

OUTCOMES

REPORT ON PERFORMANCE

	NOTE	2022-23 TARGET	2022-23 ACTUAL
Objective: Trusted content			
Use of content	1	15,000,000	13,585,829
Number of additions to the Queensland Memory collection	2	41,000	39,113
Objective: Shared experiences			
Visits onsite and online (Service Delivery Statement service standard)	3	4,500,000	5,714,538
Number of new members	4	40,000	43,103
Local government satisfaction with State Library service delivery	5	80%	96%
Objective: Future-focused people and processes			
Visitor satisfaction with State Library services and programs (Service Delivery Statement service standard)	6	95%	96.6%
Average cost per visit (Service Delivery Statement service standard)	7	≤\$7.50	\$ 5.67

Notes

1. This measure reports on the use of physical, digital and eresources (licensed content). The actual use of content was affected by the lower usage of Queensland newspapers accessed through the Trove database compared with previous years. Changes to the methodology for counting newspaper views in Trove were implemented by National Library of Australia during this period.
2. Additions to Queensland Memory collections were under target due to delays in making content live when the catalogue search tool transferred to a cloud-based system.
3. This measure includes visits onsite at South Bank and Anzac Square Memorial Galleries and visits online to State Library and Anzac Square Memorial Galleries websites. The 2022-23 targets incorporated the potential for impacts of COVID-19 as experienced in recent years. Both onsite and online visitation exceeded targets. The impact of COVID-19 on onsite visitation declined and online visitation increased by more than predicted.
4. New membership was above target, correlating with increased visitation and reflective of broader engagement with school students and teachers.
5. This was a new measure in 2022-23. Local government satisfaction is measured annually through a survey of councils with Service Level Agreements with State Library. One response is accepted per council. This is the percentage of responses that expressed overall satisfaction with State Library's service delivery. This target was developed based on similar measures of local government satisfaction with service delivery. The actuals in this first year exceeded expectations.
6. Visitor satisfaction is the percentage of respondents to a rolling, year-long exit survey of onsite State Library visitors who said they were 'satisfied' or 'very satisfied' when asked, 'How would you rate your overall satisfaction or dissatisfaction with today's visit?'
7. Average staff cost per visit to State Library public sites and State Library-managed websites includes salaries and on-costs for employees, as well as casual staff expenses. The variance between the 2022-23 target and actual is due to increases in online and onsite visitation and delays in recruitment which reduced operational costs.

STRATEGIC OBJECTIVE 1

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

2022-23 Focus activities

- Intentionally seek, collect and share authentic Queensland stories
- Share First Nations perspectives through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways

As custodian of Queensland's memory, State Library plays an important role in preserving and sharing historical and contemporary stories. This means collecting an inclusive picture of Queensland that reflects the state's diversity and perspectives – achieved by seeking the voices that have often been excluded. Collecting, interpreting and sharing Queensland stories through a First Nations lens is part of the commitment to enabling respectful truth-telling practices in support of Path to Treaty. Innovative technological solutions and a sustained digitisation effort enhanced access to collections in 2022-23.

Through a considered approach, State Library added 39,113 items to the Queensland Memory collection. These ranged from oral histories to photographs, films, audio recordings, music scores, manuscripts and archives, books, architectural plans, maps and born digital content.

Flickr Commons, YouTube and Vimeo provided opportunities to showcase collections, reach new audiences and enable community contributions. Over 3.8 million views of collections took place through external online platforms.

An expanded program of fellowships offered through the Queensland Memory Awards supported researchers and creatives to interpret the collections of the John Oxley Library and share their insights with the community. State Library continued the important work of supporting First Nations communities in revitalising, documenting and preserving traditional languages.

DIGITISATION, PRESERVATION AND INNOVATION

With a 2022-23 collecting focus on First Nations stories, culturally and linguistically diverse collections, and items representing Queensland LGBTIQ+ experiences, State Library has grown and developed its collection significantly.

New World War I and World War II collections complemented existing materials documenting Queensland's involvement in war, and its far-reaching impact on the state. Photographic collections were acquired, such as that of Gunner William Henry Brewer, whose album gives an insight into the Second World War domestic forces and their training in Cape York, Brisbane, the Northern Territory, Thursday Island and New South Wales. Additionally, a series of digital stories telling the history behind monuments in Anzac Square parklands was created.

Newly acquired photographic collections documenting contemporary life were made accessible, such as series on the community of Yarrabah, Bengali New Year (Pohela Boishakh) celebrations in Brisbane and grocery shoppers during the 2020 COVID-19 lockdown. Web pages that reflect the experiences of peak organisations representing the interests of LGBTIQ+ Queenslanders were archived.

Cultural works by First Nations creators were added to the Queensland Memory collection, including *Frontiers*, an etching by Yidinji artist Paul Bong, and *Mission Days*, a painting of Mornington Island Mission by Coralie Thompson Kuthakin. An ongoing interview series recorded the experiences and reflections of Aboriginal and Torres Strait Islander Elders who have contributed to social change for their communities.

Enriching digital experiences

One Search, the library catalogue, was upgraded to a cloud-based service, improving security and user experience. One Search provides access to physical and digital collections as well as eresources. Andrei Maberley was appointed as the 2023 Staff Digital Collections Catalyst to develop Voices of the Collection, an interactive audio-visual discovery tool. The project will invite visitors to explore authentic personal stories of Queenslanders through artificial intelligence avatars generated and voiced from machine learning models using State Library collections. The work of 2021 Digital Collections Catalyst Brett Tweedie continued to garner attention for its innovative visualisation of more than 10 years of State Library catalogue search terms. The Topography of Searching was presented at several conferences to showcase the benefits of supporting developers and creatives to use digital collections and collections data in experimental ways. The project was longlisted for the Information is Beautiful Awards, which celebrate excellence in data visualisation and infographics.

Colonial Secretary's correspondence

The correspondence of the Colonial Secretary is one of the most valuable sources of information on all aspects of the history of the early British settlement of Australia. As part of the Colonial Secretary's Correspondence Project, 55,000 pages have been digitised from microfilm originals held by the State Archives and Records Authority of New South Wales, and automated transcription undertaken. Volunteers are progressively reviewing the letters and correcting automated text.

Scroll conservation

Funding from Queensland Library Foundation enabled conservation of a fragile and important piece of the state's history, the Central Queensland Separation League Petition 1892–1893. The 33-metre-long scroll contains the names and transcribed signatures of over 3,000 women in support of the separation of Central Queensland to form a new state. The scroll will be digitised and made accessible online.

RACQ's The Steering Wheel

Royal Automobile Club of Queensland publication *The Steering Wheel* (January 1915 – November 1932) was digitised and made available online through the library catalogue. This unique magazine was published in collaboration with the Motor Traders' Association of Queensland; the Australian Auto Club, Queensland Section; and the Queensland Motor Cycle Club. The 33,542 pages of digitised content provide an insight into the motoring, home and social life of Queenslanders during this era.

The Catholic Advocate

Queensland Library Foundation and Brisbane Catholic Education worked together to raise almost \$120,000 to digitise microfilm holdings of independent Brisbane newspaper *The Australian (1878–1912)*, which later became *The Catholic Advocate*. The historically important publication is now searchable through Trove, the national platform. Learning resources for teachers and students were created on the Curriculum Connect platform to support the digitised content, and workshops were conducted with schools. The 59,680 pages from 1911 to 1930 reflect a progressive, community-minded congregation who worked tirelessly for the betterment of all people, often during complex and poverty-stricken times, and in an era when WWI had its greatest impact on Queensland citizens and families.

Reel Rescue

The National Film and Sound Archive has identified a goal of digitising magnetic media, including audiocassettes and VHS tapes, by 2025 before the stored audio and footage is potentially lost. State Library is working towards this deadline through the Reel Rescue project, strategically digitising the holdings of film, video and audiocassettes in the collections. This year, more than 350 items were digitised – predominantly oral histories detailing the history of Queensland through recorded, candid interviews with ordinary and extraordinary Queenslanders.

Documentary history

National eDeposit (NED) is the electronic legal deposit system developed by National Library of Australia in collaboration with the 8 state and territory libraries. Queensland publications must 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, preserving and making accessible the digital documentary history of Australia. This year, 8,446 Queensland publications were deposited in NED and made available through the catalogue.

PRIORITISING FIRST NATIONS PERSPECTIVES

Preserving Indigenous languages

Language revitalisation and knowledge creation are key outcomes of the Indigenous Languages Project (ILP). The project, operating since 2007, 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 Yuuingan Dhilla Yari Queensland Indigenous Languages Symposium in May 2023 provided a platform to look towards the future and share strategies, initiatives and best-practice models to ensure the ongoing revival of Indigenous languages for and by the next generation. Meaning 'friends, basket, talk' in Yuggera language, Yuuingan Dhilla Yari focused on empowering youth leadership and embedding language in the education sector. Keynote speaker Beau Williams, CEO of First Languages Australia, joined champions of community-led language projects for a day of panel discussions and workshops with 141 in-person attendees and 88 attendees on the livestream.

State Library is adding to its collection of digital First Nations histories and stories by identifying, digitising and describing written language and cultural materials from its existing collections, donated materials and recordings. Approximately 550 items were digitised.

State Library of Queensland's executive endorsed the Tandanya-Adelaide Declaration, the first international archives declaration on Indigenous people and matters, calling to 'reimagine the meaning of archives as an engaging model of social memory; to embrace the Indigenous worldviews and methods of creating, sharing and preserving valued knowledge'.

Reparative description

The way libraries describe their collections is fundamental to how content is discovered, accessed, used and preserved, now and into the future. New Content Description Principles were developed and implemented to guide reparative and inclusive cataloguing for First Nations content. Reparative cataloguing addresses bias, archival erasure and harmful language in legacy descriptions. Collection descriptions are being updated using First Nations description tools and recording traditional place names. This inclusive cataloguing work will expand to collection descriptions featuring LGBTIQ+, culturally and linguistically diverse, migrant and refugee communities; Queenslanders with disability; and women.

Who's Your Mob?

Building on the learnings from previous Deadly Digital Communities (DDC) programs, and funded by Telstra, the DDC Who's Your Mob? Aboriginal and Torres Strait Islander Family History Workshop was developed. It was delivered as an onsite program at State Library in August 2022 and offered in Mount Isa, Townsville and Mossman between March and May 2023. A total of 36 people participated in the regional workshops. Who's Your Mob? is designed to help break down the digital divide by engaging with Aboriginal and Torres Strait Islander communities in regional and remote areas and connecting them with the online resources and networks available to research their family history. Who's Your Mob? videos are being made available online to assist First Nations family history researchers.

Dialogue on Gudang Yadhaykenu Country

Knowledge and information shared by Gudang Yadhaykenu Traditional Owners on Cape York is being incorporated into the catalogue records for the William Kennett Archive, a first-hand account from the late 1860s of the Somerset settlement. Staff visited the Northern Peninsula Area (NPA) to share the photographs and manuscripts in the newly acquired archive. Traditional Owners were excited and deeply moved by the content, and shared information about the material as well as stories of their history, culture and ancestors. The meetings with Traditional Owners and the reaction to the collection display at NPA Cultural Festival in Bamaga underscored the importance of engaging with community on Country to prioritise First Nations experiences and perspectives, and strengthen dialogue on collections.

First Nations Wikipedian-in-Residence

State Library partnered with Wikimedia Australia on a residency program to showcase and increase visibility of First Nations music and musicians on Wikipedia. First Nations Wikipedian-in-Residence Bianca Valentino, a writer, editor, publisher, artist and musician, was hosted over 10 weeks from May 2023 to use State Library collections and work with interested members of the community to expand First Nations music content in Wikipedia.

Aboriginal genealogy resources enhanced

An agreement was formed with South Australian Museum to purchase new digital reproductions of the Norman Tindale Collection to replace low-resolution versions. The Norman Tindale Collection is an extensive body of work compiled by individuals associated with the South Australian Museum, under the leadership of anthropologist Norman Tindale between 1928 and 1960. It contains genealogical information about Aboriginal communities throughout Australia, as well as journals and maps. The digitised content includes genealogies, photographs, data sheets, school reports and crayon drawings relating to Queensland and northern New South Wales. Over 9,700 name indexes to the collection are publicly available in the library catalogue, forming a user-oriented resource for Aboriginal family history research. Protocols are in place to enable access to digitised content. The remaining content will be made available by late 2023.

Interim Truth and Treaty Body

The Interim Truth and Treaty Body (ITTB) was established on 16 August 2022 as an independent interim body to maintain the momentum on Queensland's Path to Treaty, and to support the design and establishment of a First Nations Treaty Institute, and a Truth-telling and Healing Inquiry. In accordance with the Treaty Advancement Committee (TAC) recommendation that the interim independent body be established outside a government line agency to support its independence, State Library has hosted the ITTB under a Memorandum of Understanding (MoU) with the former Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP).

The MoU sets out the agreed process for the transfer of funds from DSDSATSIP to State Library to provide services to the ITTB. It outlines the services and support provided by State Library to assist the ITTB to fulfil its terms of reference, including accommodation, and administrative, financial and information communications technology services. The term of the MoU is 1 July 2022 – 31 December 2023. Funds of up to \$5 million to support the work of the ITTB are drawn from the Path to Treaty Fund, including for support staff. State Library created the ITTB website to provide an online presence that is integral to reaching remote, rural and regional communities.

SIGNIFICANT ACQUISITIONS

Memory collections

- **Hugh Lunn archive** – manuscripts, photographs, speeches, correspondence, interviews and documents covering the career of Queensland journalist and writer Hugh Lunn, whose 1989 memoir *Over the Top with Jim* is an Australian classic.
- **Dr Isobelle Carmody papers** – manuscripts, artworks, correspondence and other papers of internationally acclaimed author of fantasy Dr Isobelle Carmody, who has written over 40 young adult books. The collection covers works written in the decade since Dr Carmody permanently relocated to Queensland.
- **Digital stories and oral histories** were commissioned, including interviews with Auntie McRose Elu, Uncle Bill Lowah, Uncle Ernie Grant, Uncle Ernie Raymond, and the late Auntie Ethel Munn as part of the ongoing Elders interview series. Interviews with notable Queensland artists Michael Eather and Pat HOFFIE were filmed for the James C. Sourris AM Collection of Artist Interviews and made available via the library catalogue.
- **DIDG (Deaf Indigenous Dance Group) collection**, featuring multimedia portraits and oral histories. North Queensland photojournalist Sean Davey worked with the performers in 2021 to create 11 multimedia portraits, each dancer overlaying Sean's black and white portrait with ink text and illustrations that tell their story.
- **Voyage au pôle sud**, a rare, complete 30-book set charting Jules Demont D'Urville's scientific voyage through the Pacific to Antarctica from 1837–40. *Voyage au pôle sud et dans l'Océanie sur les corvettes l'Astrolabe et la Zélée* (Voyage to the South Pole and Oceania on the Astrolabe and Zélée corvettes) contains observations, illustrative plates and maps which are the final primary documents of many Pacific nations before the harmful events of colonisation.
- **Digital photographs of contemporary Queensland life**, including images of the 50th anniversary of the Doomadgee Rodeo by Hamish Cairns, the annual shearing season at Fairfield Station near Longreach taken by Dean Saffron, the Birdsville Big Red Bash and the Laura Quinkan Dance Festival taken by Tyr Liang, and images of the Brisbane Holi Festival 2022 taken by Shehab Uddin.
- **Stephen Owen letter, 1834** – a letter written by the officer in charge of the commissariat at the Moreton Bay Penal Settlement to a close acquaintance, Charles Hudson, in London. This is a previously unpublished and unrecorded letter, possibly the earliest extant item of private outward correspondence from Moreton Bay.
- **Herbert John Pardey archive of glass plate negatives and scans** – a nationally significant collection of unique photography taken between 1907 and 1917 in Pittsworth, Queensland. These 504 glass plate negatives and 1,100 digital scans are the most substantial collection of this photographer, demonstrating his ground-breaking techniques and approach to image making.
- **A spectacular French moving diorama circa 1905** was added to the Australian Library of Art collection. *Voyage autour du monde par un petit Français / Lucien Maucler (Voyage around the world by a little French boy)* features paste-down chromolithographic illustrations, the central design showing the departure of the young hero surrounded by scenes from his voyage around the world.

Information Collections

- **Contemporary Authors: A Bio-Bibliographical Guide to Current Writers in Fiction, General Nonfiction, Poetry, Journalism, Drama, Motion Pictures, Television** has been made accessible online to library members. It provides access to biographical information on approximately 300 modern writers and is accessible through an easy-to-use interface with a variety of search paths.

Public libraries

- **QLD cloudLibrary Language Collection**, a collection of current ebooks and eaudiobooks in Languages Other Than English (LOTE), is accessible via the web and an easy-to-use app. It has been tailored to meet the needs and interests of Queensland's diverse multicultural communities. The platform hosts content in over 25 languages and caters for juniors and adults. These titles can be borrowed by all Queensland public library, IKC and State Library members.

NURTURING KNOWLEDGE SEEKERS AND CREATORS

Queensland Memory Awards

Fellowships and residencies offered in State Library's flagship Queensland Memory Awards contribute new knowledge about Queensland's history and offer new insights through deep engagement and interaction with the collections. The Queensland Memory Awards are made possible by the support of donors and Queensland Library Foundation (QLF).

Winners of the 2022 Queensland Memory Awards were:

John Oxley Library Fellowship

Dr Mimi Tsai for 'Vernacular landscapes and Queensland memories: exploring Queensland's resilience through narratives of therapeutic environments'

\$20,000 plus 12-month residency funded by QLF

John Oxley Library Honorary Fellowship

Associate Professor Anna Johnston for 'History and fiction: mapping frontier violence in colonial Queensland writing'

12-month residency funded by QLF

John Oxley Library Award

Dr Jackie Huggins AM FAHA for outstanding contribution to the appreciation of Queensland history

John Oxley Library Community History Award

Mithaka Aboriginal Corporation for excellence and innovation in preserving, recording and sharing Queensland history

\$5,000 funded by QLF

Mittelheuser Scholar-in-Residence

Greer Townshend for 'I feel you: discovering collections through emotion'

\$15,000 plus 12-month residency supported by

Dr Cathryn Mittelheuser AM through QLF

Monica Clare Research Fellowship

Dr Maxwell Brierty for 'Mipa Mipumani: the colonisation of Kullilli Country in South-West Queensland'

\$15,000 plus 12-month residency funded by the Siganto Foundation through QLF

Queensland Business Leaders Hall of Fame Fellowship

Mary Howells for 'Trittons: furnishing Queensland'

\$15,000 plus 12-month residency funded by Queensland University of Technology and QLF

Rainbow Research Fellowship

Bianca Martin for 'LGBTIQA+ zines in contemporary Queensland'

\$15,000 plus 12-month residency funded by QLF

Letty Katts Fellowship

Dr Leah Cotterell for 'Sunday nights at The Primitif'

\$5,000 supported by the Mellick family through QLF

Christina Boughen OAM Fellowship

Juanita Simmonds for 'Christina Boughen: a Queensland musical artist and woman'

\$10,000 supported by the Boughen family through QLF

State Library of Queensland Medal

Des Crump for his valuable contribution and dedication as a former State Library staff member

Research Reveals

Research fellows recognised at the 2021 Queensland Memory Awards shared their interpretations with the community at Research Reveals in February 2023. Their research helps to deepen understanding of Queensland's diverse history by bringing to life stories from the collection. Offered for the first time as a full-day experience, Research Reveals attracted 156 attendees and 68 livestream views.

ABC journalist Kat Feeney was Master of Ceremonies as 5 fellows presented their research findings: Dr Henry Reese (John Oxley Library Fellow, *Electrifying Queensland: Modern Machines in the Sunshine State*), Associate Professor Mark Lauchs (John Oxley Library Honorary Fellow, *Social Networks of Crime and Corruption: the First and Second Jokes*), Dr Robin Trotter (Queensland Business Leaders Hall of Fame Fellow, *Sir Arthur Petfield: From Tinpot to Porcelain*), Rachel West-Captain (Monica Clare Fellow, *A Murruwarri Family of South-West Queensland and North-West NSW*), and Jo-Anne Driessens (Mittelheuser Scholar in Residence, *Aboriginal and Torres Strait Islander Lens Perspectives*).

STRATEGIC OBJECTIVE 2

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

2022-23 Focus activities

- Deliver online and onsite experiences that empower, stimulate and enrich
- Partner with local government to enhance the role of public libraries in building community capacity, cohesion and resilience

State Library showcased and celebrated Queenslanders' stories through diverse onsite and online experiences designed to inspire and empower audiences. Collections were highlighted in exhibitions, from the souvenir tea towel nostalgia of *Queensland to a T* to the oral histories of *Meet the artists*. Awards programs amplified the voices of emerging and established writers, workshops provided learning opportunities for makers and creatives, and conversation series shared big ideas. The partnership with public libraries and IKCs delivered deeply local outcomes that helped to strengthen early literacy foundations for young Queenslanders, bridge digital and geographic divides, and foster social inclusion.

The Future libraries: Better communities symposium brought together stakeholders to contribute to a 10-year roadmap to position Queensland public libraries as key community and cultural hubs that drive social change to address inequalities.

First Nations perspectives were elevated in culturally informed and respectful ways through initiatives such as the black&write! intern training and writing fellowship program, and kuril dhagun showcases marking 20 years of IKCs and recognising the role of Aboriginal stockmen and stockwomen in the pastoral industry.

Innovative digital delivery solutions brought library collections to wider audiences and deepened engagement in the education sector. The Live at the Library virtual classroom experience, launched in late 2022, gave thousands of regional and remote students exposure to collection items.

IGNITING THE CREATIVE SPARK

The Edge, State Library's open-access community makerspace, gives creatives the tools and expertise to build new skills and bring life to their ideas. Impacts of the February 2022 Brisbane floods resulted in a reduced program offer resuming on level 1 of The Edge in August. General access to the window bays, The Brink

café and The Edge auditorium also resumed from August 2022. The Applied Creativity team delivered facilitated, paid and free workshops, providing access to the digital media lab, recording studio and a pop-up makerspace.

CHAMPIONING READING AND WRITING

State Library's collaboration with the literary community inspires readers and fosters a thriving writing sector. The awards programs directly deliver on Queensland Government *Creative Together 2020-2030* priorities to share our stories, celebrate our storytellers and elevate First Nations arts.

Queensland Literary Awards

The Queensland Literary Awards celebrate and promote Australian writers and stories. State Library proudly manages the awards in collaboration with industry partners and the writing community. These awards are made possible by the Queensland Government through Arts Queensland, and sponsors and philanthropists. The 2022 awards ceremony was held in September, with \$238,500 in prize money awarded in recognition of outstanding literary talent.

Winners of the 2022 Queensland Literary Awards were:

Queensland Premier's Award for a Work of State Significance

Wounded Country by Quentin Beresford (NewSouth)
\$25,000

Queensland Writers Fellowships

Melissa Ashley

Geneve Flynn

Mary-Rose MacColl

3 Fellowships of \$15,000 each, plus professional development support to the value of \$4,500

Queensland Premier's Young Publishers and Writers Awards

Rebecca Cheers

Marilena Hewitt

Two awards of \$10,000, plus career development support to the value of \$2,500 each

The University of Queensland Fiction Book Award

The Other Half of You by Michael Mohammed Ahmad (Hachette Australia)
\$15,000

The University of Queensland Non-Fiction Book Award

Lies, Damned Lies by Claire G. Coleman (Ultimo Press)
\$15,000

Children's Book Award

Kunyi by Kunyi June Anne McInerney (Magabala Books)
\$15,000. Award supported by Susan Hocking and Ian Mackie, and their family, through the Hocking Mackie Trust at APS Foundation.

Griffith University Young Adult Book Award

Girls in Boys' Cars by Felicity Castagna (Pan Macmillan)
\$15,000

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

Dark as Last Night by Tony Birch (University of Queensland Press)
\$15,000

Judith Wright Calanthe Award for a Poetry Collection

Stasis Shuffle by Pam Brown (Hunter Publishers)
\$15,000. Award supported by the Copyright Agency's Cultural Fund.

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

'Always Will Be – stories of Goori sovereignty, from the future(s) of the Tweed' by Mykaela Saunders
\$15,000, plus manuscript development and publication with University of Queensland Press. Award supported by the Copyright Agency's Cultural Fund.

Glendower Award for an Emerging Queensland Writer

'Things Left Unsaid' by Yen-Rong Wong
\$15,000, plus manuscript development and publication with University of Queensland Press. Award supported by Jenny Summerson through Queensland Library Foundation.

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

Another Day in the Colony by Chelsea Watego (University of Queensland Press)
\$10,000

black&write!

black&write! is a nationally recognised program that recruits, trains and mentors Aboriginal and/or Torres Strait Islander editors to work in the Australian publishing industry. It is an industry-leading pathway to publication with sustained investment through the Australia Council for the Arts and the Copyright Agency's Cultural Fund.

Funding supports the placement of in-house intern editors at State Library, complemented by the black&write! Writing Fellowships, which support the career development of 2 Aboriginal and/or Torres Strait Islander writers each year. To date, 25 fellowships have been awarded and 8 First Nations people have completed black&write! editing internships. Twelve books have been published and 3 more are scheduled for release in 2023-24.

The 2023 winners, Dakota Feirer ('Arsenic Flower') and Jacob K. Gallagher ('The Doubles'), each received \$10,000 prize money, editorial development with the black&write! editing team and a publication opportunity with commercial publishing house Hachette Australia. The black&write! editing interns get hands-on editing experience while working on the winning fellowship manuscripts.

Young Writers Award

The Young Writers Award, an annual short story competition for Queensland residents aged 18 to 25, provides entry points and creative development for emerging writers. The 2022 winner was Callum Brockett for his short story 'Once/Now'. Callum was awarded \$2,000 and his story was published in *Griffith Review*. Three runners-up were awarded \$500: 'Back Burning' by Ellie Kaddatz, 'Six' by Sasha Vucicevic, and 'The Sea Behind My Eyelids' by Maxwell Freedman.

Supporting the writing community

State Library connects and partners with the writing sector to nurture Queensland writing. This includes deep, long-standing partnerships with Queensland Writers Centre (QWC), Brisbane Writers Festival (BWF), University of Queensland Press, and *Griffith Review*, and new and dynamic collaborations with *Meanjin*, *Kill Your Darlings*, The Conversation Media Group, Red Room Poetry, Institute of Professional Editors, and Hachette Australia.

A new lease agreement with QWC affirmed State Library's role as a literary hub for Queensland. Through the State Library partnership, QWC and its sub-tenants – the Children's Book Council of Australia, Queensland Poetry and Book Links Queensland – receive marketing and venue support to deliver key programs. State Library spaces were activated for Brisbane Children's Writers Festival, GenreCon: Forbidden Doors and Queensland Poetry Festival – Story/Verse.

More than 15,800 BWF ticket holders flocked to library spaces for the 61st festival, themed 'Have we got a story for you'. The 2023 festival had a strong return to in-person attendance, an increase of 33% on 2022 and back on par with pre-pandemic levels. BWF welcomed more than 300 authors, including 2022 Booker Prize winner Shehan Karunatilaka, Irvine Welsh, Tim Winton, Jessica Au, Grace Tame, Stan Grant and Dr Norman Swan.

CONNECTING WITH THE PAST

Honouring the Anzacs

Anzac Square Memorial Galleries visitation continued to grow, rising above pre-pandemic numbers. Total visitation for the 303 operating days was 129,119, an average of 426 per day. This compares to the average of 362 daily onsite visits the previous year, and represents an increase of 117%. Anzac Square staff hosted a total of 216 group tours. The Anzac Square Memorial Galleries website was redeveloped to provide an enriched user experience, including the ability to place a virtual poppy in the galleries. A total of 854 Queenslanders placed a virtual poppy in the lead-up to Anzac Day. Website visits were up by 113% compared to the previous year.

Anzac Day surpassed expectations with 6,561 visitors through the galleries. This was an increase of 57% from 2022. Onsite visits during the 1-25 April campaign period were 18,388 (an increase of 24% from 2022) and there were 27,069 online sessions (an increase of 137% from 2022). Anzac Square Memorial Galleries featured in Brisbane Open House in August 2022. Four dedicated tours and ad hoc visits during the event brought 1,027 visitors to the galleries.

Key events are programmed monthly, profiling elements of the collection in the galleries and State Library. All the talks were booked out, with a total of 614 attendees. This represented a 276% increase on the previous financial year, when the galleries were closed for 20 days due to COVID-19 lockdowns and flooding. Events ranged from the Fall of Singapore service to a musical performance by Ensemble Soon and talks on 'Love and war', 'Women in wartime' and 'Don Ross: mosaic artist and Renaissance man'.

CULTIVATING LEARNERS AND EDUCATORS

Live at the Library

Live at the Library, an innovative initiative to extend awareness and use of State Library resources by regional and remote schools, launched in October. Feedback from teachers and students highlights their appreciation of the engaging content, interactive format and unique technology that expose students to rare collection items.

Since inception, Live at the Library has generated 142 school bookings and engaged 3,240 students. It is aligned with the Schools Engagement onsite offer, with 69% of the workshops booked by high school teachers. Senior secondary students (Years 11-12) account for 38% of participation while junior secondary students (Years 7-10) represented 31%. Primary schools are a growing audience, with primary student participation accounting for 31% of the workshops, demonstrating consistent interest across all year levels. Notably, 86.5% of workshops booked during Terms 1 and 2 of 2023 continue to be delivered to regional schools.

Curriculum Connect

Curriculum Connect is a curriculum-linked learning resource platform for teachers. Educational resources expanded to include connections in English, Humanities and Social Sciences (HASS), science, the arts and technologies, with over 140 resources available for download. Since its launch in July 2021, the site has had 99,383 page views, with 22,811 unique users accessing the site.

The Schools Research Experience and onsite program of activities drew participation of 2,993 across 111 events. From Term 3 (July 2023), a librarian will aid in facilitating the Schools Research Experience to help teachers and students build their research capabilities and to enhance access to materials onsite, building on a successful trial in Term 2 of 2023. The Young Researchers Program also launched in 2023, with Cloncurry State School, Spinifex College from Mount Isa, and Mundubbera College participating, and 10 students submitting applications to join a week-long program practicum to State Library in September 2023.

Learning for teachers and teacher librarians

Incorporating First Nations perspectives into classroom teachings was the focus of the 2022 Curriculum Connect Teacher and Teacher Librarians Symposium in July. The one-day event aimed to strengthen and support First Nations perspectives, history and voices in classrooms by providing practical knowledge and best-practice models. The program included keynote addresses from Dr Jackie Huggins AM FAHA and Dr Martin Nakata AM along with presentations from Robert Ah Wing, Cara Shipp, Joe Sambono, Alison Quin, Phyllis Marsh, Kiana Charlton and Bronwyn White. A total of 224 delegates (157 onsite and 67 online) participated.

The Anzac Square teacher professional development series shows educators how they can connect to State Library content to support the learning of Queensland history in classrooms. The series comprises 4 free professional development sessions that incorporate stories from the different historical periods represented by the Anzac Square Memorial Galleries.

Young Historians

State Library coordinated and hosted the 2023 Premier's Anzac Prize Young Historians Workshop in mid-January. Staff mentored students to develop their research skills and explore the historical documents and artefacts held at John Oxley Library. The prize recipients were able to uncover historical facts and personal stories about the service people they were researching to inform eulogies they will deliver while travelling to the Western Front in 2023.

The Corner

A total of 61,550 visitors to The Corner participated in 722 First 5 Forever sessions promoting the importance of talking, reading, singing and playing to support early literacy and brain development. The program activated First Nations artwork *Nyurramba Garran* through First Nations storytelling kits and other culturally relevant play resources.

Summer Reading Club

Summer Reading Club was delivered across Queensland from 1 December 2022 to 31 January 2023 with 740 online participants registered, and almost 8,000 online sessions and 11,000 challenges completed both online and in public libraries across the state. The 2022-23 theme, 'Your Adventure Awaits', was brought to life through illustrations by Sophie Beer, author and illustrator of *The Little Queenslanders' Alphabet Book*. Burdekin Shire Council, with the highest online engagement per capita, was awarded its own Little Queenslanders' Alphabet page illustrated by Sophie Beer. The Summer Reading Club website won the 2023 Museums Australasia Multimedia and Publication Design Award for Digital Learning Experience.

Holiday Fun

Summer Holiday Fun delivered 13 days of children's onsite and online programming in December 2022 and January 2023. The program featured 67 activities and workshops, activating 9 library spaces and drawing 4,809 visitors. The online Creator Series, promoted through social media, recorded 13,359 views. Stimulating onsite programming and innovative digital programming connected children and families with State Library collections, exhibitions and services.

Five days of children's onsite programming were delivered in June 2023, marking a return of Winter Holiday Fun programming following post-COVID closures. The program, featuring 35 engaging workshops, creative drop-in activities, scavenger hunt, and an immersive audioplay experience, activated 4 library venues and welcomed 2,959 visitors. Inspiring and exciting onsite programming connected children and families with State Library collections, exhibitions and services.

INTERACTING WITH COLLECTIONS

Exhibitions, displays and showcases help State Library tell the story of Queensland, increasing access to collections in engaging, accessible ways. The 2022–23 schedule featured uniquely Queensland stories, centred First Nations arts and historical perspectives, and shone a light on creativity in the visual arts.

Sovereign Stories: 10 years of black&write! (23 October 2021 – 4 September 2022), a showcase bringing together a decade of storytelling by the Indigenous-led black&write! project at State Library, drew 20,335 onsite visits and 4,503 online visits and encouraged greater discovery of the books published under the project.

The Great & Grand Rumpus (11 December 2021 – 10 July 2022), featuring spectacular giant cardboard installations of creatures imagined by Greater Brisbane school students, drew 26,297 onsite and 14,634 online visits by its close.

Legacy: Reflections on Mabo (28 May 2022 – 9 October 2022), commemorating the remarkable life, politics, activism and legacy of Eddie Koiki Mabo on the 30th anniversary of the Mabo High Court decision, drew 11,545 onsite and 13,038 online visits.

Queensland to a T (6 August 2022 – 26 January 2023) featured over 200 tea towels curated from the Glenn R. Cooke Souvenir Textiles Collection. The exhibition presented a unique look at Queensland's culture and identity between 1950 and 2016, reflecting changing ideas and interests – and the stubborn longevity of some stereotypes. There were 27,765 onsite and 61,677 online visits.

20 years strong (3 October 2022 – 11 June 2023) showcase honoured the role IKCs have played in rural and remote Queensland communities as libraries, storytelling places and cultural knowledge hubs in the 20 years since the first IKCs opened. There were 24,499 onsite and 3,969 online visits.

Extraordinary stories (10 December 2022 – ongoing) debuted a fresh approach to showcasing collections in the Phillip Bacon Heritage Gallery. *Extraordinary stories* celebrates 'ordinary' Queenslanders using a focused display of collection items. This curatorial approach was designed to increase opportunities for the discovery of smaller and/or little-known collections and stories to the public. As at 30 June 2023, there were 8,664 onsite visits and 3,400 online visits.

Meet the artists (25 February 2023 – 9 July 2023) celebrated the leading artists and art world figures featured in the James C. Sourris AM Collection of Artist Interviews. The exhibition launch brought together many of the artists, art workers and gallerists who have been involved in this State Library interview project since 2011. A companion publication, *Meet the artists*, was developed for the exhibition. By 30 June 2023, 7,075 onsite and 39,140 online visits were made.

Working Country (24 June 2023 – 28 January 2024) pays tribute to Aboriginal stockmen and stockwomen, past and present, whose skill, knowledge and deeply rooted connection to Country earned them a reputation as expert pastoralists. The showcase delves into stolen wages and the exploitation of Aboriginal peoples who worked on the land, as well as the fight for civil rights and Wik stockman John Koowarta's battle for land rights on Cape York. There were 1,939 onsite visits and 1,466 online visits in the first week of the showcase, to 30 June 2023.

LOCAL GOVERNMENT PARTNERSHIPS

State Library's long-standing partnership with local government continues to evolve and grow, enabling the delivery of deeply local outcomes and place-based services and spaces that respond to communities' needs. State Library has partnerships in place with 76 councils, supporting more than 320 public library and IKC services across Queensland. The Queensland Government, through State Library, provides approximately \$31.3 million per year to councils through the Public Library Grant and First 5 Forever funding. State Library provides additional in-kind support of approximately \$7 million.

Each year, local councils submit reporting that captures the outcomes, outputs and impacts of Queensland Government investment in support of their library services. The 2021–22 annual reporting revealed that public libraries and IKCs had begun to see some return to service engagement following the impacts of COVID-19, despite continued restrictions and extreme weather impacting some libraries. The number of programs delivered increased by 63%, program participants increased by 75%, in-person visitation increased by 11% and collection usage increased by 3%. However, service engagement had not yet returned to pre-COVID levels and membership declined by 2.4% across the state.*

Impacts from COVID meant a number of councils were unable to complete planned projects or expend annual funding. State Library put in place new processes and systems to manage underspends and extensions, and to support councils to rescope and revise their projects and services to meet new needs and capacities. The annual reporting also revealed the majority of libraries and IKCs did not meet Library Service Standards set for visitation, membership, program attendance and collections usage. However, despite the challenges of the past few years, libraries continue to be valued and trusted community hubs, with close to 40% of Queenslanders being members of their local libraries and making more than 13 million library visits in 2021.*

A new annual assessment process was implemented from 1 July 2022. For the first time, feedback about the service was provided to the council chief executive officer and key library staff on areas to celebrate, areas to improve and areas that required action.

(*Data drawn from the 2021–22 financial year annual reporting, as 2022–23 financial year figures are not available until September 2023.)

Local government satisfaction survey

A new performance indicator was included in the 2022-23 Operational Plan to measure local government satisfaction with the services delivered by State Library. This replaces a measure that aggregated visits to public libraries and IKCs. The survey, developed with input from local government and State Library's Public Libraries Advisory Group, gathers one response per council. The overall satisfaction result of 96% exceeded the target of 80% of respondents expressing overall satisfaction with service delivery. The 54 responses received adequately represent the 3 categories of partnerships: independent public libraries, Rural Libraries Queensland (RLQ) and IKCs. This was an excellent outcome for a new measure and underscores the strength of partnerships with local government. Analysis of survey results will inform State Library's approach to partnerships and service delivery to the public library network.

Future libraries: Better communities

The role libraries and IKCs can play in driving social change to address inequality was the focus of the Future libraries: Better communities stakeholder symposium in March 2023. Sharing current research and best practice from across the world, the event attracted 197 in-person participants and 98 online viewers, including library, council, government and industry partners. State Library provided 19 bursaries for regional participants. The symposium explored libraries' pivotal role as community and cultural hubs, and as places of learning and refuge that are staffed by people who connect and contribute to the wellbeing of individuals and their communities beyond the delivery of library collections. Participants helped shape a 10-year roadmap for public libraries.

Keynote speaker Gene Tan, Chief Librarian and Chief Innovation Officer, National Library Board of Singapore, presented successful models for developing and scaling programs that leveraged the public's passions, positioned libraries as the go-to source of new discoveries, and made access and empowerment a core focus.

First 5 Forever roundtable groups addressed how the program is working in communities, what aspects to amplify, and how to capture and measure the successes. A total of 65 stakeholders, including local government, library staff, early years educators, health sector and other community partners, contributed to the discussion. Digital inclusion roundtable groups discussed the themes of access, affordability and ability. Participants committed to taking actions that could help turn the digital inclusion dial and identified key digital inclusion priorities for the 10-year roadmap.

Digital inclusion services and programs

Public libraries and IKCs reach some of the least digitally connected people in our communities. As community hubs, they play a key role in bridging the digital divide by providing free access to technology and resources, a place to develop skills and inclusive programs that enable people to participate in the digital world. According to the 2021-22 Queensland Public Libraries Statistical Bulletin, 2,611 internet-enabled public use devices are available in public libraries and IKCs across the state, and free wi-fi is available at 291 fixed library locations. A combined total of 44,089 community members attended the 9,986 digital literacy/inclusion program sessions delivered across the state.

QUT's Digital Media Research Centre was engaged to evaluate and analyse the impact of digital inclusion programs delivered in partnership with key external stakeholders: Tech Savvy Seniors Queensland, Deadly Digital Communities and Tech Savvy Communities. More than 40,000 participants have been supported through digital inclusion programs in public libraries and IKCs over the past 6 years. These programs have sought to improve the confidence, skills, and social, economic and cultural inclusion of digitally excluded Queenslanders. The evaluation highlighted the key role of public libraries as hubs that build community capability to enable people to participate in the digital environment. It made 4 key recommendations to consider in achieving the vision that no one is left behind in the digital age, including building digital skills, abilities and confidence of public library and IKC staff to support Queensland communities. State Library will develop a Digital Inclusion Action Plan (2023-26) that responds to recommendations made in the report and aligns with Queensland's Digital Economy Strategy and Action Plan 2023-26.

State Library is working closely with Elders and First Nations communities to co-design and deliver the next Deadly Digital Communities program as part of Queensland's Digital Economy Strategy. This is one of 3 State Library initiatives identified to deliver on the Queensland Government priority of closing the digital divide by promoting access, affordability and ability so everyone can enjoy the economic and social benefits of a digitally enabled economy. Planning is under way to establish new IKCs in the remote and discrete communities of Mornington Island, Doomadgee and Kowanyama, and to enhance the viability of the 26 existing IKCs. Regional digital development officers will be employed to help identify opportunities for regional communities to realise their digital potential.

The support of the Barty family continued during 2022-23, helping to address the digital challenges faced by remote communities by providing desktop personal computers (PCs) to IKCs throughout Queensland. This access to essential online services helps communities improve their digital literacy and reduces social and digital isolation. A total of 14 computers have been installed in IKCs in 12 participating councils since 2019 as part of the PCs for IKCs project. A further 10 PCs were provided to Torres Strait Island Regional Council in June 2023 for installation.

Indigenous Knowledge Centres

IKCs are hubs for preserving traditional knowledge and history, reviving First Nations languages and celebrating the diverse cultures of some of the state's most remote communities. The western Cape York community of Mapoon joined Queensland's IKC network in August. The opening of the 26th IKC was the culmination of 2 years of collaboration with Mapoon Aboriginal Shire Council. State Library's partnerships with Aboriginal and Torres Strait Islander shire and regional councils have nurtured IKCs as libraries, meeting places and keeping places. Through investment to local councils on behalf of the Queensland Government, State Library supports staffing, collection materials, programming and professional development in IKCs.

Mornington Shire Council (\$59,819) and Napranum Aboriginal Shire Council (\$12,730) were approved to receive IKC Establishment and Refurbishment Grants for projects starting in the first quarter of 2023. Talks are in progress to develop partnerships to establish IKCs at Kowanyama and Doomadgee in the Gulf of Carpentaria. Yarrabah Aboriginal Shire Council began an IKC refurbishment project focused on improving service delivery, after being awarded a grant of \$30,000 in June 2022.

The *20 years strong* showcase in kuril dhagun celebrated 2 decades of IKCs. In conjunction with the opening of the showcase in October 2022, a 4-day IKC Coordinators Workshop was conducted around the theme of 'Building on our past, for a stronger future'. Attended by 25 IKC coordinators and managers from 10 Aboriginal and Torres Strait Islander councils across Queensland, the program included key capability-building objectives, getting to know State Library, researching collections, local truth-telling, digital upskilling and information sharing of whole-of-government commitments with Aboriginal and Torres Strait Islander peoples.

QLDLibraries app

The QLDLibraries App was launched in October, allowing RLQ and IKC members to access library collections from their phones or devices. Users can search the catalogue and place reserves instantly, manage their loans and use the app as a digital library card. The app also provides access to eresources such as learning platforms, online journals and scholarly research tools, with immediate download possible. The QLDLibraries App gives Queenslanders served by RLQ libraries free access to online learning resources.

Love Your Library market research

Proof Research was engaged in 2022 to survey 1,625 respondents from across the state to inform the Love Your Library initiatives, which will include a marketing and advertising campaign to begin in 2024. The campaign aims to increase visitation and deepen visitor engagement with Queensland public libraries and IKCs. The research report provides reliable representative key findings and strategic recommendations that State Library will employ to inform grant programs, strategic planning, and support services for public libraries and IKCs.

Regional outreach

In response to the multiple disruptions due to weather that affected Queensland communities in the Far North, Gulf and Central Queensland in 2022–23, State Library reached out to 22 affected councils to offer support and information. Professional development workshops on disaster planning and mitigation were offered to council library staff. Resources on salvaging damaged collections and supporting community recovery were available to councils via State Library's Public Libraries Connect website. A Natural Disasters Council Contact Log was set up to coordinate State Library response and follow-up.

Vicki McDonald (State Librarian and CEO) and Louise Denoon (Executive Director, Public Libraries and Engagement) helped celebrate the opening of Highfields Library, Toowoomba, in September and Riverway Library in Townsville in April. Eight Library Board members joined them for a tour of new library facilities at Marsden, Beaudesert and Inala in October. Marsden Library's Sensory Space was funded through a State Library Grant in 2015. Jarjum Guremma Story Walk at Jubilee Park, Beaudesert, was funded through a First 5 Forever Micro Grant in 2020.

Professional development for public library and IKC staff

State Library and its training partners provided in-person and online professional development for public library and IKC staff across the state. Opportunities included:

- regional and small libraries workshops delivered in Roma, Barcardine, Innisfail and Croydon during March and May, enabling 59 staff from 18 councils to network with colleagues from neighbouring regions
- a comprehensive program of First 5 Forever online modules, onsite workshops and webinars, as well as regional delivery, in Bundaberg, Warraber, Woorabinda, Toowoomba, Townsville, Weipa, Napranum, Aurukun and Mapoon, to a total of 1,159 participants from 53 councils
- a series of 3 webinars – 'Planning for Natural Disasters', 'Responding to Natural Disasters' and 'Recovery' – delivered to 19 staff from 16 councils, recognising public libraries' key role as recovery centres where people can access internet services and support
- Essentials of Engagement training on engaging with communities and stakeholders, delivered online in partnership with International Association of Public Participation Australasia (iAP2A) in May to 25 staff from 16 councils
- 'Libraries as Places of Refuge' webinar, hosted by Moreton Bay Regional Council and delivered to 23 public library staff from 12 councils in November
- True Tracks webinar with Terri Janke and Company, exploring methods to protect Indigenous Cultural and Intellectual Property (ICIP) and Intellectual Property (IP), delivered to 17 staff from 12 councils in May.

FIRST 5 FOREVER

More than 415,000 total attendances were recorded at First 5 Forever activities in libraries and through outreach activities in 2021-22*. Families are returning to onsite programming post-pandemic, reflected in growth of 89% in-library program participation on the previous year.*

The First 5 Forever website delivers trusted content to support parents as their child's first and most important teacher. Website improvements and promotion campaigns resulted in a 652% increase in the number of page visitors subscribing to the age-specific First 5 Forever monthly newsletter in 2022-23. The First 5 Forever website received 231,061 visits, an increase of 31.3% on the previous year.

First 5 Forever Innovation Grants enhance opportunities for children and families to access early literacy opportunities. In 2023, 6 councils were awarded grants to realise projects that celebrate local stories, strengthen family networks and engage children of all abilities. The grants, totalling \$173,905, went to Cairns, Hinchinbrook, Ipswich, Townsville, Flinders and Logan councils. Libraries have innovated First 5 Forever programming to bring stories to life in open space storyboards, through collaboration with water safety programs and delivering story time sessions that foster social inclusion.

(*Attendance figures reported are for the 2021-22 as figures for the 2022-23 financial year are not available until September 2023.)

A Book for Every Little Queenslander

With over 60,000 babies born in Queensland every year, ready to explore and learn from the world around them, the A Book for Every Little Queenslander campaign highlights the importance of nurturing each baby's early literacy development from day one. By gifting a board book adaptation of *Shoosh!* by Simon Howe to babies born in the state, A Book for Every Little Queenslander connects families with Queensland stories, First 5 Forever and their local public library at the earliest opportunity. Families with babies born in Queensland in 2023 receive a copy of the Speech Pathology Australia award-winning title from the Stories for Little Queenslanders series, *Is This Your Egg?*, written by Ella Kris and illustrated by Emma Cracknell. Stories for Little Queenslanders remained popular online, with 2,513 listens to the online audiobooks and 598 downloads of the ebooks.

Elevating First Nations stories

Every child and caregiver who walks into The Corner, State Library's creative space for children, brings their unique worldview. Inclusive First 5 Forever programming positions State Library to elevate the representation of Aboriginal and Torres Strait Islander families and celebrate their rich cultures.

Working with First Nations creatives, educators and businesses, State Library delivered programming and professional development kits to celebrate First Nations families, stories and cultures in First 5 Forever. Resources using First Nations First 5 Forever artwork *Nyurramba Garran* by Bernard Singleton were distributed to all councils and are being supported with ongoing professional development opportunities to build confidence and capability of public library staff to embed Aboriginal and Torres Strait Islander ways of being, learning and doing.

In 2022-23, 113 staff from 29 councils participated in 'First Nations First 5 Forever Design', 'Connecting the Dots through Culture', and 'Unpacking the Pack' webinars. An onsite professional development workshop, 'Embedding First Nations in First 5 Forever', was held in June for 27 public library staff.

Early years language resources

Sharing a parent's first language at home is one of the most important things families can do for their child. It is a powerful way to celebrate culture, and to form a sense of identity and belonging. First 5 Forever values connection to culture and recognises the importance of home language in the early years, providing inclusive programming and welcoming spaces that reflect the diverse families in Queensland communities.

Community Languages, a statewide innovation project, gives culturally and linguistically diverse families access to multilingual First 5 Forever resources, including Auslan and braille. Resources developed in 2021-22, including brochures, postcards and bookmarks, were distributed to the public library network, increasing the accessibility of the First 5 Forever message for culturally and linguistically diverse families throughout Queensland. Family messaging was created in collaboration with Griffith University researcher and linguistic academic Dr Susana Eisenclas to support library staff in their conversations with multicultural families and empower them to embed home language messaging in First 5 Forever programming.

The Stories for Little Queenslanders collection was used to create mono language story time videos and translated ebooks, available to view on the First 5 Forever website. Story times are delivered by community members who are native speakers of each language, so that culture and language are reflected in the most authentic way. *My People*, written by Billie-Jean Taylor and illustrated by Shaylah Dodd, was chosen because it gives children from migrant and refugee communities the opportunity to learn, respect and appreciate First Nations stories and culture, and reinforces the important role families play.

Three ebooks were translated in 10 languages so families could share Queensland stories in home language and learn alongside English text. All 12 Stories for Little Queenslanders were used to create captioned Auslan story times, acknowledging that, for families, learning and using sign language builds connection in a rich and meaningful way. To support the use of these resources in libraries, a 'Home Language in the Early Years' webinar was held for 31 staff members from 17 councils. Digital resources, including ebooks and story time videos on the First 5 Forever website, were promoted through social media, attracting 24,808 visits to the website in 2022-23.

ARCHITECTURE, BUSINESS AND CONVERSATIONS

Asia Pacific Architecture Festival

The 2023 Asia Pacific Architecture Festival explored the theme 'Culture, sustainability and economy – Why design matters'. A collaboration between founding partners Architecture Media and State Library, the 2-week festival delivered an exciting program of exhibitions, installations, symposia, lectures and workshops promoting architecture's pivotal role in the culture, sustainability and economy of the Asia Pacific region. A total of 28 events were delivered and 226 delegates took part in the festival.

Queensland Business Leaders Hall of Fame and Fellowship

The Queensland Business Leaders Hall of Fame is an ongoing partnership presented by State Library and Queensland University of Technology to celebrate, record and retell outstanding stories of Queensland's business leaders. Inductees into the 2022 Hall of Fame were presented with their awards at a gala dinner in July attended by The Honourable Anastacia Palaszczuk MP, Premier and Minister for the Olympic and Paralympic Games. Clive Berghofer AM, Dr Cherrell Hirst AO, Peter and Jane Hughes, Capilano Honey, Culture Kings and QML Pathology were recognised for their outstanding business leadership and contribution to Queensland. The 2022 Queensland Business Leaders Hall of Fame Fellowship was awarded to Mary Howells, who is researching the successful furniture business established in Woolloongabba by Fred Tritton in 1886.

Game Changers

Game Changers shares insights and ideas from Queensland business leaders as part of the Queensland Business Leaders Hall of Fame initiative. Three conversations with inspiring movers and shakers were held in 2022–23:

- Bangarra Artistic Director Stephen Page AO in conversation with Janelle Christofis
- GLVIT founder Juliette Wright OAM in conversation with Dr Ruth Knight
- Culture Kings co-founder Simon Beard in conversation with Professor Gary Mortimer.

The 3 events attracted 421 attendees and 2,138 livestream and recording views.

The Conversation

Through a partnership with academic news source The Conversation, State Library presents a series of virtual and in-person events featuring informed discussion on topical issues. 'Cut from a different cloth', a panel discussion exploring Queensland's cultural artifacts and textile design, took place in November 2022. The event, featuring Emeritus Professor Peter Spearritt, Dr Amy Clarke, Michael Aird and Jane Howard, attracted 103 onsite attendees and 540 online views.

Circa Contemporary Circus partnership

First 5 Forever embraces learning through physical activity and rhythmic movement as key to boosting brain development. A partnership with Circa Contemporary Circus from August 2022 celebrates the power of physical creativity when combined with storytelling. Circa was granted permission to use and adapt the Stories for Little Queenslanders titles into Circus Storytime workshops for families with children aged 0–5 years. The partnership has innovated the collection and built new audiences for First 5 Forever. Workshop footage was used to create a suite of social media assets promoting the benefits of movement and language development. Circa videos had a total of 17,000 views. A selection of these videos was translated to 10 languages.

First 5 Forever evaluation

University of Southern Queensland's external evaluation of First 5 Forever in 2023 recognised the successful partnership with local government and the place-based approach that enables programs to be delivered in locally relevant ways. The evaluation demonstrated program growth for First 5 Forever beyond early literacy sessions in libraries to sessions delivered in partnership and in community, and the opportunity for increased focus on online platforms to reach Queensland families in remote and regional areas.

State Library will explore opportunities to reframe the First 5 Forever objectives, narrative and program offer. Local mentoring, as well as new multimodal professional development resources, will be developed to empower libraries to share localised stories of impact and tailor their activities to meet the needs of their communities. Capturing children's and families' voices will be critical to tailoring these early literacy experiences, as will developing local partnerships and identifying opportunities for collaboration.

STRATEGIC OBJECTIVE 3

FUTURE-FOCUSED 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

2022-23 Focus activities

- Invest in our people to enable us to do our best
- Achieve fit-for-purpose digital services and effective business models
- Increase revenue through philanthropy, sponsorships and own-source revenue initiatives

State Library of Queensland seeks to provide a respectful and culturally safe workplace that reflects the diversity of the community. Staff are supported to work flexibly and to develop their skillsets through learning and development opportunities. Significant investment was made in network infrastructure to deliver fit-for-purpose digital services and improved user experience for clients and staff into the future. Staff shared expertise and innovative approaches to collections, exhibitions and digital experiences with peers across Australia and the world at conferences and summits.

A move to the Microsoft 365 platform provided a common toolset for agile collaboration and information management. Information security remained a focus with the employment of an information security officer to deliver prioritised security initiatives. Progress was made on replacing the digital collections storage system to future-proof technology and capability. A Tier 1 Wi-fi Renewal Project was initiated to maintain State Library's commitment to provide trusted, reliable and secure internet services to clients.

Post-flood rebuild occurred over the year with staged return of buildings as they were completed; The Edge level 1 was completed first, followed by The Edge level 0 and level 0 of the main State Library building. Flood mitigation strategies were incorporated into the rebuild, including additional flood barrier installation at key points, flood-resistant bathroom facilities, block walling instead of plaster, higher electrical power outlets, epoxy painted floors, and removal of cabinetry and shelving.

There was a steady return of consumer confidence, particularly over the second half of the financial year. A reactivation of venue spaces attracted 23,000 event guests to State Library and over 900 venue hire enquiries.

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.

It 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.

The First Nations Recruitment and Retention Strategy is a significant demonstration of State Library's commitment to diversity and inclusion, and an important step towards creating a more equitable and inclusive workplace for all employees.

In 2023, State Library joined the National Libraries for Inclusion Special Interest Group, a forum for the informal sharing of experience and insights between self-nominated staff and volunteers of National and State Libraries of Australasia (NSLA) and local government public libraries in the areas of inclusion, diversity and access.

State Library also hosted a placement through Work & Welcome, a Multicultural Australia employment program that provides refugees and migrants with paid work experience funded through a workplace giving scheme. The 12-week paid work opportunity gave the candidate work experience in a supportive environment while developing the skills and confidence needed to find ongoing sustainable employment as they settle into life in their new home country.

WORKFORCE PROFILE

Figure 1: Gender

GENDER	NUMBER	PERCENTAGE OF TOTAL WORKFORCE
Woman	275	74.12%
Man	96	25.88%
Non-binary	Not available	Not available

Figure 2: Diversity target group data

DIVERSITY GROUPS	NUMBER	PERCENTAGE OF TOTAL WORKFORCE
Women	275	74.12%
Aboriginal Peoples and Torres Strait Islander Peoples	19	5.12%
People with disability	13	3.5%
Culturally and linguistically diverse – speak a language at home other than English	5	1.35%

Data (head count) provided for Figures 1 and 2 is from the PSC minimum obligatory human resource information (MOHRI) benchmark dashboard for State Library, June 2023.

Figure 3: Target group data for women in leadership roles

WOMEN IN LEADERSHIP ROLES	NUMBER	PERCENTAGE OF TOTAL
Senior Officers (Classified and s122 combined)	4	57.14%
Senior Executive Service and Chief Executives (Classified and s122 equivalent combined)	5	100%

First Nations Recruitment and Retention Strategy

The First Nations Recruitment and Retention Strategy, approved by the Library Board in November 2022, aligns with the Queensland Government's commitment to increase the participation of Aboriginal peoples and Torres Strait Islander peoples in the state's economy. The delivery of the strategy is an important commitment from the Strategic Workforce Plan 2021–25. Activation of the strategy will be undertaken via the First Nations Recruitment and Retention Action Plan. Key actions are to:

- continue to build the cultural capability of the workforce through learning and development opportunities, with a particular focus on the developing the capability of people leaders
- review recruitment and retention practices to ensure a positive and culturally safe experience for Aboriginal and Torres Strait Islander peoples
- embed cultural safety through inclusive and accountable leadership by enhancing wellbeing, and providing culturally safe leadership and development opportunities.

Culturally Safe Libraries

During 2022–23, 36 employees enrolled in Culturally Safe Libraries training, which is mandatory for all new permanent employees. The online training, developed by the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) and delivered in collaboration with NSLA, is part of a national effort to provide culturally safe public spaces and services in libraries for First Nations peoples, and a supportive workplace for First Nations staff.

Leadership development

State Library is committed to the development of its leaders and nurturing their abilities to lead and inspire. During 2022–23, leadership development opportunities were made available to State Library people leaders. Quarterly people leader conversation sessions were held throughout the year on topics ranging from recruitment and selection to unpacking the Leadership Competencies for Queensland, and workplace harassment, bullying and violence. A total of 162 people leaders attended. The Leader as Coach program was trialled with a cohort of 17 people leaders. The program provided attendees with the opportunity to develop their coaching skills and to coach others to develop as leaders.

COMPELLING STORIES OF IMPACT

In a changing media landscape, focused publicity activities explored developing relationships with new print and online channels, and targeted regional media outreach as well as traditional media channels in 2022-23. Focused publicity activities raised awareness of State Library collections, activities and programs. The community impacts across Queensland of First 5 Forever and digital inclusion programs such as Tech Savvy Seniors Queensland, Deadly Digital Communities and Tech Savvy Communities were captured in external evaluations and shared at the Future libraries: Better communities symposium.

The Digital Inclusion Programs Evaluation highlighted case studies in Barcaldine, Charters Towers, Cherbourg, Logan and Toowoomba, which showcased how libraries had tailored service delivery to their communities' changing needs. Examples included intergenerational story time and STEM play at a nursing home, tech Q&A sessions, and recording First Nations Elders' digital stories. The First 5 Forever Evaluation showed how libraries in Burdekin, Hinchinbrook, Banana, Sunshine Coast, Scenic Rim and Moreton Bay councils had innovated First 5 Forever programming. Examples included a local First Nations languages project, multicultural-themed story time sessions under marquees in a park, weekly story time recordings and a play forum.

Researchers from QUT's Digital Media Research Centre were engaged to evaluate the award-winning Siganto Digital Learning Workshops program, and to make recommendations for further digital inclusion work. The workshops provided practical, hands-on digital skills training and computer hardware to 265 newly arrived migrants and refugees from more than 30 countries of origin between 2017 and 2022 at The Edge.

The Siganto workshops evaluation found the workshops addressed a community need and showed how skills investment could achieve far-reaching impacts through knowledge transfer to participants' families and communities. Understanding the wider impact of the workshops helps to develop projects and programs that will address the digital skill wants and needs of Queenslanders. The evaluation identified opportunities to target specific learning cohorts to encourage intergenerational skills transfer, offer intensives and partner with technology providers.

The impact of community-led language projects supported by State Library's Indigenous Languages Project was highlighted in workshops and discussions at Yuuingan Dhillia Yari Queensland Indigenous Languages Symposium.

Thought leadership

Staff shared their achievements and expertise with the Galleries, Libraries, Archives and Museums (GLAM) sector and beyond, presenting at local, interstate and international conferences.

Gavin Bannerman (Director, Queensland Memory)

- Panellist, Partnerships, Engagement and Innovation session, Working together to conserve Queensland's heritage, Local Government Heritage Conference, Maryborough, March 2023

Samantha Bourke (Lead, Exhibitions)

- 'The Great & Grand Rumpus' exhibition, Australian Museums and Galleries Association National Conference, Newcastle, May 2023

Swee Cheng Wong (Conservator, Audiovisual)

- 'Recovery of Kodachrome films from flood damage', Southeast Asia-Pacific Audiovisual Archive Association Conference, May 2023

Catherine Cottle (Specialist Librarian, Queensland Memory, Content and Client Services)

- 'Collecting the most vulnerable oral histories during troubling times', Oral History Australia Biennial Conference, Launceston, Tasmania, October 2022
- 'Collecting oral histories from First Nations Elders in Queensland, Australia', Southeast Asia-Pacific Audiovisual Archive Association Conference, Pattaya, Thailand, May 2023

Louise Denoon

(Executive Director, Public Libraries and Engagement)

- 'The role of libraries in communities and our partnership now and into the future' workshop leader, Queensland Public Libraries Association Conference, Bundaberg, October 2022
- 'First 5 Forever', National Early Language and Literacy Coalition National Forum, Canberra, March 2023

Katie Edmiston (Manager, Local Government Coordination)

- 'Focusing on First Nations families through First 5 Forever' workshop leader, Queensland Public Libraries Association Conference, Bundaberg, October 2022

Grace Lucas-Pennington (Editor, black&write!)

- Workshop leader and delegate to National Industry Roundtable, First Nations Australia Writers Network National Summit, September 2022

Vicki McDonald (State Librarian and CEO)

- 'Inspiring possibilities', Conference on Children and Young Adult Librarianship, October 2022 (virtual conference, The Philippines)
- 'Leave no one behind: A shared future for public libraries', Future libraries: Better communities stakeholder symposium, Brisbane, March 2023
- 'Embracing disruption', The Higher Education Technology Agenda (THETA), Brisbane, April 2023
- 'Bringing it all together', ALIA Information Online, May 2023

Stella Read (Coordinator, Public Library Programs)

- 'Passion to power: Our future profession', Early Childhood Australia National Conference, Canberra, October 2022

Kellie-Ann Robinson

(Acting Manager, Marketing and Communications)

- 'A Story of Welcome', LGx Conference, Brisbane, May 2023

Amy Walduck (Coordinator, Digital Library Initiatives)

- 'The Topography of Searching', presented at: International Group of Ex Libris Users Annual Conference, Cardiff (virtual presentation), September 2022
eResearch Australasia Conference, October 2022
Queensland Research Bazaar, Brisbane, November 2022
Australian Library and Information Association Queensland Mini Conference, Brisbane, November 2022
Search Solutions: BCS Information Retrieval Specialist Group Conference, London (virtual presentation), November 2022

Margaret Warren (Director, Digital Delivery)

- Contributor to international roundtable Collections as Data: State of the Field and Future Directions, Vancouver, Canada, April 2023

Knowing the audience

Audience research is conducted annually about online and onsite visitation to gain insights that support continual improvement, planning and evaluation of visitor experiences, programs, services and engagement strategies. Analysing audience satisfaction levels, demographics, needs, user modes and motivations enables State Library to create more engaging visitor experiences. Qualitative and quantitative data captured at strategic intervals of the user's journey is employed to inform accurate, objective decisions about future programming.

Nation-leading excellence and innovation

The Dr Barbara Piscitelli AM Children's Art Archive 1986–2016; 2020 was added to the UNESCO Australian Memory of the World Register in April 2023. The archive is the most comprehensive and significant resource for the study of children's art in Australia.

Programs and projects that received national recognition for excellence were:

- Summer Reading Club website – winner, Digital Learning Experience, 2023 Museums Australasia Multimedia and Publication Design Awards
- *Hi, I'm Eddie* podcast – Best Indigenous Podcast, 2022 Australian Podcast Awards
- Siganto Digital Learning Workshops – 2022 VALA Award
- First 5 Forever – Read and Talk Champion, Promotion and Preventive Action in Speech Pathology
- *The Great & Grand Rumpus* exhibition – Highly Commended, 2022 Gallery and Museum Achievement Awards
- Brett Tweedie's *The Topography of Searching* – longlisted for 2022 Information is Beautiful Awards, Data Visualization Society.

TECHNOLOGY TO SUPPORT GROWTH

Collection storage and wi-fi upgrades

State Library delivers world-class frontline services to the people of Queensland, regardless of location, through online access to digital collections. These collections support the key area of lifelong learning and education, with strong curriculum linkages across multiple subject areas. The Storage Area Network (SAN) unit is a critical system that provides access to the digital collections and ensures preservation and storage. A solution was researched and is being implemented to replace the existing digital collections storage solution and meet State Library's commitment under the *Libraries Act 1988* to collect and preserve Queensland memories.

State Library partnered with iQ3 Pty Ltd to provide a contemporary solution comprising Dell Technologies, Versity, Superna and Next DC. The new solution will provide faster access as well as greater redundancy through the introduction of an off-site disaster recovery location for the second copy of the digital collections. Digital collections include photographs, audio recordings, books, documents, websites, and video and motion picture films that have either been 'born digital' or digitised from physical copies. Migration started in May, with completion of the project due in December 2023. State Library will continue to partner with iQ3 to support the new SAN solution into the future.

A library that is digital by design needs a robust and reliable network to ensure its interconnected digital services are available when and where they are needed. A contract was negotiated and hardware ordered to replace the existing network infrastructure and improve the wi-fi service and coverage for clients and staff. The project will be implemented in the second half of 2023 across State Library's 3 sites: South Bank, Cannon Hill and Cairns. Using the wi-fi service has consistently been a major reason the public choose to visit State Library. Improving the speed, quality and security of the current infrastructure will improve the service offering.

Information security, infrastructure and new ways of working

State Library's information security strategy fosters a culture of mature information security governance and practices across the organisation. The strategy is operationalised through the Information Security Policy and the Information Security Plan with a goal to establish a robust Information Security Management System (ISMS). Major ongoing activities will focus on security awareness campaigns, revision of policies, vulnerability management, penetration testing, third-party security risk assessments, and development of security dashboards and effective security monitoring. Work is in progress to align State Library maturity to standards like Essential 8, ISO 27001 and PCI-DSS.

The Information Technology Infrastructure Library (ITIL) framework was adopted to ensure efficient and standardised handling of changes to control IT infrastructure, reducing the impact of incidents on business services. The governance platform for this principle is the Change Advisory Board (CAB), which oversees implementing the change management process as it applies to ICT services. The CAB's role is advisory, reviewing proposed changes and informing the change manager of its findings.

State Library worked with Microsoft Partners SOCO to transition all staff to the Microsoft 365 (M365) platform. The new solution enables staff to collaborate, share information and work in a secure, cloud-based platform. The project positioned State Library to leverage the evergreen functionality of M365 to continually enhance business processes.

SPACE OPTIMISATION

The Space Optimisation Strategy is a roadmap for State Library as it seeks to build on the award-winning Millennium Library Project delivered in 2006. From this master planning exercise, 4 interventions were identified as priority projects aligning to the Minister's Charter Letter and *Creative Together 2020-2030*. The relocation of The Corner to the existing Business Studio area

is one of those priorities. The early planning and concept stages of this project have progressed through consultation and design input with Partners Hill. Partnering with Arts Queensland, State Library seeks to continue the development of The Corner in 2023 through further design and consultation stages.