Executive Director, Content and Client Services	195	5	4	19	–	223
Executive Director, Public Libraries and Engagement	178	4	4	20	–	206
Total remuneration	**819**	**17**	**18**	**94**	**–**	**948**
1 July 2019 – 30 June 2020						
State Librarian and CEO						
Current	298	6	7	36	–	347
Executive Director, Corporate Governance and Operations						
Current	174	6	4	17	–	201
Previous incumbent	43	–	1	6	–	50
Executive Director, Content and Client Services						
Current	184	6	4	20	–	214
Executive Director, Public Libraries and Engagement						
Current	188	6	4	20	–	218
Total remuneration	**887**	**24**	**20**	**99**	**–**	**1,030**

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES (CONT'D)

F1-4 Library Board remuneration

Library Board fees, including both sitting fees and special assignment fees totalled $50,446 (2020: $43,433). Other fees such as fringe benefits tax, superannuation, payroll tax, insurance, travel, catering and printing totalled $37,161 (2020: $38,218). The total cost of Library Board operations was therefore $87,607 (2020: $81,651).

Fees paid to members of the Library Board are in accordance with the guidelines provided for the *Remuneration Procedures For Part-Time Chairs and Members of Queensland Government Bodies*. These amounts exclude expenses associated with the hosting and transport to meetings.

Remuneration of Library Board members was as follows:

NAME	MEMBER FROM	MEMBER TO	2021 $'000	2020 $'000
Professor Andrew Griffiths (Chairperson)	March 2014	February 2023	12	12
Emeritus Professor Tom Cochrane AM (Deputy Chairperson)	March 2017	February 2023	5	5
Professor Anita Heiss	March 2017	November 2020	1	4
Professor Marek Kowalkiewicz	March 2017	February 2023	5	5
Ms Julia Leu *	September 2016	February 2023	4	1
Mr Malcolm McMillan	March 2017	February 2020	–	3
Mrs Tamara O'Shea *	May 2018	May 2021	4	1
Ms Nicola Padget	March 2020	February 2023	5	2
Associate Professor Sandra Phillips	March 2017	February 2023	4	4
Mr Bob Shead	March 2017	February 2023	6	6
Dr Jodie Siganto	March 2020	February 2023	4	1
Total			**50**	**43**

* Eligible to receive remuneration from April 2020.

F2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP
All annual grants paid to Queensland local governments are recommended by the Library Board and approved by the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts (the Minister) based on an independently developed methodology also approved by the Minister.

All grants paid under other programs were determined by independent panels and the Library Board was not involved in determining the allocation of these grants to individual councils.

The Library Board did not engage in any transactions, contracts or employment related activities with any people or entities related to KMP.

Transactions with other Queensland Government-controlled entities
The Library Board's primary ongoing source of funding from government for its services is recurrent grants (Note B1-2) which is provided in cash via the Department of Communities, Housing and Digital Economy through Arts Queensland.

The Library Board also receives grant funding for specific projects, provided in cash, via the Department of Communities, Housing and Digital Economy.

The Library Board's South Bank buildings are leased from Arts Queensland under concessionary lease arrangements. The Library Board measures right-of-use from concessionary leases at cost on initial recognition, and measures all right-of-use assets at cost subsequent to initial recognition. Other buildings and motor vehicles are purchased via the Department of Energy and Public Works under commercial arrangements (Note B2-2) and therefore not recognised under AASB 16.

The Library Board receives administrative and facilities support on a fee for service basis from the Department of Communities Housing and Digital Economy via the Corporate Administration Agency and Arts Queensland (Note B2-2).

The grants provided by the Library Board (Note B2-3) are annual grants to the Queensland Local Governments for the provision of library services to the people of Queensland.

The Foundation is a company limited by guarantee which is wholly-owned and controlled by State Library, the parent entity. As a wholly-owned controlled entity, State Library is the main contributor of financial resources to the Foundation through grant funding. During 2020–21, grants provided by the parent entity to the Foundation totalled $0.250 million. The Foundation also transfer funds to State Library to cover approved project costs incurred by State Library on its behalf. All inter-entity transactions between the State Library and the Foundation are eliminated in full upon consolidation. For further details, refer to Note A3.

In the 2020–21 financial year, the Library Board has received income recoveries of $502,000 from the Queensland Government Insurance Fund due to COVID-19. For further details, refer to Note B1-3.

F3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN POLICY

Accounting standards applied for the first time
The Library Board has considered the impact of applying AASB 1059 *Service Concession Arrangements: Grantor*s and determined that as it does not provide any public services relating to a concession asset under service concession arrangements, AASB 1059 will have no material impact on the Library Board.

No other accounting standards or interpretations that apply to the library for the first time in 2020–21 have any material impact on the financial statements.

Accounting standards early adopted
No Australian Accounting Standards have been early adopted for 2020–21.

F4 TAXATION

The Library Board is a state body as defined under the *Income Tax Assessment Act 1936* (Cth) and is exempt from Commonwealth taxation with the exception of fringe benefits tax (FBT) and goods and services tax (GST). FBT and GST are the only Commonwealth taxes accounted for by the Library Board. GST credits receivable from, and GST payable to the ATO, are recognised at Note C2. The Library Board is a deductible gift recipient for taxation purposes.

F5 CLIMATE RISK DISCLOSURE

The Library Board has not identified any material climate related risks relevant to the financial report at the reporting date, however constantly monitors the emergence of such risks under the Queensland Government's *Climate Transition Strategy*.

CERTIFICATE OF THE LIBRARY BOARD OF QUEENSLAND

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), section 39 of the *Financial and Performance Management Standard 2019* (Qld) and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

(a) the prescribed requirements for the establishment and keeping the accounts have been complied with in all material respects; and

(b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Library Board and the consolidated entity for the financial year ended 30 June 2021, and of the financial position of the entity at the end of that year; and

(c) we acknowledge responsibility under section 7 and section 11 of the *Financial and Performance Management Standard 2019* (Qld) for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.

Professor Andrew Griffiths
Chairperson
Library Board of Queensland
18 August 2021

Vicki McDonald AM
State Librarian and CEO
State Library of Queensland
18 August 2021

INDEPENDENT AUDITOR'S REPORT

Queensland Audit Office
Better public services

To the Board of the Library Board of Queensland

REPORT ON THE AUDIT OF THE FINANCIAL REPORT

Opinion

I have audited the accompanying financial report of the Library Board of Queensland (the parent) and its controlled entities (the group).

In my opinion, the financial report:
a) gives a true and fair view of the parent's and group's financial position as at 30 June 2021, and its financial performance and cash flows for the year then ended
b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standard*s, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of my report.

I am independent of the parent and group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountant*s (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standard*s.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the entity for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the parent's and group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the entity's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the group.
- Conclude on the appropriateness of the parent's and group's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the parent's and group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the parent's and group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2021:

a) I received all the information and explanations I required.
b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.

Bhavik Deoji
as delegate of the Auditor-General

23 August 2021
Queensland Audit Office
Brisbane

PART SIX

APPENDICES

APPENDIX A:
FUNCTIONS OF THE LIBRARY BOARD

The functions of the Library Board of Queensland (the Library Board), as set out in section 20(1) of the *Libraries Act 1988* (Qld) *(Libraries Act*), are:

(a) to promote the advancement and effective operation and coordination of public libraries of all descriptions throughout the state

(b) to encourage and facilitate the use of public libraries of all descriptions throughout the state

(c) to promote mutual cooperation among persons and bodies in Queensland responsible for libraries of all descriptions and between such persons and bodies in Queensland and outside Queensland to enhance library and archival collections generally and to encourage their proper use

(d) to control, maintain and manage State Library of Queensland, to enhance, arrange and preserve the library, archival and other resources held by it and to exercise administrative control over access to the resources

(e) to control, manage and maintain all lands, premises and other property vested in or placed under the control of the board

(f) to supervise in their duties all persons —
  (i) performing work for the board under a work performance arrangement
  (ii) appointed or employed under this Act

(g) to collect, arrange, preserve and provide access to a comprehensive collection of library, archival and other resources relating to Queensland or produced by Queensland authors

(h) Paragraph (h) is intentionally omitted

(i) to provide advice, advisory services and other assistance concerning matters connected with libraries to local governments or other public authorities

(j) to perform the functions given to the board under another Act

(k) to perform functions that are incidental, complementary or helpful to, or likely to enhance the effective and efficient performance of, the functions mentioned in paragraphs (a) to (j)

(l) to perform functions of the type to which paragraph (k) applies and which are given to the board in writing by the Minister.

The general powers of the Library Board are set out in section 22 of the *Libraries Act* as follows:

(1) For performing its functions, the board has all the powers of an individual and may, for example —
  (a) enter into arrangements, agreements, contracts and deeds; and
  (b) acquire, hold, deal with and dispose of property; and
  (c) engage consultants; and
  (d) appoint agents and attorneys; and
  (e) charge, and fix terms, for goods, services, facilities and information supplied by it; and
  (f) do anything else necessary or desirable to be done in performing its functions.

(2) Without limiting subsection (1), the board has the powers given to it under this or another Act.

(3) The board may exercise its powers inside and outside Queensland, including outside Australia.

(4) In this section — *power* includes legal capacity.

APPENDIX B: LIBRARY BOARD MEMBER AND STATE LIBRARY EXECUTIVE TEAM BIOGRAPHIES

CHAIRPERSON

Professor Andrew Griffiths

Andrew Griffiths is the Executive Dean, Faculty of Business, Economics and Law at The University of Queensland, and is the current Chairperson of the Library Board of Queensland. He is an internationally recognised scholar with research areas including the management of corporate change and innovation, and strategic issues relating to the pursuit of corporate sustainability and adaption to climate change.

DEPUTY CHAIRPERSON

Emeritus Professor Tom Cochrane AM

Tom Cochrane AM was appointed a Member of the Order of Australia (AM) for his service to library and information management, and to education through digital learning initiatives. He is currently an Emeritus Professor, Faculty of Law, Queensland University of Technology, working in the research field of Intellectual Property and Innovation, and the Deputy Chairperson of the Library Board of Queensland. Tom is also a Fellow of the Australian Library and Information Association, Director at the Australian Digital Alliance and a former Queensland Museum Board Member.

MEMBERS

Professor Anita Heiss

Anita Heiss is a prolific author of non-fiction, historical fiction commercial women's fiction, poetry, social commentary and travel articles. Anita is an Ambassador for the GO Foundation and a Lifetime Ambassador of the Indigenous Literacy Foundation. Anita has actively promoted and participated in State Library events to improve literacy and promote reading. She is a former Board Member and Chair of the Australian Society of Authors and is currently on the Board of The University of Queensland Press and Circa. She is Professor of Communications at The University of Queensland and was a finalist in the 2012 Human Rights Awards and the 2013 Australian of the Year Awards. *Growing Up Aboriginal In Australia*, edited by Anita, was the Small Publishers' Adult Book of the Year, ABIA Awards 2019.

Professor Marek Kowalkiewicz

Marek Kowalkiewicz is the Founding Director of Centre for the Digital Economy at QUT and is an academic and industry leader with extensive experience conducting academically sound research in the digital economy field. He has led significant technology and innovation research projects and co-invented with industry and university partners to deliver ground-breaking technologies to market. In the past, Marek worked for SAP Australia, SAP Americas and SAP Asia, and Microsoft Research Asia.

Ms Julia Leu

Julia Leu is a local council veteran with over 25 years' experience and was Mayor of the Douglas Shire Council from 2014 until March 2020, following six years as an independent Councillor with Cairns Regional Council. Julia is currently a director on the board of Ports North and a former director of the Australian Coastal Councils Association, Wet Tropics Management Authority, Regional Development Australia, Far North Queensland and Torres Strait Inc and Terrain NRM. Julia is a passionate advocate for regional communities and involved in a number of local community organisations. She also has over 10 years of public sector experience, including senior roles in community services and Indigenous education. Julia holds a Master of Business Administration, a Bachelor of Arts, and Graduate Diplomas in Education and Communication.

Mrs Tamara O'Shea

Tamara O'Shea has over 20 years of public sector experience, including roles at the Director-General and senior executive levels, and as the Interim Administrator of the Logan City Council. She was Director-General of the Department of Local Government, Racing and Multicultural Affairs as well as the Department of National Parks, Sport and Racing. Tamara's career has involved governance oversight of key statutory bodies, including Racing Queensland and Stadiums Queensland and she has extensive experience operating in complex and rapidly evolving environments. She has a particular interest in corporate governance, strategic policy analysis and creative problem solving.

Ms Nicola Padget

Nicola Padget is an experienced finance professional having held senior roles across the construction and mining sectors. Nicola is currently the Chief Financial Officer and Company Secretary of a prominent civil engineering and construction company and was previously a manager at KPMG within the Audit and Assurance division. Nicola holds a Bachelor of Commerce (Accounting and Finance), is a Chartered Accountant and a graduate of the Australian Institute of Company Directors.

Associate Professor Sandra Phillips

A member of the Wakka Wakka and Gooreng Gooreng Nations in Queensland, Sandra is Associate Dean (Indigenous Engagement) at The University of Queensland. Her research interest lies in Indigenous creativity and she is published in diverse outlets. Sandra is a director of the board of the National Institute of Dramatic Art (NIDA) and a member of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).

Mr Bob Shead

Bob Shead is a retired partner at BDO and a former director and audit committee member of a number of companies and public sector entities. He has over 40 years' experience in financial management and public policy, working for the last 15 years as a consultant in Australia and in capacity-building roles in Pacific Island countries and in China. Bob holds a Master of Business Administration (Hons) and a Bachelor of Business (Accountancy). He has been published in a number of academic and industry publications on issues relating to public policy and climate change.

Dr Jodie Siganto

Jodie Siganto is a privacy and cyber security lawyer and consultant. Over her career, she has held in-house counsel roles for Tandem Computers, Unisys Asia and Dell. She co-founded data security firm Bridge Point Communications and more recently Privacy108 Consulting, and has held leadership roles with industry groups including AISA. Jodie is an experienced company director, holding positions with government-owned corporations and private businesses.

OBSERVER: STATE LIBRARIAN AND CEO

Ms Vicki McDonald AM

Vicki McDonald AM is a key player in the transformation of the library sector in Queensland. As State Librarian and CEO of State Library of Queensland, she understands the need for a strong, relevant and innovative library service. Ms McDonald's extensive national and international experience includes executive roles with State Library of New South Wales and Queensland University of Technology. As State Librarian and CEO, Ms McDonald is a custodian of Queensland memory and works in partnership with public libraries and Indigenous Knowledge Centres.

Ms McDonald is a Past President of the Australian Library Information Association. She is also very active in the International Federation of Library Associations and Institutions (IFLA); as Chair of the Professional Committee she is an ex officio member of the IFLA Governing Board. She is also a member of IFLA's Asia Oceania Section Standing Committee. In January 2020, Vicki was awarded a Member (AM) in the General Division of the Order of Australia for significant service to librarianship, and to professional associations. In March 2019, Vicki was awarded an ALIA Fellowship in recognition of her exceptionally high standard of proficiency in library and information science.

STATE LIBRARY EXECUTIVE MANAGEMENT TEAM

Ms Louise Denoon

Executive Director, Public Libraries and Engagement

Louise Denoon is responsible for State Library's program offer and its partnership with Queensland local governments to deliver services through more than 320 public libraries. Louise has more than 20 years' experience working with cultural institutions, most recently at State Library of New South Wales and previously as Executive Manager, Queensland Memory at State Library. Louise also worked at the Museum of Brisbane, Brisbane City Council and Global Arts Link, Ipswich City Council. Louise is passionate about working with communities and unleashing the potential of cultural organisations to meet the challenges of the 21st century. With an educational background in Visual Arts and Humanities, Louise is an experienced cultural leader who has been responsible for a number of important exhibitions and initiatives including developing new models of community engagement and participation.

Ms Tanya Fitzgerald

Executive Director, Corporate Governance and Operations

Tanya Fitzgerald is responsible for providing a range of high-level services and support that equip State Library teams to achieve the organisation's strategic priorities. These services include financial, human resources, ICT, commercial services, administrative, facilities management, governance, project management, risk management and reporting services. Tanya has more than 20 years' experience working across a variety of industries, most recently a number of roles in the Department of Natural Resources, Mines and Energy, following an extensive career in the private sector. Tanya is a qualified Certified Practising Accountant and also has qualifications in Change Management and Health Science (Life Coaching).

Ms Anna Raunik

Executive Director, Content and Client Services

Anna Raunik is responsible for the development of State Library's collection and client service offers online and onsite at South Bank. Anna has extensive experience in library services in Queensland. A significant component of Anna's career at State Library has focussed on the introduction and exploitation of technology to enable service delivery improvements and greater statewide reach. Key outcomes have included coordination of national initiatives including the National edeposit project and leading the development and delivery of State Library's Digital Strategy, *Q ANZAC 100: Memories for a New Generation*, First World War statewide commemoration activities and Anzac Square Memorial Galleries visitor services. In February 2020, Anna was awarded the VALA Robert D Williamson Award for her outstanding contribution to the development of information technology usage in Australian libraries.

APPENDIX C:
COMMITTEE AND ADVISORY GROUPS

PUBLIC LIBRARIES ADVISORY GROUP

The objectives of the Public Libraries Advisory Group (PLAG) are to:
- provide advice to the Library Board on policy and strategy matters concerning public libraries
- represent the views of public librarians, local government and relevant stakeholders to the Library Board through formal community engagement processes.

PLAG members are not paid for sitting on the group; however they are reimbursed for reasonable expenses associated with meeting attendance on presentation of documentary evidence of the expense.

Members

Ms Julia Leu (Chairperson)	Member, Library Board of Queensland
Mrs Tamara O'Shea	Member, Library Board of Queensland (from April 2020 to May 2021)
Ms Lisa Bateman	President, Queensland Public Library Association and Library Services Manager, Moreton Bay Regional Council
Mr Stephan Bohnen	Principal Advisor, Intergovernmental Relations, Local Government Association of Queensland (until November 2020)
Mr Ken Diehm	CEO, Fraser Coast Regional Council (from August 2020)
Mr Craig Doyle	CEO, Mackay Regional Council (until August 2020)
Ms Chris Girdler	Manager, Customer and Cultural Services, Moreton Bay Regional Council
Ms Sharan Harvey	Manager Library Services, Brisbane City Council (until October 2020)
Cr Tanya Milligan	Mayor, Lockyer Valley Regional Council
Ms Sharon Robertson	Acting Manager Library Services, Brisbane City Council (from October 2020)
Ms Georgia Stafford	Lead, Intergovernmental Relations, Local Government Association of Queensland (from December 2020)
Ms Vicki McDonald AM	State Librarian and CEO, State Library of Queensland
Ms Louise Denoon	Executive Director, Public Libraries and Engagement, State Library of Queensland

Observer

Ms Michelle Carter	Director Capability, Queensland Government Customer and Digital Group, Department of Communities, Housing and Digital Economy

Secretariat

Ms Kate Johnson	Acting Manager, Local Government Coordination, State Library of Queensland

AUDIT AND RISK MANAGEMENT COMMITTEE

The Audit and Risk Management Committee (ARMC) Charter has been approved by the Library Board of Queensland (the Library Board). The purpose of the Charter is to outline the role, responsibilities, composition and operating guidelines of the ARMC. The ARMC has observed the terms of this Charter and has due regard to Queensland Treasury's Audit Committee Guidelines. The ARMC meets at least three to four times per year and members may be remunerated for their role on this committee in accordance with the guidelines for the *Remuneration of part-time chairs and members of government boards, committees and statutory authorities*. For more information on the role and achievements of the ARMC, see Governance, accountability and risk (page 34). For information on remuneration, see the Library Board of Queensland approved sub-committee fees (page 9).

Members

Mr Bob Shead (Committee Chairperson)	Member, Library Board of Queensland
Emeritus Professor Tom Cochrane AM	Member, Library Board of Queensland
Professor Marek Kowalkiewicz	Member, Library Board of Queensland
Ms Nicola Padget	Member, Library Board of Queensland
Mr Danny Short	Chief Finance Officer Department of Children, Youth Justice and Multicultural Affairs

Secretariat

Ms Tanya Fitzgerald (Executive Officer to the Committee)	Executive Director, Corporate Governance and Operations, State Library of Queensland
Ms Jennifer Genrich (Assistant Executive Officer to the Committee)	Manager, Office of the State Librarian, State Library of Queensland

INDIGENOUS ADVISORY GROUP

The objectives of the Indigenous Advisory Group (IAG) are to provide:

- advice to the Library Board on policy, projects and strategic matters concerning library and information service provision for Aboriginal and Torres Strait Islander people
- a forum for discussing Aboriginal and Torres Strait Islander issues impacting on library and information services in Queensland
- a formal mechanism for ongoing liaison between the Library Board and Aboriginal and Torres Strait Islander people.

IAG members are not paid for sitting on the group; however, they are reimbursed for reasonable expenses associated with meeting attendance on presentation of documentary evidence of the expense.

Members

Associate Professor Sandra Phillips (Chairperson)	Member, Library Board of Queensland
Mr Michael Aird	Director, Anthropology Museum and ARC Research Fellow, School of Social Science, The University of Queensland
Ms Denise Andrews	Director, Meriba Omasker Kaziw Kazipa Policy Implementation, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Professor Anita Heiss	Professor of Communications, Aboriginal and Torres Strait Islander Studies Unit and Affiliate Professor, School of Communication and the Arts, The University of Queensland
Professor Henrietta Marrie AM	Queensland Alliance for Agriculture and Food Innovation, The University of Queensland
Ms Rhianna Patrick	Head of Audio and Podcasts, IndigenousX.com.au
Ms Patricia Thompson	CEO, Link-Up
Ms Vicki McDonald AM	State Librarian and CEO, State Library of Queensland

Observers

Ms Louise Denoon	Executive Director, Public Libraries and Engagement, State Library of Queensland
Ms Anna Raunik	Executive Director, Content and Client Services, State Library of Queensland

Secretariat

Ms Kristyna Dillon	Acting Lead, Strategy, Planning and Policy, State Library of Queensland (until April 2021)
Ms Kate Andrews	Acting Lead, Strategy, Planning and Policy, State Library of Queensland (from April 2021)

APPENDIX D:
COMPLIANCE CHECKLIST

SUMMARY OF REQUIREMENT		BASIS FOR REQUIREMENT	ANNUAL REPORT REFERENCE
Letter of compliance	• A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	page 1
Accessibility	• Table of contents • Glossary	ARRs – section 9.1	page 3 page 83
	• Public availability	ARRs – section 9.2	inside back cover
	• Interpreter service statement	*Queensland Government Language Services Policy* ARRs – section 9.3	
	• Copyright notice	*Copyright Act 1968* (Qld) ARRs – section 9.4	
	• Information Licensing	*QGEA – Information Licensing* ARRs – section 9.5	
General information	• Introductory information	ARRs – section 10	Part 1
Non-financial performance	• Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	page 5
	• Agency objectives and performance indicators	ARRs – section 11.2	Part 3
	• Agency service areas and service standards	ARRs – section 11.3	Part 3
Financial performance	• Summary of financial performance	ARRs – section 12.1	Part 5
Governance – management and structure	• Organisational structure	ARRs – section 13.1	page 12
	• Executive management	ARRs – section 13.2	Part 2 Appendix B Appendix C
	• Government bodies (statutory bodies and other entities)	ARRs – section 13.3	
	• Public Sector Ethics	*Public Sector Ethics Act 1994* (Qld) ARRs – section 13.4	page 34
	• Human Rights	*Human Rights Act 2019* (Qld) ARRs – section 13.5	page 35
	• Queensland public service values	ARRs – section 13.6	n/a
Governance – risk management and accountability	• Risk management	ARRs – section 14.1	page 35 Appendix C
	• Audit committee	ARRs – section 14.2	page 34 Appendix C
	• Internal audit	ARRs – section 14.3	page 34
	• External scrutiny	ARRs – section 14.4	page 41
	• Information systems and recordkeeping	ARRs – section 14.5	page 35
	• Information Security attestation	ARRs – section 14.6	n/a
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	pages 32–33
	• Early retirement, redundancy and retrenchment	*Directive No.04/18 Early Retirement, Redundancy and Retrenchment* ARRs – section 15.2	n/a
Open Data	• Statement advising publication of information	ARRs – section 16	page 35
	• Consultancies	ARRs – section 33.1	data.qld.gov.au
	• Overseas travel	ARRs – section 33.2	data.qld.gov.au
	• Queensland Language Services Policy	ARRs – section 33.3	data.qld.gov.au
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	page 73
	• Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	pages 74–75

FAA *Financial Accountability Act 2009* (Qld)
FPMS *Financial and Performance Management Standard 2019* (Qld)
ARRs Annual report requirements for Queensland Government agencies

GLOSSARY

ACMI	(formerly known as) Australian Centre for the Moving Image
AIATSIS	Australian Institute of Aboriginal and Torres Strait Islander Studies
ALA	Australian Library of Art
ALIA	Australian Library and Information Association
ARC	Australian Research Council
ARMC	Audit and Risk Management Committee
AISA	Australian Information Security Association *A not-for-profit organisation and charity that champions the development of a robust information security sector*
ATO	Australian Taxation Office
BDO	*An accountancy and advisory organisation*
CAA	Corporate Administration Agency *A shared service agency providing services for State Library*
COVID-19	Novel coronavirus disease
DPC	Department of the Premier and Cabinet
EBA	Enterprise bargaining agreement
eDRMS	Electronic document and record management system
ELMO	*A learning management system that enables the development and delivery of internal customised online training*
ET	State Library of Queensland's Executive Team
EY	Ernst & Young *An advisory, assurance, tax and transaction services firm*
FAA	*Financial Accountability Act 2019* (Qld)
FBT	Fringe benefits tax
FPMS	*FPMS Financial and Performance Management Standard 2009* (Qld)
FTE	Full-time equivalent
GLAM	Galleries, libraries, archives and museums *An industry sector*
GST	Goods and services tax
IAG	Indigenous Advisory Group
ICT	Information and Communications Technology *Includes any communication device or application, though often used to refer to digital communications*
IFLA	International Federation of Library Associations and Institutions
IKC	Indigenous Knowledge Centre *A communal hub operated in partnership with Aboriginal and Torres Strait Island Councils that combines traditional library services and internet access with lifelong learning opportunities, and provides a keeping place for recording, accessing and celebrating the unique Indigenous cultures of Queensland*
JOL	John Oxley Library
KPMG	*A global network of professional firms providing audit, tax and advisory services*
LSL	Long service leave
MOHRI	Minimum Obligatory Human Resource Information
MS	Multiple sclerosis
NAB	National Australia Bank
NED	National edeposit
NIDA	National Institute of Dramatic Art
NSLA	National and State Libraries Australia *Australia and New Zealand's national and state libraries working together*
PLAG	Public Libraries Advisory Group
PPP	Personal Performance Planning
Q ANZAC 100	*A five-year project of legacy initiatives supported by the Queensland Government to commemorate the centenary of the First World War and Anzac history*
QLA	Queensland Literary Awards
QPAC	Queensland Performing Arts Complex
QUT	Queensland University of Technology
QWC	Queensland Writers Centre
RACQ	Royal Automobile Club of Queensland *An insurance company*
RLQ	Rural Libraries Queensland
SDGs	United Nations Sustainable Development Goals
SDS	Service Delivery Statements
SLAs	Service-level agreements
The Foundation	Queensland Library Foundation
TSIC	Technology Strategy and Investment Committee *A committee responsible for supporting and advising the State Librarian and CEO on digital and ICT strategies, plans and significant investments*
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UQP	University of Queensland Press *An Australian publishing house*
VALA	*An independent, Australian-based not-for-profit organisation that supports the use and understanding of information technology in libraries and the GLAM sector*

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The Annual Report documents State Library of Queensland's activities, initiatives and achievements during 2020–21 and shows how it met its objectives for the year and addressed government policy priorities.

An electronic copy of this report and the compliance checklist are available at slq.qld.gov.au/about-us/corporate-information/annual-report-library-board-queensland or by contacting Communications on media@slq.qld.gov.au or 07 3842 9847.

For further information about this report, please contact the Office of the State Librarian by phone on 07 3840 7901, email osl@slq.qld.gov.au or fax 07 3840 7860.

State Library is committed to open and accountable governance and welcomes feedback on this report.

Please email comments or suggestions to info@slq.qld.gov.au or go to the Get Involved website at getinvolved.qld.gov.au/gi/ to complete the feedback form.

Library Board of Queensland Annual Report for the year ended 30 June 2021
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The Library Board of Queensland Annual Report 2020–21.

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you have difficulty understanding this report, please call us on 07 3842 9985 and we will arrange an interpreter to effectively communicate the report to you.

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Queensland Government