

PART 2

# OUTCOMES IN 2021-22

# REPORT ON PERFORMANCE

	NOTE	2021-22 TARGET	2021-22 ACTUAL
<b>Objective: Trusted Content</b>			
Use of content	1	17,000,000	15,499,793
Number of additions to the Queensland Memory collection		41,000	43,810
<b>Objective: Shared Experiences</b>			
Visits onsite and online (Service Delivery Statement service standard)	2	4,000,000	4,867,105
Number of new members		37,000	37,391
Visits to public libraries	3	21,900,000	11,887,861
<b>Objective: Future-Focused People and Processes</b>			
Customer satisfaction with State Library services and programs (Service Delivery Statement service standard)	4	95%	98.4%
Average cost per visit (Service Delivery Statement service standard)	5	\$7.50	\$6.11

## Notes

1. This measure reports on the use of physical, digital and eresources (licensed content). The total result is below target due to advice from the National Library of Australia (NLA) that a change to the counting rules of the use of digitised Queensland newspapers accessible through the national Trove discovery system has resulted in a significant reduction in the use of this element of the collection. The annual target for other elements of the collection is 10 million. This has been exceeded and reflects high engagement and usage of digital eresources (LinkedIn Learning for Libraries, Ancestry and ebooks) and digital content made available via State Library's catalogue and external platforms, such as Corley Explorer and Flickr Commons.
2. Includes visits onsite to South Bank and the Anzac Square Memorial Galleries and visits online to State Library and Anzac Square websites.
3. The figure shown is for the period 2020-21. The 2021-22 figures will not be available until September 2022. In-person visits to library facilities were impacted by COVID-19 restrictions. Reduced onsite visits due to the impact of COVID-19 is a trend across cultural institutions worldwide.
4. 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?'
5. 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.

# **STRATEGIC OBJECTIVES**

# TRUSTED CONTENT

## COLLECT, PRESERVE AND PROVIDE ACCESS TO TRUSTED CONTENT

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. In 2021-22, the commitment to collect, interpret and share Queensland's stories through a First Nations lens continued. In another year of change and challenges, the need for digital collection access was clear. Aside from ongoing work digitising the physical collection and making it available online, State Library continued to expand innovative and engaging ways for people to access and enjoy Queensland content online.

### 2021-22 Focus activities (see page 6 for full list of strategies)

- **Collect, interpret and share First Nations perspectives of Queensland's stories**
- **Strengthen our digital collecting and preservation**

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## COLLECTING FOR FUTURE GENERATIONS

As the year 2021-22 was marked by **major flooding** in South East Queensland, several photographic collections were acquired, and several significant websites and social media feeds were archived in order to document the devastating events and their aftermath. Drone footage of flooded areas was also collected. **COVID-19** collecting continued this year and included photographic collections capturing phases of the pandemic such as the vaccination rollout in Queensland and anti-lockdown protest activity. Photographs were acquired to document the **2022 federal election** in Queensland.

Other collecting activity included a series of photographs capturing the Torres Strait Islander community's **Coming of the Light 150th Anniversary** celebrations in Cairns, Townsville, Rockhampton and Brisbane, and the commissioning of a 6-episode podcast to mark the **30th Anniversary of the Mabo decision**. *Hi, I'm Eddie* introduces Eddie Mabo the man behind the legend. Recent **digital stories and oral histories** have been undertaken, including an interview with BJ Murphy, a Jinibara Elder, on the Bunya Proclamation of 1842 and the resistance wars. An interview was also recently held with Dr Robert (Uncle Bob) Anderson OAM, outlining his life story as part of State Library's ongoing Elders interview series.

Collecting in support of **Queensland military history** continued with a focus on more contemporary experiences, including interviews with 3 recent Australian Navy

and Australian Federal Police veterans who served as peacekeepers with the United Nations, and with the Australian Armed Forces, including locations such as East Timor, Solomon Islands, Somalia and Malaysia. The 3 veterans discuss their service and the impacts of military-related mental health issues. Another commissioned series of interviews with 'chalkies' – Royal Australian Education Corps National Service veterans who served in Papua New Guinea between 1966 and 1973 – was also undertaken.

The lives of **significant Queenslanders** were represented in the acquisition of the Janette Turner Hospital Papers, the Verlie Just Town Gallery and Japan Room Archive, the Vernon Cornish Collection, and the Matthew Condon Archive to complement his oral history interview.

Several interviews have been conducted with significant Queenslanders. These include oral histories with Sir Leo Hielscher AC and Professor Peter Greste. Sir Leo's interview covers his life and long career as a senior public servant in the Queensland Treasury Department and as the foundation chairman of Queensland Treasury Corporation. Peter Greste's interview covers his experiences as an award-winning foreign correspondent who spent 25 years working for the BBC, Reuters and Al Jazeera, and spent 400 days in prison after being arrested in Cairo with 2 of his colleagues while working for Al Jazeera.

## PRESERVING ONLINE CONTENT

As part of State Library's ongoing commitment to preserving born digital content, several **websites and web documents** relating to the 2022 Federal Election campaign – including Queensland political parties, candidates and lobby groups – were contributed to the national collection available via Trove.

State Library also selectively captured website snapshots and online content documenting South East Queensland's severe rainfall and flooding events of February and March 2022, including sites related to disaster recovery and reconstruction.

Throughout the year, work also continued to collect Queenslanders' responses to the national Coronavirus (COVID-19) Pandemic and Australia collection – an online collection of archived websites built collaboratively by National Library of Australia and state and territory libraries.

Sites representing Queensland festivals and cultural activities, our diverse peoples, environmental issues, community concerns, and many other topics were contributed to the national archive. First Nations websites captured included Black Lives Matter, Mabo Day, NAIDOC Week and National Sorry Day.

Across all web archiving this year, more than 2,000 website captures were preserved and made publicly accessible through Trove.

## SIGNIFICANT ACQUISITIONS

In the lead up to State Library of Queensland's 120th anniversary, the **John Oxley Papers** were added to the collection. The papers are an archive of original letters and family documents including letters from Oxley to his wife Emma. Written between 1822 and 1826, the collection includes a letter dated 15 March 1824 in which Oxley describes his preparation to accompany the Governor of New South Wales to Moreton Bay. The digitised copies of the letters will be made available via the catalogue.

State Library has acquired a highly significant Queensland collection of photographs and manuscripts relating to the **Aboriginal Mission at Somerset, Cape York, 1866-69, and the missionary William Turton Kennett (1840-1910)**. Up until this point, the collection has been held within the family. It contains a diary, journals and photographs previously unseen by researchers. The journals kept by Kennett also include notes on the local language. The collection has been digitised and engagement with community members to understand the content and enhance access is underway.

The **Richard Stringer Architectural Photography Archive** was added to the collection, documenting Queensland's built heritage from 1967-2021. The thousands of photographs taken by esteemed architectural photographer Richard Stringer depict homes, buildings, gardens, natural landscapes and architectural ruins throughout Queensland. With 54 years of professional photography experience, Richard Stringer has been widely recognised for his skill and ability, and his coverage of many major urban and regional architectural features in Queensland. The donation included Richard's entire archive of architectural photography and business records. The archive adds significant content to the documentary record of Queensland's built heritage.

Also added to the collection was E. P. Ventenat's **Jardin de la Malmaison**, Paris, France, Imprimerie de Crapelet, 1803. This rare large folio of 2 volumes bound in one features 120 engraved and hand-coloured plates by Pierre Joseph Redouté (1759-1840), arguably France's greatest botanical illustrator. The publication, dedicated to Empress Joséphine, includes 43 plates depicting Australian plants sent to her by Sir Joseph Banks and Nicolas Baudin and propagated in the gardens of her property Malmaison. Many of these were endemic to Queensland.

## NATIONAL EDEPOSIT

National edeposit (NED) is the electronic legal deposit system developed by National Library of Australia in collaboration between the 9 national, state and territory libraries.

Queensland publications are required to be deposited to State Library of Queensland and the Queensland Parliamentary Library under the *Libraries Act*. This includes all electronic books, maps, music scores and serials. NED is the response to the major challenge of capturing and preserving the **digital documentary history of Australia** for the future. It provides the deposit, management, storage, preservation, discovery, and delivery of published electronic material across Australia. This year, more than 8,000 Queensland publications were deposited in NED, and made available through State Library's One Search catalogue, bringing the total number available to over 41,000. Over 3,000 publications, including a range of Australian government publications and newspapers, have also been made accessible via the catalogue. This increased scope of digital publications on offer is an additional benefit of participating in the NED system.

## DIGITISED COLLECTIONS

A wide range of collections were digitised this year supporting State Library activities including exhibitions, events, and fellowship research and in response to collecting priorities. **First Nations** content includes the Miles Family photographs of Torres Strait during the 1950s, and John Mathew papers including a notebook containing an Aboriginal vocabulary. **Culturally and linguistically diverse communities** content made accessible included over 200 transcripts from the Greeks in Queensland project, and Australian South Sea Islanders United Council records. Content from the following priority collecting areas was also made available: The Environment, Health and Wellbeing, LGBTIQ+ communities, Regional communities and the Arts. The *Copyright Amendment Act 2017* has enabled a wide range of collections, now in the public domain, to be digitised including *La Nouvelle France: journal de la colonie libre de Port-Breton, Oceanie* from 1879-1881, a journal issued to advertise the enterprise launched by the Marquis de Rays (1832-1895) to establish an ill-fated French colony in Papua New Guinea, and the *Narrative of the Voyage of H.M.S. Rattlesnake: commanded by the late Captain Owen Stanley, R.N., F.R.S. &c. during the years 1846-1850 including discoveries and surveys in New Guinea, the Louisiade Archipelago*.

## DIGITAL JOURNEYS THROUGH THE COLLECTION

Brett Tweedie was awarded State Library's **Digital Collections Catalyst** for 2021. Brett used his residency to develop a digital visualisation and data manipulation tool called The Topography of Searching. It harnesses 10 years of search data, of over 8 million terms, from State Library's online catalogue to explore what people have searched, and continue to search, for. It creates opportunities for engagement with collections and a better understanding of user behaviour through an interactive landscape based on the themes, topics and terms that users search. The visualisation map is updated every 24 hours with the latest search terms.

## CROWD-SOURCED COLLECTING

State Library continued to use a range of external online platforms to share digital collections and enable community contributions. Flickr Commons has been very popular from the initial launch of the library's presence on the platform, with 30 million views of over 7,000 images to date. YouTube and Vimeo also provided opportunities to showcase our collections. With over 4.4 million views of our collections through external online platforms in 2021-22, audience reach and community engagement continue to increase.

Community participation and interest in online platforms developed by the library remains strong. **Corley Explorer** showcases over 60,000 images from the Corley collection of South East Queensland homes. A further 975 stories were collected in response to individual images of homes, and there were 999,679 views this year.

The library's **Explorer** online platform continues to deepen users' experience of collections. This year, there were 18,000 page views, with sets created around the themes of Queensland Flora, Brisbane City Hall, William Jolly Bridge and Queensland Tea Towels.

Online volunteer support continued with **Amplify**, the library's online transcription tool for audio content, and over 4,000 views of content in 2021-22 assisted with the finalisation of automated transcription of oral histories in our collection. Transcription of audio content enables improved access for future generations.

## QUEENSLAND MEMORY AWARDS

In 2022, State Library's flagship annual fellowship and awards program offered \$100,000 in fellowships and awards. Two new fellowships are available. The inaugural **Rainbow Research Fellowship** supports the sharing of LGBTIQ+ histories, and the inaugural **Christina Boughen OAM Fellowship** gives researchers the opportunity to investigate the career and legacy of the influential musician Christina Boughen OAM. The awards opened for applications on 1 June and recipients will be announced in October 2022.

The 2021 fellows progressed with their research and published 8 blog posts on State Library's website, published 2 manuscripts and presented 4 talks that were attended by 210 people onsite and 776 online across topics such as untold First Nations history and women's contributions to conservation of the Great Barrier Reef.

## INFORMATION COLLECTIONS

The eresource collection was enhanced with the introduction of **4 new databases** available for State Library members and onsite for visitors. LGBT Thought and Culture provides access to books, periodicals, and archival materials documenting LGBT political, social and cultural movements throughout the 20th century and into the present day. Go1 is an online learning platform with thousands of online learning topics presented as videos, blogs, vlogs and other learning methods. British Newspaper Archive covers 40 million pages of over 1,000 newspapers from the UK and Ireland from the early 18th century. Newsbank Research Collection provides major Australian newspapers available as full text.

## STATEWIDE ERESOURCES

The suite of trusted content available to State Library and Queensland public library members was extended this year with the introduction of **6 new eresources**. ParentTV is a streaming platform to support the parenting and care of children from birth to teens. LOTE (Languages Other Than English) Online for Kids enables children to engage with books in over 50 languages. Australian children's audio streaming service Kinderling provides access to music, audio stories, and guided meditation and mindfulness content. In support of the STEM (science, technology, engineering and mathematics) agenda, Gale Interactive Science provides access to 3D interactive models to visualise and understand concepts in biology, chemistry, earth, and space science. CloudLibrary Community Languages provides access to a wide range of resources, such as ebooks and audio recordings, in over 100 languages. Ames Online English Resource provides access to English language resources focused on living, studying and working in Australia for new migrants. These new resources supplement LinkedIn Learning for Libraries (learning suite), Ancestry.com (family history) and AustLit (reading and literature).

## CONNECTING THE CURRICULUM

In July, State Library launched a dedicated teaching and learning website, **Curriculum Connect**. The site provides free, flexible and classroom-ready teaching resources for teachers, by teachers. Content is aligned with Queensland's prep to year 12 curriculum, with a focus on History, Social Sciences, First Nations, Visual Arts, Design, Science and English. It connects teachers and students to unique digitised original materials and primary resources and provides professional development tools for teachers. Ninety-eight resources are available for download, with more in development. Since its launch, the site has had 52,000 page views and more than 500 teachers are subscribers to the platform. On 17 June, the Curriculum Connect platform was highly commended in the 2022 Museums Australasia Multimedia and Publication Design Awards (MAPDA). Judges appreciated the platform's effective user-friendly design, noting it was well built for the education audience and that resources were presented in an easily understood and shareable way.

# SHARED EXPERIENCES

## GROW OUR AUDIENCE THROUGH REWARDING EXPERIENCES

State Library of Queensland continued to provide rewarding experiences for its diverse audiences. Inspiring exhibitions showcased some of Queensland's extraordinary stories – from giving Queenslanders a chance to reflect on our relationship with the botanical world to bringing together a decade of storytelling from some of Australia's brightest First Nations voices. Programs like black&write!, Queensland Literary Awards and Young Writers Awards remain an important vehicle to elevate emerging and established writers. Online visitors benefited from improved tools to view 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 enabled programs and services for young and old to reach communities across all corners of the state.

### 2021-22 Focus activities (see page 6 for full list of strategies)

- Deliver online and onsite experiences that empower, stimulate and enrich
- In partnership with local government, implement the new grant methodologies to build a resilient and future-proof network

## COMMEMORATING OUR ANZACS

April 2022 was the busiest month for **Anzac Square Memorial Galleries** since its redevelopment in 2019.

Average onsite visits to the Memorial Galleries this year were 362 per day, with peak visitation occurring around Anzac Day and Remembrance Day. Online content proved popular, too, with visits to the Anzac Square website up by 46% compared to the previous year.

Remembrance Day 2021 was commemorated both onsite and online, with visitors asked, Who will you stop to remember?

Engagement activities included a collaboration with Austereo (Triple M) radio, enhancement of the Anzac Stories voice activation, Remembrance Day themed gallery tours and new website content.

After 2 years of COVID-19 restrictions inspired driveway dawn services, Anzac Day 2022 marked the first time many were able to return to full capacity services since the pandemic began. Under the theme Sharing our stories, State Library shone a spotlight on the letters, diaries, and personal recollections of Queenslanders whose stories of service collectively span more than a century. A total of 6,489 visits were made to Anzac Square Memorial Galleries between 22 and 25 April for the Anzac School Commemoration Service, Nurses Vigil and Anzac Day commemorations.

On 27 May 2022 Queensland's first dedicated memorial for First Nations heroes was unveiled at Anzac Square Parklands. The statue honours all Aboriginal people and Torres Strait Islanders who have served in conflicts in which Australia has been involved. The Australian Army's second Indigenous Elder Aunty Lorraine Hatton OAM presided at the service and shared her experiences with Anzac Square audiences via a professional development webinar for teachers and a public talk.

## OPEN FOR TINKERERS, MAKERS AND THE CURIOUS

**The Edge**, State Library's space for creativity, ideas and experimentation, continued to inspire curiosity this year. In the lead up to December's opening of *The Great & Grand Rumpus*, 114 school and community sessions were held to craft books, stories, cardboard sculptures and lighting for display. More than 1,000 participants from ages 6 to 60 contributed, bringing the nonsensical to life and the unreal to reality.

Digital catalogue **The Well** captured the incredible imagined worlds collected from primary school students throughout the creative process. More than 200 children's drawings and associated stories were added to the Imagined Things Well and the giant cardboard sculptures brought to life by the community, school and university groups were documented in the Made Things Well.

## DIGITAL LEARNING FOR NEW COMMUNITY MEMBERS

The **Siganto Digital Learning Workshops** – a series of practical, hands-on workshops providing digital skills training and computer hardware to recently arrived migrant and refugee communities – culminated with a final graduation event in June. Supported by the Siganto Foundation and delivered in partnership with Multicultural Australia, the 5-year program helped 265 participants from 30 different countries.

Digital curriculum resources developed as part of the project, and hosted on State Library's online Wiki, were externally accessed close to 6,000 times and have been published in multiple languages. These resources enhance the impact of the project and will remain a valuable online reference for individual learning and for Multicultural Australia and other organisations to independently deliver the workshops in the future.

## 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 in September, with \$238,500 in prize money awarded in recognition of outstanding literary talent.

2021 Queensland Literary Awards winners:

### Queensland Premier's Award for a Work of State Significance

Awarded to an outstanding work, by an Australian writer, focused on documenting, discussing or highlighting a uniquely Queensland story. Prize: \$25,000

- *Biting the Clouds: A Badtjala Perspective on the Aboriginals Protection and Restriction of the Sale of Opium Act, 1897* by Fiona Foley (University of Queensland Press)

### Queensland Writers Fellowships

Awarded to 3 established Queensland authors to advance a writing project over a 12-month period. There was no shortlist for this prize. Prize: 3 Fellowships of \$15,000 each, plus professional development support to the value of \$4,500

- Tabitha Bird for 'The Healing Giggle of Wonder'
- Ella Jeffery for 'Split Level'
- Kali Napier for 'Preserving: Stories'

### Queensland Premier's Young Publishers and Writers Awards

Awarded to 2 outstanding Queensland writers up to 30 years of age. Prize: 2 awards of \$10,000 plus career development support to the value of \$2,500 each

- Allannah Hunt
- Ellen Wengert

### The University of Queensland Fiction Book Award

Awarded to an outstanding work of fiction by an Australian writer. Prize: \$15,000

- *Song of the Crocodile* by Nardi Simpson (Hachette Australia)

### The University of Queensland Non-Fiction Book Award

Awarded to an outstanding work of non-fiction by an Australian writer. Prize: \$15,000

- *Amnesia Road: Landscape, Violence and Memory* by Luke Stegemann (NewSouth Publishing)

### Children's Book Award

Awarded to a work, suitable for children up to 12 years old, by an Australian writer. This award is supported by Susan Hocking and Ian Mackie, and their family, through the Hocking Mackie Trust at APS Foundation. Prize: \$15,000

- *Bindi* written by Kirli Saunders and illustrated by Dub Leffler (Magabala Books)

### Griffith University Young Adult Book Award

Awarded to a work, suitable for young adults aged 13 to 19, by an Australian writer. Prize: \$15,000

- *Metal Fish, Falling Snow* by Cath Moore (Text Publishing)

### University of Southern Queensland Steele Rudd Award for a Short Story Collection

Awarded to an outstanding collection of short stories by an Australian writer. Prize: \$15,000

- *Ordinary Matter* by Laura Elvery (University of Queensland Press)

### Judith Wright Calanthe Award for a Poetry Collection

Awarded to an outstanding collection of poetry by an Australian writer. This award is supported by the Copyright Agency's Cultural Fund. Prize: \$15,000

- *Terminally Poetic* by Ouyang Yu (Ginninderra Press)

### David Unaipon Award for an Emerging Aboriginal and/or Torres Strait Islander Writer

Awarded for an outstanding manuscript by an unpublished Aboriginal and/or Torres Strait Islander writer. This award is supported by the Copyright Agency's Cultural Fund.

Prize: \$15,000, plus manuscript development and publication with University of Queensland Press

- Ngankiburka-mekauwe (Senior Woman of Water) Georgina Williams for 'Mekauwe=Tears Volume #1 Poems (Notes for Song) 1970-2020'

### Glendower Award for an Emerging Queensland Writer

Awarded for an outstanding manuscript by an unpublished Queensland writer. This award is supported by Jenny Summerson through the Queensland Library Foundation.

Prize: \$15,000, plus manuscript development and publication with University of Queensland Press

- Siang Lu, 'The Whitewash'

### The Courier-Mail People's Choice Queensland Book of the Year Award

Awarded to an outstanding book by a Queensland author, taken from eligible books entered in the Fiction and Non-Fiction categories. The winner of this award was determined by public vote. Prize: \$10,000

- *Mary's Last Dance: The Untold Story of the Wife of Mao's Last Dancer* by Mary Li (Penguin Random House)



## EXHIBITIONS, DISPLAYS AND SHOWCASES

### Young talent well played

**Big Voices: Children's art matters** (12 Sep 2020 – 8 Aug 2021)

Celebrating the courage and creativity of children sharing their stories through art, this exhibition was drawn from the renowned Dr Barbara Piscitelli AM Children's Art Archive – a unique research collection that includes more than 2,000 children's artworks from urban and rural Australia, China and Vietnam. *Big Voices* provided insights into the way children see themselves, their lives, their rights and their futures. Many of the child artists visited the exhibition to see their work on display. By the close, there were 11,300 onsite visits and 12,100 online visits to the exhibition. The After the Fridge workshops delivered by conservators were well attended online with 101 participants.

### Designed with pride, artistry and defiance

**Deadly Threads: Where did you get that shirt?**  
(27 Mar 2021 – 10 Oct 2021)

A selection of Eddie Mabo memorial t-shirts and Jonathan Thurston's football boots were among the highlights of *Deadly Threads*. The kuril dhagun showcase of more than 190 sports jerseys, protest and commemorative shirts was curated to explore 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. Collections were generously loaned or donated to State Library by communities from across the state. Featured items included tombstone opening shirts, dance outfits, and an original artwork for the design of the North Queensland Cowboys' 2016 Indigenous Round jersey by Torres Strait Islander artist Sharon Phineasa. A community day was held on 15 May to celebrate the opening of *Deadly Threads*, featuring a special performance by the Urab Dance Group from Poruma Island in the Torres Strait (also known as Coconut Island). By the close, there were 13,100 onsite and 7,300 online visits to this exhibition. The exhibition toured to the Cairns Art Gallery from 2 December 2021 to 23 January 2022 attracting 16,300 visits.

### Botanical roots run deep

**Entwined: Plants and people** (12 Jun 2021 – 14 Nov 2021)

This major exhibition gave Queenslanders a chance to reflect on our relationship with the botanical world. Digging into its enormous collection of botanical illustrations and stories, State Library shared colonial, First Nations and contemporary perspectives in an exhibition that featured soothing immersive projections, fascinating photography, historic illustrations, and insightful stories into the state's unique plant life.

*Quantum Metamorphosis* – a visual and sonic meditation intertwining water, air, fire, earth, and the ether – was the work of local artists Man&Wah. Other exhibition features included 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). Providing a First Nations perspective to this exhibition was a companion publication, *Kindred Spirits: Plants and People*, published thanks to donor Dr Cathryn Mittelheuser AM. Opening day was celebrated with plant-themed markets, workshops, gong meditations with Man&Wah, and First Nations bush foods demonstrations. By the close, there were 16,100 onsite and 20,000 online visits to this exhibition.

### Broadening points of view

**Viewpoints: Contemporary Aboriginal photography**  
(28 Aug 2021 – 17 May 2022)

Indigenous representation and identity in contemporary photography was the focus for *Viewpoints*, an exciting exhibition that celebrated new narratives and an opportunity for all Queenslanders to reflect on the past while embracing an inclusive future. Curated by Georgia Walsh, the exhibition featured the acquired works of First Nations photographers Michael Aird, Jo-Anne Driessens and Naomi Hobson. State Library staff also worked to include images hidden in the historical photographic collection, creating an enriched and contextualised collection that captured urban and regional experiences for Aboriginal communities across Queensland, as well as significant events and 12 anniversaries. Sombre historical images of Aboriginal people contrasted with modern life, such as the vibrant people of Coen in the selection from Hobson's *Adolescent Wonderland* series. *Road Play*, for example, exuded happiness in its portrayal of a teenager perched on her bike taking selfies instead of taking her younger sister for a ride. Capturing another beautiful moment in time, Aird's iconic photo of Vincent Brady showed him leading an anti-bicentennial protest in Brisbane wearing a t-shirt emblazoned with the words 'we have survived, white Australia has a black history'. Perhaps one of the exhibition's most moving images was that of 2 elderly men nestled together on a bench at the Ny-Ku Byun aged care facility in Cherbourg by Driessens. By the close there were 7,400 onsite and 9,300 online visits to this showcase.

## Publishing milestone celebrated

### ***Sovereign Stories: 10 years of black&write!***

(23 Oct 2021 – 4 Sep 2022)

*Sovereign Stories* brings together a decade of storytelling from some of Australia's brightest First Nations voices and explores how writers and editors are driving social change within the publishing industry for future generations. Australia has the oldest continuous storytelling tradition on this planet, but for centuries the humanity of First Nations peoples has been hidden behind stereotypes, myths and prejudices. *black&write!* – an Indigenous-led, first-of-its-kind national project – celebrates First Nations stories told by First Nations peoples. The significant impact of this project has enabled a broad audience to discover the rich knowledge, heritage and cultures of First Nations peoples through some truly special stories. Celebrating the authors and editors who have been part of *black&write!*, *Sovereign Stories* encourages more discovery of the books published under the project while also delving into the writing process, what inspired the writers, and what the 'mysterious' editing process can involve. A *Sovereign Stories* Celebration Day was held in November 2021, commencing with a stirring keynote address by inaugural *black&write!* winner, the esteemed Ali Cobby Eckermann. Readers, writers, *black&write!* alumni and community members were drawn to events over the day, including an immensely popular First Nations literary salon. Hachette Australia sponsored hospitality for a community afternoon tea with live music in kuril dhagun. By 30 June, there were 14,400 onsite and 4,900 online visits to this showcase.

## Magic sparks imaginarium

### ***The Great & Grand Rumpus*** (11 Dec 2021 – 10 Jul 2022)

Inspired by the limitless imaginations of Queensland children, this interactive exhibition was made physically possible with the knowledge and skills of grown-up creatives, volunteers and students. For more than 18 months, State Library worked with Greater Brisbane school students, inviting them to expand their imaginations and dream up wacky creations. The stories and conjured creatures that emerged from the workshops and events that took place were transformed into giant cardboard installations that featured in an immersive exhibition full of some of the most fantastic, astonishing and magical worlds and things you could expect to see. By the close there were 18,000 onsite and 36,000 online visits to this exhibition.

## 30 years on, Mabo's legacy celebrated

### ***Legacy: Reflections on Mabo*** (28 May 2022 – 9 Oct 2022)

The remarkable life, politics, activism and legacy of Eddie Koiki Mabo was celebrated in the *Legacy: Reflections on Mabo* exhibition. This year marked the 30th anniversary of the landmark decision which recognised in Australian law for the first time the right of Aboriginal and Torres Strait Islander peoples to their lands. By 30 June, there were 1,500 onsite and 1,200 online visits to this exhibition.

The Mabo: 30 Years On community day was a celebration, with 175 onsite guests and a further 376 online participants joining distinguished guest speaker, daughter of Eddie, and exhibition co-curator Gail Mabo; Nunukul Yuggera Aboriginal Dance Company; Gerib Sik Torres Strait Islanders Dance Troupe; and Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, The Honourable Leeanne Enoch MP.

## Prized exhibits enlighten

### **Talbot Family Treasures Wall**

The Talbot Family Treasures Wall, located on level 4 in the John Oxley Library, features a changing selection of items from State Library's heritage collections. The remarkable stories behind each item deepen our understanding of Queensland's diverse lifestyle, landscape, culture and community. Included in the display this year were 4 artworks by Guugu Yimithirr artist Wanda Gibson, which retell the stories of Lieutenant James Cook from the perspective of Guugu Yimithirr children. The children would have encountered Cook and the crew of the *Endeavour* during the 7-week period in 1770 when they were stranded at the mouth of the Wabalumbaal Birri, or Endeavour River as it is now widely known. Featured also were eclectic items such as tennis champion Ashleigh Barty's Wimbledon outfit, COVID-19 artisan masks and an illuminated silk address presented in 1888 to Lady Musgrave, wife of the then governor, Sir Anthony Musgrave. There were 12,200 onsite visits to this showcase.

## BOOSTING EARLY LITERACY DEVELOPMENT FOR EVERY LITTLE QUEENSLANDER

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.

As attendance figures for the current financial year are not available until September 2022, the figures reported are for the 2020-21 financial year. More than 460,000 total attendances were recorded at First 5 Forever activities in libraries and through outreach activities in 2020-21. In response to COVID-19 restrictions in 2020-21, councils moved to support continued access through alternate delivery, and 51% of the First 5 Forever program attendances reported were online. The program continued to build strong local partnerships, with 1,084 partner organisations engaged through public libraries and IKCs.

While the program continued to demonstrate outcomes within communities, annual reporting from councils in 2020-21 identified a range of ongoing challenges to program delivery due to COVID-19 closures and restrictions, resulting in underspends of First 5 Forever annual allocations for 31 councils. In 2021-22 State Library has implemented a number of new processes to increase visibility and management of underspent funding, encourage greater focus on forward planning and create opportunities for more structured support throughout the year.

The First 5 Forever website continues to deliver trusted content to support parents as their child's first and most important teacher, with more than 176,000 page views in 2021-22. Additionally, Facebook continued to be an important platform to engage with parents and carers, and Facebook fans grew to 14,000.

An investment in a First Nations focus for First 5 Forever has seen the employment of a Senior Program Officer (Identified) to ensure Aboriginal and Torres Strait Islander ways of being, learning and doing are embedded in the First 5 Forever program.

Another focus area for 2021-22 has been increasing the accessibility for culturally and linguistically diverse families throughout Queensland to First 5 Forever programs and resources. This includes the creation of digital resources for the website including translated ebooks and story readings. Three of the **Stories for Little Queenslanders** titles have been **translated into 10 languages** that are spoken throughout Queensland. These will be available online via the State Library website. Further to this, all books in the series have been **translated into Braille** and are available to public libraries to loan, and an **Auslan** Storytime video has been created for each story.

In February, the **A Book for Every Little Queensland** campaign was launched to provide a board book for every baby born in Queensland in 2022. *Shoosh!* by Simon Howe has been adapted into a board book and is being distributed through Bounty Bags for new parents, connecting every family with Queensland stories, First 5 Forever and their local public library. This new campaign follows on from the successful *Stories for Little Queenslanders* series produced by State Library in 2020, which featured 12 picture books, including *Shoosh!*, all written and illustrated by Queensland authors and illustrators, and available in Queensland public libraries and IKCs. Given the popularity of the original 12 stories, they were reprinted to refresh stock in public libraries and IKCs. *Stories for Little Queenslanders* remained popular online, with 4,747 listens to the online audiobooks and 7,655 downloads of the ebooks.

## CELEBRATING COOPERATION, CODESIGN AND COEXISTENCE

The **Asia Pacific Architecture Festival** (APAF) returned to Brisbane in March in a collaboration between founding partners Architecture Media and State Library of Queensland.

The week-long festival delivered an exciting program of exhibitions, installations, symposia, lectures and workshops that celebrated architecture's contribution to the culture, sustainability and economy of the Asia Pacific region. In 2022, 34 events were delivered.

The festival theme 'co-operate, co-design, co-exist' urged attendees to interrogate how shared challenges and experiences can benefit from more collective and inclusive design strategies.

## CHILDREN AND FAMILIES ACTIVITIES

Children and families are a priority for State Library. Despite COVID-19 restrictions and the temporary closure of the South Bank building, we attracted 33,611 visitors to **The Corner** and **The Parlour** for creative early literacy experiences.

To promote the launch of **Stories for Little Queenslanders**, a series of books created by authors and illustrators with a connection to Queensland, a vinyl display was installed in The Corner. Kits with play-based resources were developed for regular Story Time, Baby Play and Play Time sessions. After COVID-19 restrictions were relaxed in April 2022, families could once again come to sessions at The Corner without bookings.

The summer program for young people and families, **Rumpus Holiday Fun**, attracted 598 visits to onsite activities and 27,721 online video views.

## 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 2021, the winner was Ellen Vickerman for her short story *Sun Queens*. Ellen was awarded \$2,000 prize money and her winning story was published in *Griffith Review*. Three runners-up were awarded \$500 prize money: Zarin Nuzhat, for 'Friday', Ellie Kaddatz for 'Precious Cargo' and Eden Annesley for 'Halcyon'.

## ELEVATING 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 2 Aboriginal and/or Torres Strait Islander writers each year.

Celebrating 11 years of black&write!, the 2022 Fellows were announced in May as Queensland Elder Herbert Wharton AM and Lay Maloney from Victoria. Herbert's winning manuscript *Bird Kingdom* is a story about a mischievous young boy who thinks he and his cat can hunt all the birds of the sky. Lay won the fellowship for their debut work *Weaving Us Together* about a non-binary Aboriginal person named Jean growing up on Australia's mid-north coast.

## CELEBRATING WRITERS, BOOKS AND STORYTELLERS

The 60th **Brisbane Writers Festival** brought together readers, writers and poets to celebrate storytelling and dialogue. There was a return of Word Play, the education program for school groups, and the addition of a country of focus element to bring literature and storytelling traditions from Aotearoa / New Zealand and the Pacific. Audiences brought the spaces of State Library to life and thousands came to discover new writers, hear from respected thinkers and meet their favourite authors. The program featured beautiful, wise, strong and urgent voices in a celebration of the power of story. There were 13,000 visits to Brisbane Writers Festival sessions at State Library.

## NURTURING EMERGING WRITERS

**Queensland Writers Centre** (QWC) represents the state of writing from its home within State Library. Through online workshops and regional programs, delivered in partnership with local government and communities, QWC connects with writers throughout Queensland. During 2021-22, QWC hosted the Diaspora panel featuring Dr June Perkins, Dimity Powell and Sharon Orapeleng. New programs for young people include Youth Writing Saturday and the inaugural Brisbane Children's Writers Festival. These programs saw an unprecedented growth in young members visiting the centre.

## DIGITAL INCLUSION PROGRAMS WITHIN PUBLIC LIBRARIES

State Library is committed to helping all Queenslanders access and feel at home in the digital environment. Through partnerships with local government, there was an increase in online access and opportunities to learn and participate in programs – helping bridge the digital divide for people most at risk of being left behind.

There are now 2,664 internet-enabled public use devices available in public libraries and free wi-fi at 286 libraries – around 94% of fixed library locations.

In partnership with the Australian Government and the Australian Library and Information Association (ALIA), 535 public library staff and communities from 233 Queensland public library branches participated in the Digital Health Literacy train the trainer program, face-to-face and online. This program helped public library staff and other community leaders to support and guide communities to use digital health initiatives and tools such as **My Health Record**. Self-paced online training and community resources continue to be available for public libraries staff.

Through a multi-year partnership with Telstra, and with support from the Queensland Government, the delivery of the following community development programs picked up pace again after delays and disruptions due to the pandemic.

- **Tech Savvy Seniors** helps older Queenslanders build skills and confidence to use computers, tablets and smartphones. This year, over 1,200 training sessions were delivered to Queensland seniors by public libraries and IKCs. A total of 38,695 seniors have benefited from this program since 2016.
- **Deadly Digital Communities** is a digital technology skills training program for Aboriginal and Torres Strait Islander peoples and communities. The program, which commenced in 2017, is delivered in partnership with councils, public libraries and IKCs.
- Eight councils participated in a revised **Tech Savvy Communities** initiative, which aims to help reduce the digital inclusion gap in regional Queensland by empowering local library staff to increase digital skills, build confidence and reduce social isolation within their communities. The program is delivered through partnerships with local organisations and includes workshops and training. State Library staff made visits to Cloncurry, Blackall-Tambo, Douglas, Croydon, Paroo and Maranoa to support program delivery and upskill library staff and community members.

## CELEBRATING 120 YEARS

In 2022 State Library celebrated 120 years of service with staff and community events. The Brisbane Public Library was established in 1896, but it was not until 29 April 1902 that the then named Public Library of Queensland was officially opened and its collections made available to the public.

The celebratory tagline of 'your story is our story' reflects State Library's role as a major memory institution for Queensland, collecting and sharing diverse stories of our people, places and events.

On 29 April current and former staff gathered for a morning tea. There were 143 attendees, including Queensland's first female State Librarian Lea Giles-Peters. The ceremony concluded with one of the library's newest staff members joining one of its longest-serving staff members to cut a celebratory cake.

In June an **Extra ordinary day at State Library** was held to celebrate the milestone. The event, which attracted more than 6,000 visitors, included behind-the-scenes tours, family activities and roving performers.

## PUBLIC LIBRARY REPORTING 2020-21

Figures reported are for the 2020-21 financial year, as data for the current financial year is not available until September 2022.

Public library operations and delivery of grant-funded projects have been significantly impacted over the past 2 years due to COVID-19 and, more recently, extreme weather events, resulting in library facility closures, limited staffing availability and supply-chain difficulties. These impacts have been attributed to a 27% reduction of onsite visits in the 2020-21 period.

Councils' annual reporting evidenced these impacts had affected their ability to fully expend the annual **Public Library Grant and First 5 Forever funding allocations**, with more than 47% of councils recording underspent funding at the end of the 2020-21 period. Councils were also delayed with the delivery of grant-funded projects during the period.

State Library has implemented a number of new processes to increase visibility and management of grants and annual funding, and to encourage opportunities for more direct support to public libraries and IKCs including through the implementation of a client management model.

Public libraries and IKCs continue to be valued and trusted community hubs. During 2020-21 libraries continued to attract new members, reporting a growth of 0.4% resulting in 2,035,019 current library and IKC members. Libraries have supported visitation through online offerings with 14,815,558 online visits, representing an increase of 8% from the previous year and, despite a decline in onsite visitors from the previous year, still recorded 11,887,861 visits to public libraries.

## PCS FOR IKCS

In 2019, Ashleigh Barty and the Barty family funded a 3-year project to install a **desktop computer** in each of Queensland's 24 Indigenous Knowledge Centres (IKCs), with 8 PCs installed in IKCs to date.

## PROFESSIONAL DEVELOPMENT FOR PUBLIC LIBRARY AND IKC STAFF

Resources, training, advice and support continue to be provided to the Queensland public library and IKC network.

The subscription to the self-paced online training program **The Librarian's Guide to Homelessness** finished in August 2021. The course promotes empathy and compassion to manage problematic behaviour from troubled clients. The subscription was made available to all Queensland public library and IKC staff. This year 71 staff from 16 councils completed the course.

A **library leadership professional development program** was offered to all Queensland public library and IKC staff. The course supports participants to 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. Fifteen staff from 12 councils participated in the program, and all participants who completed an evaluation survey indicated they would recommend the course to other staff.

**Regional and small libraries workshops** were delivered in Mount Isa, St George, Ingham and Blackall, during May and June. These regional workshops provided the opportunity for 67 staff from 19 councils to participate in tailored facilitated workshops and network with library colleagues from neighbouring regions.

**Context, Collections and Communities** training was delivered in partnership with the ALIA. The course includes new content on fostering culturally responsive library and information services including Aboriginal and Torres Strait Islander perspectives. Thirty-four staff from 20 councils enrolled in the course due to be completed in early July 2022.

Three professional development sessions were delivered on **Copyright** in partnership with the Australian Libraries and Archives Copyright Committee (ALACC). The first session focused on Indigenous cultural and intellectual property and 2 sessions explored practical copyright issues. Sixty-five staff from 16 councils participated.

Three self-paced online **First 5 Forever modules** were developed for new and existing public library staff. More than 360 staff from 35 councils have completed the online modules. Six in-person First 5 Forever professional development workshops were delivered, 5 regionally in Hughenden, Mackay and Cairns. More than 120 staff participated from 26 councils. Two First 5 Forever webinars were delivered for 61 participants from 30 councils.



## PUBLIC LIBRARY PARTNERSHIPS IN ACTION

In July, Library Board members Andrew Griffiths, Julia Leu, Bob Shead, Jodie Siganto, Marek Kowalkiewicz and Sandra Phillips visited Ipswich libraries. Accompanied by State Library staff, the itinerary included visits to Ipswich Central, Ipswich Children's, Rosewood and Springfield Central libraries. The **regional library tour** provided an opportunity for Board members to meet local library staff and see first-hand the partnership between State Library and the public library network, as well as the important services and support Ipswich libraries provide to their local community. During the visit the Board members met with Ipswich City Mayor Teresa Harding, Acting CEO Sonia Cooper, and Councillors Andrew Fechner and Kate Kunzelmann.

## IMPLEMENTING THE NEW PUBLIC LIBRARY AND FIRST 5 FOREVER GRANT METHODOLOGIES

More than 320 public library services are supported through State Library's partnership with 75 local councils. Public library and First 5 Forever funding methodologies, which determine how Queensland Government funding for public library and IKC services is invested, were approved in November 2021. The **new methodologies**, developed through consultation with local government stakeholders, include:

- direct allocations and competitive grants to local governments to enable their delivery of public library services
- funding used to support professional development, statewide projects, collections, services and resources provided to the network and managed by State Library.

New methodologies will be in place from 1 July 2022 to ensure:

- no council receives less funding and the overall proportion of funds provided directly to local government has increased
- increased funding for regional and remote councils and Indigenous councils
- guaranteed funding levels for 2 years through a new 2-year Service Level Agreement for Public Library Funding
- greater certainty and ability to plan for delivery of the First 5 Forever initiative through a 4-year Service Level Agreement.

A series of 7 webinars has been held to support local government partners to understand the new methodologies and requirements of the Service Level Agreements. One hundred and twenty-four staff from 41 councils across Queensland attended the webinar.

## IKC REOPENS AT INJINOO

The Injinoo IKC officially reopened in April, becoming the fifth IKC in the Northern Peninsula Area Regional Council (NPARC). NPARC provides library services to communities in one of **Queensland's most remote areas**. There are now 25 IKCs across Queensland, with 24 open and operational, delivering on the Future Directions aspiration to have a library service in all First Nations communities. Funding was provided for the refurbishment of all NPARC IKCs.

## REVITALISING INDIGENOUS LANGUAGES

Language revitalisation and knowledge creation are key outcomes of State Library's **Indigenous Languages Project**. The project has been operational since 2007 and is largely funded by the Indigenous Language and Arts Program of the Australian Government's Department of Infrastructure, Transport, Regional Development, Communication, and the Office for the Arts.

The start of UNESCO's International Decade of Indigenous Languages was marked with the **Yuuingan Dhillia Yari Queensland Indigenous Languages Symposium** in March, held at the Brisbane Powerhouse. Meaning 'friends, basket, talk' in Yuggera language, the event brought together language speakers and experts, industry professionals, academics, researchers and cultural leaders for insightful and interactive discussions about reviving and using Aboriginal and Torres Strait Islander languages. Speakers included Professor Jakelin Troy, Director, Aboriginal and Torres Strait Islander Research and Professor at the Department of Linguistics, University of Sydney; Professor Clint Bracknell, ethnomusicologist, researcher and Professor of Linguistics at the School of Languages and Cultures, The University of Queensland; and Mayor Philemon Mosby, Torres Strait Island Regional Council. There were 140 in-person attendees from across Queensland and 374 views of the livestream and recording.

To maximise regional representation at the symposium, State Library also hosted Aboriginal and Torres Strait Islander language speakers from across Queensland for an **Indigenous Languages Residency and Indigenous Languages Research Discovery Workshop**, both held in March. Due to the impact of flooding and State Library's closure, the residency was held at the Queensland State Archives with 5 participants undertaking intensive research on their languages over 5 days. The workshop was also delivered off-site, at the Brisbane Square Library, with 14 participants researching and working collaboratively on their languages with online resources and at various locations at The University of Queensland. Relocating these community learning experiences provided an opportunity for First Nations language speakers to explore other heritage collections and for State Library to collaborate with partner organisations.

Seven **regional community language research workshops** took place in Injinoo, Mount Isa, Boulia, Cherbourg, Woodford, Yarrabah and Cairns. Materials from State Library collections were used to assist research and identification of language sources. In addition, training in the collection, documentation, and recording of Aboriginal and Torres Strait Islander languages was provided to participants.

## BUILDING THE BUSINESS COMMUNITY

The **Queensland Business Leaders Hall of Fame** is an ongoing partnership presented by State Library of Queensland, Queensland Library Foundation and QUT Business School to celebrate, record and retell outstanding stories of Queensland's business leaders.

On 28 October, inductees into the 2021 Hall of Fame were presented with their awards at a gala dinner with The Honourable Anastacia Palaszczuk MP, Premier of Queensland, and Minister for the Olympics. There were 6 new inductees recognised for their outstanding business leadership and contribution to Queensland: Australian Country Choice, Finlayson Timber and Hardware, Katie Page-Harvey, Sir John Beals Chandler (1887-1962), T. C. Beirne (1860-1949) and The Coffee Club.

The **2021 Queensland Business Leaders Hall of Fame Fellowship** was awarded to Dr Robin Trotter for her project Sir Arthur Petfield: From Tinplate to Porcelain. Dr Trotter will utilise and build on the collection of Arthur Henry Petfield Papers 1938-1978 held by the John Oxley Library.

The Queensland Business History Award was not awarded in 2021.

The **Queensland Business Leaders Hall of Fame website** was redeveloped in early 2022 to improve user experience and bring the design into line with other State Library digital platforms. The touchscreens in the John Oxley Library Reading Room have also been updated to reflect the new design.

**Game Changers** returned with a livestream for those unable to attend in person. Three conversations with inspiring movers and shakers were held this year:

- In November 2021, Dr Glen Parsons of Greencross Vets and Petbarn was interviewed by QUT Entrepreneur-in-Residence Peta Ellis.
- In April 2022, Astrid Jorgensen of Pub Choir™ and the COVID adaptation Couch Choir was interviewed by Emeritus Professor Suzi Derbyshire. This event was held at QUT Gardens Point as State Library was closed for flood recovery.
- In June 2022, Alex Dreiling from Clipchamp described the entrepreneurial journey from Brisbane start-up to being acquired by tech giant Microsoft. Professor Marek Kowalkiewicz expertly facilitated this inspiring conversation.

In total, there were 1,550 livestream and recording views and 245 people attended the Game Changers conversations in person.

State Library's partnership with academic news source **The Conversation** continued this year, with 3 panel discussions with esteemed speakers across a variety of topics. The discussions in July and November 2021 were livestreamed, and both onsite and online audiences participated in the discussion in June 2022.

- In July 2021, the relationship between plants and people was discussed along with the innovative methods we turn to when cities need greening, environments need preserving, and humans find themselves unable to connect with nature. The conversation included Eddie Game from The Nature Conservancy, Tanja Beer from Queensland College of Art, Prudence Gibson from the University of New South Wales and Laura Skates from the University of Western Australia.
- In November 2021, the future of First Nations literature was discussed by 2 of the country's most respected and widely published authors and thinkers, writer Tony Birch and Distinguished Professor Larissa Behrendt, and emerging Torres Strait Islander writer and editor Jasmin McGaughey. The discussion was hosted by broadcaster, curator and journalist Rhianna Patrick.
- In June 2022, a conversation focusing on the Mabo decision 30 years on was hosted by Indigenous lawyer and researcher Eddie Synot, lawyer and granddaughter of Eddie Mabo Hannah Duncan, historian Professor Henry Reynolds, and Torres Strait Islands advocate Charles Passi.

The total livestream and recording views for the 3 events was 2,185 and 114 people attended the 30 years since Mabo panel discussion.

## SHARING STORIES

Regular interest from **media** outlets in State Library collections, activities and programs continued. Focused publicity activities resulted in more than 6,000 stories published or broadcast through the year, with reach (potential audience/media circulation) over 4.5 billion.

## QUESTIONS AND ANSWERS

**Audience research** is conducted annually about online and onsite visitors to gain insights that support continual improvement, planning and evaluation of visitor experiences, programs, services and engagement strategies.

# FUTURE-FOCUSED PEOPLE AND PROCESSES

## ENABLE CONTINUOUS IMPROVEMENT AND INNOVATION

In a year marked by flood disasters and continuing impacts from the COVID-19 pandemic, staff were supported to work flexibly. The continued roll out of Microsoft 365 improved responsiveness and fostered access and collaboration when it was needed most.

**2021-22 Focus activities** (see page 6 for full list of strategies)

- Invest in our people to enable us to do our best
- Achieve effective business models and processes, and fit-for-purpose digital services

### RESPONDING TO FLOODS

In February 2022, South East Queensland was impacted by intense rainfall which caused widespread flooding across river and creek systems. In the days before the Brisbane River peaked, a team of State Library of Queensland preservation and facilities staff moved collection items and equipment from the basement of the South Bank building up to higher levels. Flood barriers, installed in the precinct after the 2011 flood disaster, were also deployed by Arts Queensland.

On 27 February, as floodwaters started inundating the State Library carpark, the Cultural Centre was declared a disaster zone and the decision was made to **close the library**. Further steps were taken to move low-lying contents from The Edge and the library basement to higher levels and work was done to **secure the building** and shut down ICT servers in preparation for a power outage.

Staff responded promptly to yet another snap closure of State Library – cancelling or postponing events and transitioning back to remote working.

In the weeks that followed, extensive work was carried out to assess damage, clean and minimise further impacts (such as mould), and prepare for a **staged reopening** of the library.

State Library was closed to the public and staff for 40 days. Infozone was the first area of the library to reopen on 8 April, followed by most other areas in time for the Brisbane Writers Festival on 29 April. Level 1 of The Edge reopened on 4 July 2022.

### RESPONDING TO COVID-19

The impact of COVID-19 on business and staff work processes continued this year. Staff responded promptly to 2 snap **lockdowns** in June (extending to July) and August 2021, with the August lockdown also affecting Cairns-based staff and operations for the first time. During both lockdowns, the South Bank building and Anzac Square Memorial Galleries closed to the public, events were postponed or cancelled, and staff commenced working from home.

On 17 December 2021 the *Public Health and Social Measures Linked to Vaccination Status Direction* from the Queensland Chief Health Officer came into effect, requiring visitors and staff to provide proof of vaccination or a medical exemption to enter State Library premises. On 14 April 2022, this direction was revoked for venues including galleries, libraries and museums.

### AND THE AWARD GOES TO...

State Library's print and digital publications shone this year, receiving the following **prestigious awards**:

- 2022 Australian Book Design Awards, long list – *Kindred Spirits: Plants and People* (companion book for State Library's *Entwined* exhibition)
- 2022 Printing Industry Creativity Awards (national), silver medal Limited Edition Pieces category – *Kindred Spirits: Plants and People*
- 2022 Museums Australasia Multimedia and Publication Design Awards (MAPDA), highly commended – Curriculum Connect website.

### SHARING THE EXPERTISE

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

- September 2021 – Margaret Warren (Director, Digital Delivery), Speaker, and Carreen Dunbar (Coordinator, Contemporary Description), Speaker, Who needs an archival management system anyway? New approaches to description and discovery of archival collections, 2021 Archives Amplified Conference
- September 2021 – Anna Raunik (Executive Director, Content and Client Services), Speaker, Voice technology and military collections, Libraries and Veterans National Forum (United States) (online)
- October 2021 – Anna Raunik (Executive Director, Content and Client Services), Speaker, Hands off: Voice technology for safety, accessibility and experience, Something Digital
- October 2021 – Jo Anne Hine (Teacher in Residence), Speaker, State Library resources (online)
- October 2021 – Jo Anne Hine (Teacher in Residence), Speaker, State Library's Curriculum Connect resources for P-12
- November 2021 – Swee Cheng Wong (Conservator), Speaker, Reel Rescue – small-scale audiovisual digitisation, Common Problems Shared Solutions Symposium (online)
- April 2022 – Louise Denoon (Executive Director, Public Libraries and Engagement), Speaker, Digital Inclusion for Low-Income Families Symposium, Digital Media Research Centre, Queensland University of Technology
- June 2022 – Linda Barron (Director Visitor and Information Services), Speaker, and Ryan Schrader (Graphic Designer), Speaker, Curriculum Connect: Putting users at the centre of design, VALA2022 Conference (online)
- June 2022 – Amy Walduck (Coordinator, Digital Library Initiatives), Speaker, The topography of searching: From visualisation to action, VALA2022 Conference



## 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.

During **Disability Action Week** in December 2021, staff participated in educational tours of accessibility features and equipment available at the South Bank building. A staff member demonstrated Auslan greetings, and information on State Library online accessibility features was shared during a morning tea to celebrate the week.

State Library continues to participate in the **Cultural Centre First Nations Graduate Program**, a joint initiative across 5 agencies, demonstrating a commitment toward helping graduates develop business-related skills.

**International Women's Day** was celebrated at a virtual morning tea by sharing stories of women featured in the collections who have had an impact on Queensland.

## RECONCILIATION THROUGH ACTION

**Culturally Safe Libraries** training was established in 2019 and continued this year. The online training, which was developed by the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) and delivered in collaboration with National and State Libraries Australasia (NSLA), 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. During 2021-22, 179 State Library staff enrolled in the program, and it became mandatory for all new permanent staff.

## AT THE FOREFRONT OF TECHNOLOGY

State Library's continued commitment to best practice information management has been enhanced this year with the development of an **Information Management Framework**. This framework supports the work with a Microsoft partner to develop a fit-for-purpose information architecture for the Microsoft 365 (M365) environment. Staff are transitioning from the 20-year-old shared drive to the improved efficiency of a robust M365 environment, providing opportunities for ongoing business process improvement. The transition has minimised disruptions caused by the pandemic and flood events, aiding a mobile, flexible, and adaptable workforce and supporting strong information governance.

The Library Board confirmed Tier 1 projects for the replacement of the **Storage Area Network (SAN)** and the replacement of the **wi-fi network** across the library. The SAN project is a solution to replace the existing digital collections storage system. The new solution will enable us to better deliver on our obligations under the *Libraries Act* to meet the current and future needs of State Library. The new wi-fi solution, underpinned by the replacement of our current network infrastructure, will provide a high-performing, reliable and secure wi-fi service for staff and clients across South Bank, Cannon Hill and Cairns. These projects have both been released to the market complying with the Queensland Government procurement policy and procedures.

The phase 1 implementation of State Library's **Digital Marketing Strategy** was completed this year. The strategy has been integral to broadening awareness and engagement with collections, public programs and services. Since implementation, there have been significant improvements in planning, efficiency, content quality and resonance with audiences.

## OPTIMISING STATE LIBRARY SPACES

Partners Hill, with Timothy Hill as Practice Director, developed the **Space Optimisation Strategy** to guide the next 5 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. In February 2021 the Library Board of Queensland approved the Strategy and prioritised 4 projects: relocation of The Corner, renewal of kuril dhagun, a new Learning Centre and a Technolisk in the Knowledge Walk. These 4 projects build on State Library's strengths, meet demand and are aligned to *Creative Together 2020-2030*.

A fundraising campaign feasibility study to assess the viability of fundraising for the relocation of The Corner has been undertaken. The study encompasses a case for support, an assessment of the internal readiness of State Library and the Queensland Library Foundation to proceed with a fundraising campaign, and the capacity of external stakeholders to financially support the project. The study will be considered by the Library Board in 2022-23.

# GOVERNANCE

## OUR WORKFORCE

### Strategic workforce planning and performance

State Library of Queensland's workforce consisted of 274.13 full-time equivalent staff\* with a permanent separation rate of 8% for the 2021-22 year.

Development of the 2021-2025 State Library Strategic Workforce Plan commenced in September 2020 applying the Queensland Public Service Commission's strategic workforce planning framework. Following research and consultation, the plan was finalised and approved to commence July 2021.

The Strategic Workforce Plan 2021-25 has 3 key focus areas:

- Culture – we are a workforce that thrives within an environment of inclusion, wellbeing and respect
- Excellence – we strive to be a strong and accountable workforce with a focus on high performance
- Capability – we have a clear vision of the skills and attributes our workforce needs, now and in the future.

During 2021-22, key strategies undertaken to support and develop our workforce included:

- deepening our commitment to reconciliation through the continued delivery of the Aboriginal and Torres Strait Islander cultural competency program, Culturally Safe Libraries, to all staff
- implementing approved actions from the 2020 Recruitment Review to enhance recruitment practices, enabling State Library to meet current and future challenges
- commencing implementation of the Leadership Competencies for Queensland framework with inclusion into role descriptions for vacancy recruitment
- 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
- 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
- increased utilisation of a learning management system to enable the development and delivery of internal customised online training (ELMO)
- commencing development of a State Library Health and Wellbeing Strategy 2022-25
- an ongoing commitment to flexible work initiatives as a critical attraction and retention strategy.

State Library participated in the Working for Queensland 2021 survey, with a high response rate (90%) achieved for completion. In response to the results, the planning focus for each team was to identify actions to create and maintain a safe, collaborative and productive workplace.

State Library's onboarding program is designed to welcome and integrate new starters into the organisation during their first 3 months. The program prepares new staff to succeed at their jobs 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 10-year intervals.

State Library has a strong tradition of offering a broad range of flexible working arrangements to employees, including part-time, job sharing, telecommuting, compressed hours, reduced hours, and leave for parental and/or caring purposes.

As part of State Library's strategy for responding to COVID-19 lockdowns and return of onsite services, employees were provided with the ability to work remotely where possible. The COVID-19 Planning Group provided direction and ensured the health and safety of staff and clients, including through a comprehensive COVID Safe Site Plan (and revisions) and risk assessments for activities and domestic travel. Vaccination requirements under the Public Health Direction for all employees were implemented.

Communications and support were provided to staff on overtime, shift allowances, special leave entitlements and access to disaster relief payments due to the cancellation of public programs and closure of the South Bank buildings following the February 2022 flooding event.

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. Requirements for implementing core commitments of the State Government Entities Certified Agreement 2019 have been met including reporting and supporting employees with mental illness.

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

The health and wellbeing of staff continues to be a focus, and creative programs have been delivered this year to encourage and support staff to improve their wellbeing. The Health and Wellbeing team – a group of passionate staff volunteers committed to wellness and wellbeing for their colleagues – continued to respond to the COVID-19 environment and the impact of the February 2022 flooding event through the theme 'Be Kind'. The team hosted virtual morning teas and encouraged celebrating special days such as International Women's Day and International Picnic Day. The team also coordinated a 10,000 steps challenge and fundraising events for Wear Red for MS and the Pyjama Foundation, and encouraged colleagues through sharing their tips for wellbeing on a wellness tree.

The State Library Work Health and Safety Committee met on a quarterly basis. The role of the committee as a consultative forum for work health and safety issues has been reaffirmed through the development of a revised Terms of Reference. A dedicated Health, Safety and Wellbeing Officer position was established in 2022 and will play a key role toward maintaining a healthy, safe and supportive work culture. A successful flu vaccination program resulted in over 100 staff receiving a vaccination. Manual handling training sessions were conducted for over 110 staff identified as undertaking duties that place them at a higher risk of these injuries.

Providing support for employee mental health continues to be a priority. During 2021–2022, an onsite employee assistance service, with a dedicated counsellor available for onsite or virtual appointments one day each fortnight, was introduced. This arrangement was in addition to making employee assistance services available to all employees at all hours. A team of trained Peer Support Officers and Mental Health First Aid Officers provide further support to employees.

In 2021–22 a total of 63 onsite volunteers participated in 5 projects. These projects included conducting visitor surveys, transcription of original materials, assisting with school group visits, and helping with wayfinding and activities on the Extra ordinary day. The visitor survey project alone had 20 volunteers who worked over 660 hours to gather invaluable insights about State Library audiences, their experiences and outcomes. Onsite volunteers were active for a total of 26 out of the 52 weeks in the year, as State Library continued to be impacted by COVID-19 and floods. Due to ongoing interruptions, many volunteers took their volunteering online, with opportunities to contribute to Amplify, Trove and Digivol.

\*This figure is based upon MOHRI FTE data for the fortnight ending 17 June 2022. The figure reported in the financial statements is FTE data as at 30 June 2022 (based upon the fortnight ending 1 July 2022).

## GOVERNANCE, ACCOUNTABILITY AND RISK

### Public sector ethics

State Library's policies, plans, procedures and management practices are developed and conducted in accordance with the *Public Sector Ethics Act 1994* (Qld) and the Code of Conduct for the Queensland Public Service.

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. Procurement Guidelines for Queensland Government training was provided to all staff via an online training program.

A review of the State Library Employment Screening Policy was completed. The annual review of Finance and Administration and HR delegations policies and schedules also took place. The Office of the Queensland Ombudsman provided training in Public Interest Disclosures (PID) to relevant staff.

### 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 F). 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 2021-22, internal audit reports considered and accepted by the ARMC covered the following issues:

- Cash handling and cash management systems
- Workers' compensation review
- Review of cybersecurity.

Following the review of cybersecurity audit completed in September 2021, an ongoing program of work to strengthen the ICT control framework was closely monitored by the ARMC during 2021-22. A review of disaster recovery internal audit report was commenced this year. A review of fringe benefits tax (FBT) process and reporting will be considered by ARMC in 2022-23.

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 2009* (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 31000:2018) 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 which incorporates the Crisis Management Framework, the Protective Security Policy, Emergency Response and General Security Procedures, and Pandemic Management Plan. The Business Continuity Plan is updated biennially 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 141,000 electronic records, an increase of 14,000 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 2021-22.

## HUMAN RIGHTS ACT

State Library continues to ensure human rights are central to our work, including the ongoing review of policies, programs, procedures, practices and service delivery to ensure that decisions and actions are compatible with human rights. State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples*. The *Queensland Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.

To ensure access for all, State Library opened the Infozone as soon as possible during flood recovery and when COVID-19 restrictions eased to provide computers, wi-fi, study spaces and research assistance for those who needed it. An iPad was installed at each entry to ensure people who did not have their own smart device were able to check in to the building in compliance with government directions and public health orders relating to COVID-19 and make use of State Library services and facilities.

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](http://qld.gov.au/data)):

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

In 2021-22, 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 2021-22.

Information about the remuneration of the Library Board and committee members is available in Appendix A. Information about the remuneration of Queensland Library Foundation Council members is available in Appendix C.