

# OUTCOMES

# REPORT ON PERFORMANCE

	NOTE	2023-24 TARGET	2023-24 ACTUAL
<b>Objective: Collecting memories</b>			
Use of collections	1	15,000,000	14,671,697
Additions to Queensland Memory collections	2	41,000	43,573
<b>Objective: Enriching experiences</b>			
Visits onsite and online (Service Delivery Statement service standard)	3	4,750,000	6,899,389
New members	4	40,000	43,335
<b>Objective: People and communities</b>			
Local government satisfaction with State Library service delivery	5	80%	97%
Increased online regional reach	6	20%	5.2%
<b>Objective: Responsive innovation</b>			
Overall visitor satisfaction with State Library services and programs (Service Delivery Statement service standard)	7	95%	97%
Average cost per visit (Service Delivery Statement service standard)	8	≤\$7.50	\$5.24

## Notes

1. This measure reports on the use of physical, digital and eresources (licensed content).
2. This is the increase in the number of publicly accessible items in the John Oxley Library and Extraordinary collections. This target was exceeded as a result of the stocktake process activities identifying unprocessed John Oxley Library maps, which led to over 8,000 items being added to the collection and made discoverable.
3. This measure includes visits onsite at South Bank and Anzac Square Memorial Galleries and visits to the State Library and Anzac Square Memorial Galleries websites. Between April and June, there were technical issues with entry counters for the Anzac Square Memorial Galleries. Manual counts were added for this period; however, the count reported is likely to be lower than if it were automated. People counter technology at South Bank locations distinguishes entry and exit data to report entry only. Entry counters at Anzac Square Memorial Galleries do not distinguish, requiring the results to be halved. A review of reporting practices in 2023-24 found entry data has not been halved for Anzac Square Memorial Galleries since State Library started reporting on this location. This practice will be adopted and a decline in the number of onsite visits reported to Anzac Square Memorial Galleries is anticipated as a result. The use of digital collections, which contributes to online visits, increased markedly this year. Factors include the activity of automated data capture systems, increased availability of digital collections and improved accuracy in counting use of this content.
4. Membership of State Library enables access to licensed eresources and the ability to request items from storage, borrow collections and book spaces. This measure counts new members added in 2023-24 and excludes renewed memberships. This target was exceeded through ongoing promotion and a strong focus on schools engagement to introduce students and teachers to the benefits of State Library membership.
5. 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.
6. Online regional reach was a new measure in 2023-24. The percentage target and actual were calculated as an increase in the number of online sessions compared with 2022-23 actuals for State Library's websites and library catalogue from locations outside Brisbane, Ipswich and Logan. Calculations did not include sessions from locations outside Queensland and those where location information was unavailable. Information is sourced from Google Analytics and the smallest division available in the data about the location of visits from Brisbane includes Ipswich and Logan.
7. Visitor satisfaction is the percentage of respondents to a 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?'
8. 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.

## STRATEGIC OBJECTIVE 1

# COLLECTING MEMORIES

### SHARING KNOWLEDGE AND STORIES THROUGH OUR COLLECTIONS

State Library shares and preserves Queensland's cultural and documentary memory for future generations. This means collecting a record of Queensland history that reflects its diversity – achieved by seeking many voices, including those that have historically been excluded. Through a considered approach, State Library added 43,573 items to a vast collection spanning oral histories, photographs, realia, films, audio recordings, music scores, manuscripts, archives, books, architectural plans, maps, digitised and born digital content.

The *First Nations Strategy 2024–28: A plan for reframing relationships*, launched in May, guides State Library's ongoing work as a memory institution to work with First Nations peoples to provide access to collections in a culturally appropriate, culturally responsive and culturally safe way. State Library collects Aboriginal and Torres Strait Islander history as part of a trusted record of Queensland and is committed to contributing to the Path to Treaty process through truth-telling.

## 1. Intentionally collect and share a trusted record of Queensland

### COLLECTIONS STRATEGY REVIEW

A new *Content Strategy* was developed to align with the *Strategic Plan 2023–27*. The *Content Strategy* provides a decision-making framework for what State Library collects, why it collects and how it ensures these decisions are consistent with its enduring values and strategic objectives. It is fundamental to shaping the Memory (John Oxley Library), Extraordinary, Information and Public Library collections. Surveys of external stakeholders, public libraries and IKCs, and consultation with staff informed the review.

An environmental scan was conducted of collection management practices and strategies across Australian state libraries.

This included researching the use of Indigenous Cultural and Intellectual Property (ICIP) protocols in libraries and with peak bodies such as National and State Libraries Australasia (NSLA) and Aboriginal and Torres Strait Islander Library, Information and Resource Network (ATSILIRN). Finalised in June 2024, the revised *Content Strategy* amplifies State Library's commitment to truth-telling, Path to Treaty and better reflecting shared histories. It incorporates the previously separate *Aboriginal and Torres Strait Islander Collection Commitments*.

### NATIONAL EDEPOSIT

Queensland publications are deposited to State Library under the legal deposit requirements of the *Libraries Act*. National eDeposit (NED), a collaboration between national, state and territory libraries, provides a national solution to the legal deposit, management, storage, preservation, discovery and delivery of electronic publications. Over 2,400 Queensland publishers are active in NED, ensuring current Queensland publishing is well represented in the national collection. An average of 1,100 new titles from these publishers were added to NED each month in 2023–24. More than 36,000 NED titles are now available in State Library's catalogue, One Search. Library staff have contributed to NED development projects for improving the service and to strategic planning to ensure NED continues to meet library, publisher and client needs.

### 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 (QUT) to celebrate, record and retell outstanding stories of Queensland's business leaders. Inductees into the 2023 Hall of Fame were presented with their awards at a gala dinner in September attended by The Honourable Stirling Hinchliffe MP, Minister for Tourism Industry Development and Innovation and Minister for Sport. The 6 inductees recognised for their outstanding business leadership and contribution to Queensland were Dr Terri Irwin AM, Sir Arthur Petfield (1912–74), Lorraine Martin AO, Bundaberg Brewed Drinks, Morgans Financial Ltd and Sullivan Nicolaiades Pathology. Digital stories and oral histories for each inductee have been added to the State Library collection. The 2023 Queensland Business Leaders Hall of Fame Fellowship was awarded to Dr Robin Trotter, for her research project 'T. C. Dixon & Sons: boots: makers of "shoes of distinction"'.

## SIGNIFICANT ACQUISITIONS

### Memory collections

- **Gunn Family archive** – extensive collection of a Goondiwindi grazing family, which paints a picture of rural industry in Queensland and beyond. It charts the career of wool industry giant Sir William Archer Gunn (1914–2003) and the extensive investments of his family companies across the rural sector.
- **Robin Dods archive** – material collected and compiled by Brisbane heritage architect Robert Riddel. Dods is considered one of the most significant and pioneering Brisbane architects of the late 19th and early 20th centuries. Beginning with domestic architecture, Dods went on to design several prominent Brisbane buildings. The archive contains highly significant original material, including plans, photographs, illustrations and papers.
- **Digital stories and oral histories** were commissioned, including interviews with former Queensland Premier Anna Bligh AC and Queensland authors David Malouf AO, Hugh Lunn, Isobelle Carmody and Susan Johnson. Interviews with Uncle Boomi Hegarty, Uncle William Busch, Uncle Wayne Coolwell, Aunty Ruth Hegarty, Aunty Denise Proud and Uncle Graham Brady were filmed as part of the ongoing Elders interview series, along with Dr Jackie Huggins AM FAHA and Mick Gooda. Jon Cattapan, Dr Elizabeth Gower and Dr Roslynd Piggott were filmed for the James C. Sourris AM Collection of Artist Interviews.
- **Novae Guineae Forma, & Situs, 1593** – beautifully colourised map produced by Antwerp cartographer Gerard De Jode and widely regarded as the first European map of the landform of Australia. An early depiction of the Queensland coastline, this rare map was published in the second edition of the *Speculum Orbis Terrae* atlas.
- **Voyage de Decouvertes aux Terres Australes ... sur les corvettes le Geographe, le Naturaliste, et la goelette le Casuarina, pendant les annees, 1800, 1801, 1802, 1803 et 1804** – rare second edition of the official account of French explorer and cartographer Nicolas Baudin's voyage to Australia and the Pacific, reflecting an abandonment of French territorial ambitions in Australia.
- **Legal letter to Surveyor General John Oxley** about a land dispute in Parramatta, January 1824, written by law court official and ex-convict Joseph Bradley (c. 1789–1828) who would be executed 4 years later in Sydney for forgery. The letter provides insight into Oxley's work as Surveyor General.
- **Geographical memoirs on New South Wales** by various hands, edited by Barron Field, London: John Murray, Albemarle Street, 1825. This publication is the sole appearance of Oxley's expedition in print, and this is attributed as John Oxley's own copy. The presentation inscription reads, 'To John Oxley Esq. From the Editor'.
- **Digital photographs of contemporary Queensland life** including Shehab Uddin's images of the Eid al-Adha celebrations and the Abbey Medieval Festival, Brian Cassey's photographs of Cyclone Jasper's aftermath in Cairns, Cathy Ross's images of the 2018 Gold Coast Commonwealth Games, Tyr Liang's photographs of various Queensland festivals, images of Palm Island by Hamish Cairns and Morgan Roberts' photographs of Beef Week in Rockhampton.
- **John Elliott regional Queensland photographs** – large collection depicting the people and landscapes of regional Queensland between 1985 and 2021.
- **Streets of your town: selected interviews** – 70 interview-based podcast episodes by Walkley Award-winning journalist Nance Haxton. The episodes cover a range of significant Queensland experiences, many relating to circumstances of social or cultural disadvantage.
- **Vida Lahey's writing slope** – an Oriental, black lacquer writing slope that belonged to Queensland artist Vida Lahey MBE (1882–1968) and was believed to have been used as a prop for teaching and painting. Lahey wrote *Art in Queensland 1859–1959*, the first publication dedicated to Queensland art history.

### First Nations artworks

- **Mo-iam (Archer River)** – acrylic on linen artwork by Wik Mungkan artist Janet Koongotema, 2023, depicting her Country on the Archer River near Aurukun.
- **Old T.I. My Beautiful Home** – acrylic on canvas diptych by Nola Page Ward, 2023, depicting a year during the pearling days at Thursday Island Harbour.
- **Tharrapatha (Leichhardt River)** – acrylic on canvas artwork by Ricky Emmerton, 2022, taking the form of a map depicting the Rainbow Serpent as the Leichhardt River.

### Public libraries

- New statewide collections of manga materials and dedicated dyslexia-friendly content.

## 2. Enable respectful truth-telling practices by all and support Path to Treaty, centred on culturally safe co-design with First Nations peoples

### DELIVERY OF FIRST NATIONS STRATEGY

First Nations Advisory was engaged in May 2023 to co-design a First Nations Reframing Relationships Framework with State Library, reviewing its current state, engagement with stakeholders and co-design of the implementation framework. The resulting *First Nations Strategy 2024-28: A plan for reframing relationships* affirms State Library's commitment to be better – embracing First Nations knowledge, sharing First Nations stories, and making decisions with First Nations peoples and communities. The strategy builds on the significant work underway and puts Aboriginal peoples and Torres Strait Islander peoples at the centre of State Library business.

State Library has invested in the development of a First Nations Strategy branch to provide strategic leadership in implementing, monitoring and evaluating the strategy. An action plan has been developed to generate and coordinate an organisation-wide approach to the strategy, which commits State Library to:

- work closely with the Truth-Telling and Healing Inquiry to ensure Queenslanders have access to materials on the state's complex history
- enhance support to the network of community-led Indigenous Knowledge Centres
- reimagine its kuril dhagun space, which celebrates First Nations cultures and stories
- adapt ways of working and communicating to meet the diverse cultural and community needs
- improve Aboriginal and Torres Strait Islander employee recruitment and retention in a culturally safe environment
- ensure First Nations histories and contemporary stories are respected and made accessible, with a priority to collect content created by First Nations peoples
- honour First Nations truth, stories and knowledge in programs, exhibitions and public spaces
- grow social and economic opportunities for Aboriginal and Torres Strait Islander peoples, communities and businesses.

### TRUTH-TELLING AND TREATY THROUGH PUBLIC LIBRARIES WORKSHOP

Over 120 participants joined an in-person and online workshop in February exploring how libraries could support and enable local truth-telling through their spaces, programs and collections. Keynote speakers were from the Interim Truth and Treaty Body and the Jumbunna Institute of Indigenous Education and Research at University of Technology Sydney. State Library staff shared examples of collections processes and projects that are supporting truth-telling, increasing representation in collections and building engagement with First Nations peoples. These activities included reparative content description, First Nations collecting strategies, the Elders oral history project, the Indigenous Languages Project, and Who's Your Mob? training and resources. In-person workshop participants made commitments on how their libraries could support truth-telling through building on local strengths, skills and resources, and working together as a statewide network.

### FIRST NATIONS TREATY INSTITUTE ESTABLISHMENT

The Interim Truth and Treaty Body (ITTB) was established on 16 August 2022 as an independent body to maintain the momentum on Queensland's Path to Treaty. The main purpose of the ITTB was 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. State Library hosted the ITTB until 30 June 2024 under a Memorandum of Understanding (MoU) with the former Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP).

The First Nations Treaty Institute (the Treaty Institute) was established after commencement of the *Path to Treaty Act 2023* on 24 April 2024. A new MoU is being negotiated as an agreement between the Treaty Institute, State Library, and Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) for the transition period to allow the Treaty Institute establishment to continue into 2024-25. The MoU will set out the agreed process for the transfer of funds to State Library to provide services to the Treaty Institute. It outlines the services and support provided by State Library to assist the Treaty Institute to fulfil its terms of reference, including accommodation, and administrative, financial and information communications technology services.

### 3. Preserve the collection for future generations through the development of resilient and robust systems and plans

#### COLLECTION STORAGE UPGRADE DELIVERED

A new digital collection storage system, implemented in 2023–24, delivered increased storage capacity for State Library's growing digital collections. It also ensures a duplicate copy of the digital collections is maintained in a separate geographic location to enable continuity of service. The Storage Area Network (SAN) upgrade provides an easily expandable system that allows the storage and retrieval of digital collections. Almost 19 million files held in the digital collection were moved to the new system during the critical 3-month migration process. Access to the digital collection was maintained for clients and staff during the migration period, allowing collecting work to continue. The digital preservation system ensures files stored in the SAN are verified and checked on a regular basis, safeguarding this Queensland content for future generations.

#### CONSERVATION

Conservation of significant physical collections remains a priority in preserving Queensland's documentary heritage. Conservation staff completed 777 activities to prepare collections for storage, assess conservation needs and complete conservation treatments. Three significant and large collections – acquired from the Gunn family, writer Hugh Lunn, and architects Riddel and Dods – were processed through the quarantine area to ensure no pests, mould or other harmful materials were introduced to the repositories.

A fine example of the work of naturalist George French Angas (1822–86) was identified as in need of a book-binding treatment. After significant research, a page repair and rebinding system was developed to mimic the original adhesive binding of the work. The result was a successful and stable conservation rebind without any major adjustments to the integrity of the work, with the technique to be used for future binding repairs of significant works.

#### DIGITISATION

Online access to collections expanded with the intentional digitisation of content through State Library's *Digital Strategy: Becoming digital by design*. Thousands of collection items were digitised, supporting exhibitions and events. Among the collections made available online were:

- 123 scans of the *Central Queensland Separation League Petition – Women's Scroll*, circa 1892–93
- 3-dimensional scans of 11 items related to World War II, added to the Anzac Square Memorial Galleries interactive screens
- 4,836 images from Queensland's War Memorial photograph albums, late 1990s to early 2000s
- more than 700 scans from the *Australian Home Journal*, including unique dressmaking patterns digitised to scale to enable sewers to use the patterns to make the garments
- 517 images digitised from the Royal Geographical Society of Queensland lantern slide collection, circa 1930s
- 13,491 pages scanned from the *Local Government in Queensland Digest* 1915–1968.

A wide-format scanner and a large-format overhead scanner were purchased to replace aged technologies and enable ongoing specialised digitisation work.

Queensland Library Foundation continued to support the Reel Rescue program with funding to support digitisation of at-risk film and video content on fragile or obsolete carriers, such as 8mm film and VHS tapes. This work is time sensitive and critical to preserve and ensure access to unique historical film content that may soon be too degraded to be digitised. In 2023–24, 374 film or video items were digitised and made available online. Highlights include films from the Alan Baxter motion pictures collection, with footage of sand miners on Stradbroke Island (Minjerribah); *Kinetone: A personal film history* by Queensland filmmaker Wendy Rogers, a documentary about pioneering Brisbane-based filmmaker Al Burne and his company Kinetone Sound Films; and *Southbank Rising*, a documentary made during the construction of the Queensland Performing Arts Centre, showing the development of the Cultural Centre.

## 4. Reflect and reveal shared histories and new narratives

### QUEENSLAND MEMORY AWARDS

Fellowships, awards and residencies through State Library's flagship Queensland Memory Awards program 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 2024 Queensland Memory Awards were:

#### John Oxley Library Fellowship

Dr John Willstead for 'Dive for your memory – Queensland music stories'

\$25,000 plus 12-month residency funded by QLF

#### John Oxley Library Honorary Fellowship

Dr Eun-ji Amy Kim and Dr Aaron Teo for 'Culinary crossroads: history of Asian-Australian eateries and migration policies in Queensland'

12-month residency funded by QLF

#### John Oxley Library Award

Dr Robert Anderson OAM for his distinguished history of community service for Aboriginal peoples and Torres Strait Islander peoples

#### John Oxley Library Community History Award

Pama Language Centre for their work across Cape York over many years with many language groups and dialect speakers to achieve language revival

\$5,000 funded by QLF

#### Monica Clare Research Fellowship

Sheridan Teitzel for 'Sacred plants and cultural frameworks: capturing First Nations value systems in Western Cape York'

\$20,000 plus 12-month residency

funded by The Siganto Foundation

#### Queensland Business Leaders Hall of Fame Fellowship

Dr Robin Trotter for

'T. C. Dixon & Sons: boots: makers of "shoes of distinction"'

\$15,000 plus 12-month residency

funded by the John Allpass Charitable Foundation

#### Rainbow Research Fellowship

Associate Professor Heather Anderson for 'Radio rebels: highlighting the contributions of women, trans and non-binary people to the history of Queensland community radio'

\$20,000 plus 12-month residency

funded by the Norman H Johns Trust

#### Christina Boughen OAM Fellowship

Dr Nicole Murphy for 'Exploration, celebration and continuation: the legacy of Christina Boughen OAM'

\$10,000 and 12-month residency funded by the Boughen family

#### Digital Collections Catalyst

Evelyn Saunders, for 'Min(d)ing the dead'

\$15,000 and 12-month residency funded by State Library

#### State Library of Queensland Medal

Grant Collins for his valuable contribution and dedication to the preservation and conservation of State Library collections over 45 years

### DON BRADY BOOK LAUNCH AND BLAK GLOVES EXPERIENCE

Don Brady (Kawanji), a descendant of the Gu Gu Yalanji people from Cape York Peninsula, was a prominent leader in political campaigns to improve the status and conditions of Aboriginal peoples and Torres Strait Islander peoples in Queensland in the 1960s and 1970s. State Library, working closely with his children, hosted the launch of a biography, *Yalanya – That's the way it is*. His remarkable life was acknowledged and celebrated with a fully booked event.

## 5. Decolonise our collections and practices to reflect and reveal shared histories and new narratives

### INDIGENOUS LANGUAGES REVITALISATION

The Indigenous Languages Project supports communities in the revival, documentation and preservation of traditional languages. It acknowledges language heritage and knowledge remains with Traditional Owners. The project, operating since 2007, is supported by the Australian Government Department of Communication and the Arts – Indigenous Languages and Arts Program. 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. Wik Mungkan language workshops for adults and children were held in association with the launch of a children's picture book written by an Aurukun Elder, Uncle Jonah Yunkaporta. *Jonah a' Gavin Aak Kech Iiy Pul (Jonah and Gavin's Long Walk on Country)* was translated into Wik Mungkan by Auntie Phyllis Yunkaporta.

### FIRST NATIONS ELDERS' AND VETERANS' ORAL HISTORIES

Oral histories are one of the ways State Library is preserving Indigenous knowledge and engaging in truth-telling. The First Nations Elders Oral History Project records longform interviews with Elders in collaboration with First Nations staff, families and community representatives. The recordings are stored in the digital archive for long-term preservation. Elders from Far North Queensland, Cherbourg and Brisbane were interviewed for the series in 2023–24.

Veterans' oral histories are an ongoing focus, to record both First Nations experiences and contemporary military service experiences. State Library commissioned oral history interviews of First Nations veterans from regional, remote and Far North Queensland communities, particularly those who served in Vietnam and post-Vietnam conflicts. The interviews document the stories of an under-represented group of Queensland service people and enrich representation of more recent wartime and peacekeeping history. The interviewees include Thursday Island naval veterans Marsat Ketchell and Napau Pedro Stephen AM.

### REPARATIVE AND INCLUSIVE DESCRIPTION

State Library's *Content Description Principles* are aligned to the National and State Libraries of Australasia (NSLA) *Guidelines for First Nations Description*, which support developing and implementing new internal cataloguing practices to facilitate a shift in First Nations collections description practices. State Library made progress in reparative and inclusive cataloguing through:

- implementing the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) subject headings in catalogue records to use terms identified by First Nations peoples
- a pilot project to change place names in catalogue records, using K'gari as an example, to develop procedures for recording official name changes
- including and highlighting in catalogue records the names of First Nations people in collection materials to support discovery and access, which incorporates use of AIATSIS name authority guidelines, including when to consider a skin name part of the forename or surname and how to differentiate King and Queen titles with location descriptions
- inclusion of information about the owners and place names/history in catalogue records, when materials reference traditional lands or First Nations communities
- use of specific sensitivity warnings that explain what the user should be notified of in catalogue records, in addition to a standard cultural care statement
- changing derogatory or non-preferred terms in legacy catalogue records
- use of specific thesauri to use preferred descriptive terms for LGBTIQ+ content.



## STRATEGIC OBJECTIVE 2

# ENRICHING EXPERIENCES

### EMPOWERING OUR AUDIENCES TO BE OPEN TO DISCOVERY, PARTICIPATION AND LEARNING

Queensland collections and stories were celebrated in free exhibitions, events, awards and fellowship programs, conversation series and digital workshops. The Queensland Literary Awards program championed emerging and established writers, while the black&write! intern and fellowship program created career pathways for Aboriginal and/or Torres Strait Islander writers and editors. First Nations arts were elevated in culturally informed and respectful ways through showcases and community activities in kuril dhagun. Children's programming for The Corner and Holiday fun was enhanced and expanded. The Live at the Library virtual classroom experience and the growing suite of Curriculum Connect education resources made the collections accessible to students and teachers in rural and regional Queensland.

State Library visitation rose to record levels. In-person visitation increased by 9.6% to 1,735,133, and online visitation increased by 25% to 5.1 million sessions. A total of 43,335 new members joined State Library. An optional survey showed the primary reason for becoming a member was to access resources such as online books, journals, databases, LinkedIn Learning for Library and Ancestry Library Edition.

## 1. Grow literacy, storytelling and lifelong learning through physical and digital experiences that enable and inspire

### QUEENSLAND LITERARY AWARDS

The Queensland Literary Awards (QLAs) celebrate and promote Australian writers and writing. State Library manages the Queensland Literary Awards in collaboration with industry partners and the writing community. The awards are made possible by the Queensland Government through Arts Queensland, sponsors, grantors and philanthropists. The 2023 awards ceremony was held in September, awarding \$238,500 in prize money in recognition of outstanding literary talent.

The 2023 Queensland Literary Awards winners were:

**Queensland Premier's Award for a Work of State Significance**  
*The Jaguar* by Sarah Holland-Batt (University of Queensland Press)  
Prize: \$25,000

#### Queensland Writers Fellowships

Al Campbell, 'Door 64'  
B. R. Dionysius, 'The Eromanga Sea'  
Melanie Saward, 'The Next Chapter'  
Prize: 3 Fellowships of \$15,000 each and professional development support to the value of \$4,500

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

Jasmin McGaughey  
Jonathan O'Brien  
Prize: 2 awards of \$10,000 plus career development support to the value of \$2,500

**The University of Queensland Fiction Book Award**  
*Praiseworthy* by Alexis Wright (Giramondo Publishing)  
Prize: \$15,000

**The University of Queensland Non-Fiction Book Award**  
*We Come with This Place* by Debra Dank (Echo Publishing)  
Prize: \$15,000

#### Children's Book Award

*Waiting for the Storks* by Katrina Nannestad  
(ABC Books: An imprint of HarperCollins Publishers)  
Prize: \$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**  
*Completely Normal (and Other Lies)* by Biffy James  
(Hardie Grant Children's Publishing)  
Prize: \$15,000

**University of Southern Queensland Steele Rudd Award for a Short Story Collection**  
*Women I Know* by Katerina Gibson (Scribner Australia)  
Prize: \$15,000

**Judith Wright Calanthe Award for a Poetry Collection**  
*Harvest Lingo* by Lionel Fogarty (Giramondo Publishing)  
Prize: \$15,000  
Award supported by the Copyright Agency's Cultural Fund

**David Unaipon Award for an Emerging Aboriginal and/or Torres Strait Islander Writer**  
'To Give Them a Voice' by Maria van Neerven  
Prize: \$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**  
'First Name Second Name' by Steve MinOn  
Prize: \$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**  
*The God of No Good* by Sita Walker (Ultimo Press)  
Prize: \$10,000

## BLACK&WRITE!

black&write! is a nationally recognised writing and editing program that strengthens the publishing sector's ability to nurture Indigenous writing that has distinct literary and cultural merit. Managed by State Library since 2011, the program provides an industry-leading pathway to publication with sustained investment through Creative Australia (formerly 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.

The 2024 fellowship winners, Meleika Gesa-Fatafehi (Brisbane) and Lulu Houdini (Shoalhaven, New South Wales), each receive \$15,000 in prize money, editorial manuscript development with State Library and a publication opportunity with Hachette Australia.

black&write! has grown a community of writers across the literary landscape who have achieved immense individual success, from recognition through literary awards to titles sold into international markets, adapted for television or included in state education and university curricula. Ten First Nations people have completed editing internships. Seventeen books have been published, with more scheduled for release in 2024–25.

## YOUNG WRITERS AWARD

The Young Writers Award is an annual competition for Queensland residents aged 18 to 25 for stories up to 2,500 words. The 2023 winner was Grace Hammond for her short story 'Dog House'. Grace was awarded \$2,000 and the winning story was published in *Griffith Review*. Three runners-up were each awarded \$500: Ash Shirvington for 'Feed it to the dog', Svetlana Sterlin for 'Candles' and Constance Allen for 'Propagation'.

## PARTNERSHIPS WITH THE WRITING COMMUNITY

State Library collaborates with partners to foster a thriving literary community and support authors.

The 62nd **Brisbane Writers Festival** (BWF) connected writers and readers with a diverse program of talks designed to delight, inspire, entertain and challenge. Over 135 events were delivered at State Library from 30 May to 2 June, drawing 30,520 visitors. The authors featured included Michael Connelly, Melissa Lucashenko, Naomi Novik, Katy Hessel, Nam Le, Julia Baird, Bryan Brown, Kate Ceberano, Trent Dalton and Charlotte Wood. Word Play, BWF's program for school-aged audiences, featured workshops and discussions with leading children's authors including Katrina Nannestad and Tristan Bancks.

**Queensland Writers Centre** (QWC) connects with writers and poets throughout Queensland from its base at State Library, delivering online workshops and regional programs in partnership with local government and communities. QWC hosted over 290 genre authors at GenreCon: Brave. Bold. Genre. at State Library in February. QWC programs for young people include Youth Writing Saturday, a monthly creative writing workshop, and the Brisbane Children's Writers Festival, which engaged 100 writers aged 10 to 16 in workshops and competitions in October.

## THE CORNER

The Corner's dynamic daily program for children and families attracted 57,698 visitors during term time and 23,018 during Holiday fun, the total of 80,716 representing a 31% increase on last year. The Corner reached new audiences through the development of programs using First 5 Forever Play in Libraries resources, monthly community story time events drawing on diverse perspectives, and Holiday fun programs providing an engaging offer for school-age children every day of the school holidays. Initiatives such as a First Nations artist in residence program and a weekly rhyme time in kuril dhagun centred First Nations arts and cultures, inviting and building meaningful engagement with Aboriginal and Torres Strait Islander communities.

## HOLIDAY FUN

Holiday fun expanded from an annual event to programs held across all 4 school holidays. A total of 90 days of high-quality programs fostering self-expression, exploration and learning were delivered, drawing 38,672 visitors. Programs were delivered in collaboration with partners including Studio Flux, a collective supporting the creative development of artists with a disability; Circa Academy; World Science Festival; Queensland Writers Centre; and artists reflecting diverse Queensland communities. Holiday fun programs connected audiences to exhibitions across State Library, with a key focus on the *Working Country* and *Deaf in dance* showcases in kuril dhagun.

## CURRICULUM CONNECT

Curriculum Connect offers an expansive collection of educational materials aligned with the Australian Curriculum (F–10) and the Queensland Curriculum and Assessment Authority (QCAA) Senior Syllabus, including classroom-ready units of work, lesson plans, activities and teacher professional development. There were 31,900 page views and 2,832 downloads across more than 150 available education resources; 15 new student resources and 4 professional development sessions with supporting materials were published. Over 250 student study support resources were added to the Discover Teachers and Students web pages.

## LIVE AT THE LIBRARY

The Live at the Library virtual classroom further expanded State Library's reach to students in regional and remote communities. The interactive, live-streamed workshops provided curriculum-aligned opportunities to engage with State Library collections, online resources and experts. The 191 workshops engaged with 7,957 students and 221 schools; 70% of the workshops were with regional schools. Workshop audiences were spread between primary school (41%), junior secondary (31%) and senior secondary (28%). Live at the Library, which was launched in October 2022, introduced its first event-style workshops, commemorating Anzac Day and Queensland Day. A total of 430 participants joined the Anzac Day session and 2,032 joined the Queensland Day broadcast. Other event-style workshops will be developed to allow more schools and families to connect with State Library. Live at the Library is supported by Tim Fairfax AC and Gina Fairfax AC through Queensland Library Foundation.

## STUDENT HISTORIANS

Ten rural high school students and 2 teacher chaperones participated in the first Young researchers program at State Library in September. The week-long research and cultural experience was the culmination of Live at the Library skills-building workshops. Students delved into State Library's online resources and physical collections to research their chosen topics. The group toured the Queensland Cultural Centre, Anzac Square Memorial Galleries and The University of Queensland, and visited Brisbane Festival. The Young researchers program is funded by Caroline and Keith Hamilton, in memory of Mr Hamilton's mother, Gloria, through Queensland Library Foundation.

State Library hosted the 2024 Premier's Anzac Prize Young Historians' Workshop in January before the students toured World War I and World War II sites in Europe. The 8 prize recipients explored the Anzac legacy through research sessions, a presentation on Aboriginal and Torres Strait Islander soldiers' war service, a white gloves collections experience and a tour of Anzac Square Memorial Galleries.

## FIRST NATIONS SCHOOLS ENGAGEMENT

A First Nations schools engagement program enabled State Library to reach more children in rural and remote communities, particularly those with a high proportion of First Nations students. A First Nations program officer with a background in teaching in regional high schools was recruited to build relationships with schools, deliver remote Live at the Library workshops and contribute to a range of new educational resources centring First Nations peoples' perspectives and supporting the Australian Curriculum in Queensland schools. Regional school visits in partnership with Who's Your Mob? workshop delivery promoted State Library resources and opportunities available to teachers and students. A pilot student enrichment program was developed and delivered for Bremer State High School (Ipswich), whose enrolment comprises 12% Aboriginal and/or Torres Strait Islander students. The First Nations schools engagement program is supported by The Ash Barty Foundation through Queensland Library Foundation.

## 2. Attract new audiences by celebrating and communicating compelling, innovative visitor experiences and programs

### EXHIBITIONS AND SHOWCASES

Exhibitions and showcases help State Library tell the story of Queensland. They make collections accessible in engaging ways. The 2023-24 schedule highlighted architecture, photography, and contemporary and historical First Nations stories.

**Extraordinary stories** (ongoing), a showcase in the Philip Bacon Heritage Gallery, presents extraordinary stories drawn from State Library's collection to reveal more about Queensland and the lives lived here. There were 18,340 onsite and 1,641 online visits.

**Deaf in dance** (25 May 2024 - ongoing) presents the 27-year history of the Deaf Indigenous Dance Group (DIDG), who communicate through a range of Indigenous sign languages. It features artworks, performances, digital stories, and a collection of narrative portraits from award-winning photojournalist Sean Davey. The showcase was created with a focus on accessible design, with Australian Sign Language (Auslan) video content, Braille elements, audio descriptions and tactile artworks. Complementary programming includes monthly Auslan tours. There were 5,711 onsite and 5,271 online visits in 2023-24.

**National Photographic Portrait Prize 2023** (11 May - 7 July 2024), a touring exhibition of the 47 finalists' works, celebrated the power of photographic portraiture. Opening weekend events included a tour by the curator, Joanna Gilmour, from the National Portrait Gallery. There were 7,173 onsite and 20,807 online visits.

**Nikon-Walkley 2023 Press Photography** (21 March - 14 June 2024), a digital showcase at The Edge, displayed a selection of the 2023 finalists' images, ranging from news and sports to portraiture and visual essays.

**Purpose built** (2 September 2023 - 14 April 2024) explored the transformative potential of architectural design in shaping communities. The exhibition - developed in partnership with The University of Queensland School of Architecture, Design and Planning - was supported by a program of talks and panels. It drew 20,654 visitors onsite and 28,092 online.

**Working Country** (24 June 2023 - 14 May 2024), a showcase in kuril dhagun, explored the stories of Aboriginal stockmen and stockwomen, and the role of Aboriginal trade routes in establishing Queensland's pastoral industry. Tours were in high demand from the public as well as government agencies seeking to engage in truth-telling and understand First Nations cultural heritage. There were 35,771 onsite and 14,960 online visits.

## THE EDGE

The Edge is State Library's open-access community space for creativity, ideas and experimentation. The program of facilitated, paid and free workshops drew a significant increase in participation: 14,081 in 490 events in 2023–24 compared to 3,878 in 297 events in 2022–23. Public program releases continued to sell out within days of release. New workshops were developed with a sharpened focus on digital skills, inclusion and creativity. The Digital Media Lab was upgraded, and new workshop laptops and iPads incorporated into the Open lab program. The Edge was a hub for the International Symposium of Electronic Art (ISEA) in June. State Library was a presenting partner for ISEA, a forum for scholars, artists and scientists from around the world to explore the intersection of art, science and technology.

## GAME CHANGERS

Game changers presents influential talks from Queensland business and creative industry leaders, as part of the Queensland Business Leaders Hall of Fame initiative.

This year's Game changers were:

- Kevin O'Brien (architect, BVN Architecture) in conversation with Rhianna Patrick
- Lucas Patchett and Nic Marchesi (Orange Sky Australia) in conversation with Dr Ruth Knight
- Ben Williamson and Tyron Simon (AnyDay) in conversation with Professor Gary Mortimer.

The 3 free events drew a total of 406 attendees and 406 livestream and recording views.

## PORTRAIT OF AN ARTIST

The Portrait of an artist conversation series allows audiences to connect more deeply with the artists featured in the James C. Sourris AM Collection of Artist Interviews in the State Library collection. These free events provide an opportunity to update the artist's story, adding to the original interview and creating a fuller picture of the person and their work. This year, 3 artists spoke about their lives and work, at events that drew a total of 512 visitors. The artists were:

- renowned environmental and feminist artist Bonita Ely, in conversation with Griffith University Art Museum director Angela Goddard in July 2023
- First Nations artist and activist Richard Bell, in conversation with First Nations photographer and arts leader Michael Aird in August 2023
- rising First Nations contemporary art star D Harding in conversation with First Nations writer and activist Cheryl Leavy in May 2024.

The series has developed a supportive audience, including the artists and interviewers from the James C. Sourris AM Collection of Artist Interviews, curators, gallerists, art academics and art enthusiasts. Portrait of an artist is supported by James C. Sourris AM through Queensland Library Foundation.

## ANZAC SQUARE MEMORIAL GALLERIES

Trusteeship of the heritage-listed Anzac Square Memorial Galleries transferred from Brisbane City Council to the Queensland Veterans' Council (QVC) in November. State Library continues to work closely with QVC and City Parkland Services (CPS) to safeguard Queensland's pre-eminent war memorial for future generations. Replacement of end-of-life computers is in progress as part of a longer-term plan for asset replacement led by QVC and CPS.

Anzac Square Memorial Galleries onsite visitation was 136,923. April was the busiest month, with onsite visits peaking on Anzac Day. The National Service Nominal Roll and Queensland War Memorials databases were added to the Anzac Square Memorial Galleries website, contributing to increased online visitation. There were 78,059 online visits, 51% more than the previous year. Anzac Square Memorial Galleries and State Library hosted over 400 visitors to the 2023 Brisbane Open House in July for behind-the-scenes and architect tours.

A 3D virtual tour of Anzac Square Memorial Galleries was completed in May and added to the Anzac Square website to enhance regional knowledge of and access to the space and its resources. There were 49 school visits to the galleries by 1,349 students and teachers, providing an opportunity to connect visiting teachers with State Library's Curriculum Connect resources and contributing to the 800 downloads of Anzac Square-related resources. Four professional development sessions were delivered to 90 educators on topics including 'Women's voices in the WWI conscription debate'.

### 3. Build inclusive digital experiences that are secure, rich and intuitive

#### MAKING MEANING SYMPOSIUM

The Making meaning symposium brought together digital innovators, creatives and researchers working with collections-as-data to explore the future of this area of practice and to progress State Library's *Digital Strategy: Becoming digital by design*. The March event featured influential speakers from the research, government and digital humanities sectors and the galleries, libraries, archives and museums (GLAM) sector. Collecting institutions have been increasingly invested in developing, providing access to, and supporting responsible computational use of collections-as-data to provide insights at scale using transformative technologies, such as text-mining, machine learning and data relationship mapping. Speakers included Mia Ridge, digital curator for Western Heritage Collections at the British Library; Robert McLellan from the Language Data Commons of Australia and The University of Queensland; and Andrea Lau, co-founder and director of Small Multiples data visualisation studio. Presentations are available on State Library's website.

#### VIRTUAL VETERANS

State Library created a Virtual Veterans chatbot called Charlie to enhance the discoverability of trusted content related to World War I in the lead-up to Anzac Day 2024. The artificial intelligence-driven chatbot was trained on letters and diaries from State Library's collection, CEW Bean's *Official History of Australia in the War of 1914-1918* and digitised Queensland newspapers (1914-18). It is accessed via the Anzac Square Memorial Galleries website. Early stakeholder testing included teachers and representatives from the Returned and Services League of Australia (RSL), who were supportive of the initiative.

Jailbreaks, attempts to manipulate an application into performing actions that go against its policies or usage restrictions, were reported via social media on 24 April. The issue was resolved by the developer within 2 hours of notification. Chatbot usage has been strong with 26,000 sessions averaging 5 minutes, and over 1,100 collections explored in response to the answers provided. Opportunities to continue building on the resource have been identified in response to user feedback, including the addition of photographs. State Library continues to enhance Virtual Veterans through ongoing testing and incorporation of suggestions. This initiative will be supplemented by teacher learning resources to support use in the classroom. Virtual Veterans is supported by Tim Fairfax AC and Gina Fairfax AC through Queensland Library Foundation.

### 4. Prioritise easy to find and use information however people access collections, services and programs

#### EXTERNAL PLATFORMS

Flickr Commons, YouTube and Vimeo provided opportunities to showcase collections, reach new audiences and enable community contributions. Over 3.9 million views of collections took place through external online platforms.

#### WHO'S YOUR MOB?

Who's Your Mob? First Nations Family History video guides were developed with the support of Telstra and the Deadly Digital Communities initiative. The first 7 videos, covering aspects of researching First Nations ancestry, were launched in July 2023. An eighth video, covering military records, was launched in May 2024. Who's Your Mob? workshops, delivered through the Public Library Funding – Building Capability program, were delivered in partnership with public libraries in April, May and June to support Aboriginal and Torres Strait Islander communities and public library staff to build the digital literacy skills needed to uncover First Nations family history. Workshops were delivered in Logan, Cherbourg, St George, Gladstone and Mareeba.

## STRATEGIC OBJECTIVE 3

# PEOPLE AND COMMUNITIES

### BUILDING ENDURING, COLLABORATIVE ENGAGEMENTS AND PARTNERSHIPS

Queensland tennis champion Ash Barty AO became the First 5 Forever play-based learning program's first ambassador as key partnerships were forged to advance State Library's ambitions for Queensland children and families. The partnership with local government nurtured library service innovation across the state through programs tailored to individual community needs. Public library program participation and visitation continued to increase. Queensland Government funding means every Indigenous shire council in Queensland will have their own IKC delivering digital skills and technology. Research and storytelling opportunities deepened understanding of the diverse facets of Queensland's unique cultural identity.

## 1. Advocate the value of libraries to achieve deeply local outcomes

### LOCAL GOVERNMENT PARTNERSHIPS

State Library's enduring partnership with local government supports more than 325 public library and IKC services throughout Queensland. Partnerships are active with 74 councils and one town authority. In 2023–24, State Library managed approximately \$31.8 million on behalf of the Queensland Government through public library and First 5 Forever funding. This includes direct subsidies provided to local government, managed through Service Level Agreements. The investment supports deeply local outcomes through eligible expenditure flexibility that enables local government to best support the unique priorities of library services in their communities. In addition to direct funding, State Library provides access to collections, professional development opportunities for library staff, and support and advisory services.

As part of their agreements with State Library, councils provide reporting at the end of August each year, capturing the outcomes, outputs and impacts of State Government investment in public library services. The 2022–23\* annual reporting showed improvements in key service delivery areas. While community engagement with library spaces, programs and services has not yet returned to pre-pandemic levels in many areas, the reporting indicates positive trends across the state. The number of public programs delivered increased by 18% and program participants increased by 67%. An overall physical library visitation increase of 20% was recorded. The increases demonstrate that libraries continue to be valued as safe spaces and trusted services. A total of 39% of Queenslanders are members of public libraries.

State Library continues to work with public library staff to support progress towards reaching Queensland Public Library Standards in the key areas of membership, physical visits, collections usage, program attendance and staffing. The 2022–23 annual reporting disclosed a total of \$153,210 in unspent public library and First 5 Forever funding (0.5% of total provided). State Library manages underspends through an addendum to councils' agreements.

An annual local government survey requests feedback on the services provided and overall local government satisfaction with State Library's service delivery. This valuable feedback supports operational planning and informs priorities for continuous improvement. In 2023–24, State Library received an overall satisfaction score of 97%, an increase of 1% on the previous year.

(\*Public libraries figures reported are for 2022–23 as 2023–24 data are not available until September 2024.)

### ROADMAP FOR PUBLIC LIBRARIES AND IKCS

Since 2018, the work of Queensland public libraries and IKCs has been guided by a shared vision, articulated in *Realising our potential: A vision for Queensland public libraries*. Work began in 2023–24 to revise the vision and reshape it into the 10-year Roadmap for public libraries and IKCs. The roadmap responds to current data, research and evaluation, and changes to the social, cultural, economic, political and environmental contexts in which public libraries and IKCs operate. It is a strategic foundation to guide the partnership with local governments and drive local ambitions for the collective impact of Queensland public libraries and IKCs. Wide consultation was undertaken with library, council, industry and government partners. A final version of the roadmap is intended for release in September 2024.

### LOVE YOUR LIBRARY

In 2023, in response to declining membership and visitation to public libraries, State Library undertook the Love Your Library market research project to better understand community attitudes towards and engagement with their local public libraries and ways this could be enhanced. Queensland design agency Carbon Creative was engaged to use this research to inform the development of a marketing campaign aimed at growing community participation and deepening engagement with public libraries across the state. The 'How do you library?' campaign will be delivered in partnership with public libraries and IKCs. A statewide campaign of library engagement events is being planned, starting February 2025.

## STRENGTHENING AND ADVOCATING FOR PUBLIC LIBRARIES AND IKCS

Regional visits and workshops provided opportunities to build local relationships and give first-hand planning and programming support to rural council library staff. A major review of the Public Libraries Connect website was undertaken to update resources and training modules for the day-to-day operation of libraries. State Library and its training partners provided in-person and online professional development for local government staff in public libraries and IKCs. Training included:

- small libraries workshops delivered in Cunnamulla, Cooktown and Winton for 30 staff from 13 councils
- activating library spaces webinars, delivered to 84 staff from 34 councils, providing scalable ideas for libraries to activate or renew their spaces
- cultural competency training, in partnership with Your Mob Learning – 30 staff from 3 councils have completed the self-paced training since it was introduced in February
- digital trends training, delivered in partnership with ALIA to 38 staff from 18 councils
- Librarian's Guide to Homelessness training, completed by 738 staff from 31 councils
- cultural sensitivity and disability awareness webinars, delivered in partnership with Diversity Australia to 51 public library staff from 22 councils.

State Library advocacy at local government and library industry events elevated current campaigns and raised awareness of the value of libraries and IKCs. Representatives attended the LGAQ Annual Conference in Gladstone, LGAQ Bush Council in Goondiwindi, QPLA Conference in Noosa and the LGx Local Government Marketing Conference on the Gold Coast. The events were an opportunity to promote First 5 Forever, the Love Your Library project, the 10-year roadmap development and the Rural Libraries Queensland Tourist Membership available in local government areas with small populations.

The Library Board of Queensland visited the Gladstone region in September on its annual tour to keep up to date with local issues affecting councils and library service delivery, celebrate success stories, and strengthen relationships with councils and their staff. The 2-day tour of 4 diverse libraries and other arts institutions included the Calliope Seed Library, the First 5 Forever grant-funded 'sharing stories under the trees' installation, Gladstone's Out & About Library, and the new Philip Street Communities and Families Precinct.

## INDIGENOUS KNOWLEDGE CENTRE NETWORK EXPANDED

IKCs are hubs for community connection and sharing local knowledge, language and history. They support digital inclusion and access to information, ideas and works of imagination in some of the state's most remote communities. Through investment provided by the Queensland Government, State Library contributes to staffing, collection materials, programming and development of IKCs in partnership with Aboriginal and Torres Strait Island local governments.

A review of State Library management of IKC partnerships resulted in significant changes to Service Level Agreements, including obligations and reporting requirements and a move towards co-designed place-based partnership agreements which will be implemented from 1 July 2024. Funding has been provided to support the establishment of 3 new IKCs, in Mornington, Doomadgee and Kowanyama. When these open, there will be 29 IKCs, operating in partnership with all Queensland Aboriginal and Torres Strait Island councils.

Kowanyama Aboriginal Shire Council and Doomadgee Aboriginal Shire Council were each awarded \$60,000 in June to establish their IKCs. Wujal Wujal Aboriginal Shire Council received \$30,000 to relocate and refurbish its IKC after the community suffered catastrophic damage during Cyclone Jasper in December. Torres Strait Island Regional Council (TSIRC) received \$29,920 to refurbish the 22-year-old Mabuag IKC. State Library has continued to support Mornington Shire Council with the establishment of its first IKC, which received funding in 2022-23 and is due to open in 2025.

## CHILDREN AND FAMILIES STRATEGY

The *Children and Families Strategy 2024–28*, approved in April, articulates State Library's commitment to Queensland children and families through its onsite programs and support for public libraries. The partnership with local government supports the delivery of First 5 Forever statewide, promoting children's wellbeing and championing childhood. The strategy provides a framework to review the work being delivered, build on strengths and identify areas for innovation. The strategy is grounded in the United Nations Convention on the Rights of the Child, including the right to play, create, learn and participate. The strategy outlines a commitment to:

- offer rich and dynamic engagement that values diversity, equity and inclusion by attracting new audiences and maintaining relationships through an offering of programs that acknowledge different ways of being, knowing and learning
- build trust and empower children, families, carers and educators through spaces, collections and programs that are easy to access, and to deliver high-quality, relevant and age-appropriate experiences
- intentionally collect, listen to, and share children's voices through collections, programs and policies that recognise the important perspectives of children and respect their rights to contribute and participate in cultural life
- research, evaluate and partner to increase impact and reach by strengthening the delivery of programs for children and advocating for their rights.

## FIRST 5 FOREVER

More than 780,000 participants attended First 5 Forever in local public libraries and through outreach activities in 2022–23\*, a 72% increase on the previous fiscal year. First 5 Forever accounted for 56% of attendees of the 1,377,959 total program attendees in public libraries. The number of sessions delivered increased 10.7% to 2,496, demonstrating the slow but consistent return to engagement since the COVID-19 pandemic. Outreach and offsite sessions increased by 68.5% to 151,202.

Three-time Grand Slam champion Ash Barty AO was announced as the First 5 Forever Ambassador in April. The proud Ngarigo woman will work with State Library over 3 years to raise awareness of First 5 Forever and share the importance of talking, reading, singing and playing with babies and children in the first 5 years. Barty's support for State Library has included initiatives in early literacy, digital inclusion and community engagement. A suite of ambassador resources was provided to the network of libraries and IKCs to promote First 5 Forever online and at in-library and outreach events.

First 5 Forever reach grew in 2023–24 with the addition of 11,515 subscribers to the monthly tips email, which gives 29,065 subscribers age-appropriate advice on ways to talk, read, sing and play with their child. This represents an increase of 66% on the previous year. The split of subscribers is 54% regional and 41% metropolitan, reflecting significant reach across Queensland. Leveraging the investment in Nyurramba Garran First Nations graphic design assets, State Library provided public libraries with branded outreach resources to amplify engagement with Aboriginal and Torres Strait Islander families at community events.

Families with babies born in Queensland in 2024 receive a copy of *One Remarkable Reef*, written by Kellie Byrnes and illustrated by Rachel Tribout. The board book, from the Stories for Little Queenslanders series, is distributed through Bounty Bags for new parents as part of the A Book for Every Little Queenslander campaign. Illustrations in the Stories for Little Queenslanders books were animated in YouTube videos for the First 5 Forever website.

State Library provided 55 in-person and online First 5 Forever professional development programs for a total of 870 public library and IKC staff from 52 councils. Opportunities included:

- regional and small libraries workshops in Cloncurry, Gayndah, Charleville and Hughenden between March and June, enabling staff from neighbouring regions to form First 5 Forever communities of practice, with participants travelling from as far as Karumba, Hammond Island, Moranbah, Quilpie and Mount Isa
- 10 webinars on topics including Using the Australian Early Development Census to inform First 5 Forever programming, Aboriginal storytelling in early childhood and Rethinking risk in programming
- self-paced online modules completed by over 650 public library and IKC staff members.

(\*First 5 Forever attendance figures reported are for 2022–23 as 2023–24 data are not available until September 2024.)



## 2. Embrace Brisbane 2032 by enhancing and accelerating services and programs

### THE CORNER RELOCATION

Architects Donovan Hill Peddle Thorp designed the award-winning State Library building for the Millennium Library Project in 2006. In 2020, Partners Hill Architects were commissioned to develop a *Space Optimisation Strategy* to transform and adapt existing spaces to meet the evolving needs of State Library visitors. 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 Studio area is one of those priorities. In 2021 Partners Hill Architects contributed a visionary concept to reshape The Corner. Architectus Conrad Gargett was engaged through Arts Queensland (AQ) in October to lead the design, with the design and documentation stage completed in mid-2024. The architecture is playful by design, proposing distinct internal and external zones to support more participants and improve accessibility. There will also be an adjacent parents and carers room and direct connection to outdoor courtyards. The Corner will offer a central plaza for gathering and socialising, surrounded by purpose-built spaces. A special feature is a messy play, creating and artmaking space that can be opened or closed for different programming and settings. The new space is expected to be open to the public in 2025.

### UNIQUELY QUEENSLAND STORIES

Podcasts bring the stories preserved in the collections to a wider audience and encourage new insights. *Cake the podcast*, released in November, was State Library's third and most successful podcast with 41,515 downloads by 30 June. The Australian Broadcasting Corporation (ABC) broadcast *Cake the podcast* nationally on radio and promoted it on the ABC listen app and website. The 7-episode series, hosted by award-winning podcaster Kaitlyn Sawrey, uncovers the history of cake by connecting with memories, community and family.

Events such as the Queensland architecture in miniature workshops series celebrate quintessential Queensland design. Over 4 workshops, participants took inspiration from house and furniture designs featured in State Library's collections to create and customise mid-century modern bungalow book nooks and design miniature furniture. The workshops taught digital fabrication techniques, such as laser cutting and engraving, while drawing on the collections as a deep source of inspiration.

Several State Library exhibitions travelled to other parts of Queensland in 2023-24. *Big voices*, featuring the Dr Barbara Piscitelli AM Children's Art Archive, was shown at the Living Museum of Logan at Kingston Butter Factory, Logan. *Queensland to a T*, displaying tea towels from the Glenn R. Cooke Souvenir Textile Collection, started a regional tour at Queensland Museum Cobb+Co in Toowoomba. A selection of the *Purpose built* exhibition travelled to the Hervey Bay Regional Gallery.

### 3. Initiate and collaborate on diverse and culturally informed research to deepen knowledge

#### DEEP AND DIVERSE RESEARCH INSIGHTS

The diverse, culturally informed research and storytelling incubated at State Library supports the Queensland Government's *Creative Together 2020–2030* priorities to showcase Queensland's unique cultural identities and nurture creative talent. Queensland Memory Awards fellows spend a year exploring State Library's collections, unearthing new historical insights about the people, places and events that have shaped the state. Their research adds to the collections, making them more discoverable and engaging. The 6 fellowship opportunities awarded in October included the fourth offering of the Monica Clare Research Fellowship for First Nations researchers, the Rainbow Research Fellowship to enhance visibility of Queensland's LGBTQIA+ history and incorporation of the Digital Collections Catalyst. The 2024 fellows' projects range from Evelyn Saunders's digital narrative about the gold mining 'ghost' town of Ravenswood, to a conceptualisation of plant medicine in a First Nations context by Cape York researcher Sheridan Teitzel, and an examination by Dr Eun-ji Amy Kim and Dr Aaron Teo of how changes in Australia's contemporary migration policies influenced Asian-Australian eateries.

Each year, research fellows share their project outcomes with the community at Research Reveals. Fellows recognised at the 2022 Queensland Memory Awards brought the collection stories to life at Research Reveals in February. The full-day experience culminated in a jazz performance by Letty Katts Fellow Leah Cotterell in honour of The Primitif Café, with the café's founder and Brisbane hospitality identity, Peter Hackworth, in the audience.

Seven fellows presented their findings: Dr Mimi Tsai (John Oxley Library Fellow, 'Garden stories in a time of pandemic'); Professor Anna Johnston (John Oxley Library Honorary Fellow, 'History and fiction: mapping frontier violence in colonial Queensland writing'); Greer Townshend (Mittelheuser Scholar-in-Residence, 'I feel you: discovering collections through emotion'); Mary Howells (Queensland Business Leaders Hall of Fame Fellow, 'Trittons Furniture'); Juanita Simmonds (Christina Boughen OAM Fellow, 'Christina Boughen: a Queensland musical artist and woman'); Bianca Martin (Rainbow Research Fellow, 'LGBTQIA+ zines in contemporary Queensland'); and Leah Cotterell (Letty Katts Fellow, 'Sunday nights at The Primitif'). The event, compered by ABC journalist Jenny Woodward OAM, drew 206 attendees.

Heritage talks share expertise and perspectives on Queensland history and enable visitors to interact with the collections at white gloves experiences. At a Heritage talk in September, former Queensland Business Leaders Hall of Fame Fellow Julie Hornibrook and Luciano Cardelicchio spoke about the contribution of Julie's grandfather Manuel Hornibrook to the construction of the Sydney Opera House. The event was attended by 82 people. State Library commissioned First Nations poet Samuel Wagan Watson in 2023 to create a response to John Oxley's arrival in Maiwar (Brisbane River) in December 1823. Wagan Watson was one of the speakers at *Landing Echo*, a Heritage talk marking 200 years since Oxley's arrival to explore the suitability of Moreton Bay for a secondary penal colony. Historian Dr Jennifer Harrison and State Library First Nations curator and researcher Serene Fernando also provided perspectives at the May event, attended by 277 visitors. Heritage talk recordings are available on the website.

## 4. Attract partnerships and investment to enhance service to Queenslanders

### COLLECTIVE IMPACT FOR CHILDREN

Queensland Library Foundation launched a campaign for philanthropic contributions to complement State Government investment in the multimillion-dollar transformation of The Corner. The relocated children's space will be 3 times larger than the current size and will benefit Queensland families into the future. The design is informed by neuroscience and early childhood development research.

Several key partnerships have been developed to strengthen First 5 Forever program delivery, innovate and enhance impact. State Library entered into a Statement of Cooperation with the Thriving Queensland Kids Partnership (TQKP)/Australian Research Alliance for Children and Youth (ARACY) and the Queensland Brain Institute (QBI). The partnership will adapt Tasmania's B4 Early Years Coalition resources for the Queensland library context.

State Library has been working to integrate the Core Story for Early Childhood into First 5 Forever. Developed by the Frameworks Institute and Telethon Kids, the Core Story is a scientifically validated communications framework to advance public understanding of early childhood in Australia. The Core Story recognises choices made in communications affect how people think, feel and are willing to act. Staff are working with partners including Emerging Minds, B4 Early Years Coalition (Department for Education, Children and Young People, Tasmania), Centre for Children's Health and Wellbeing, and University of the Sunshine Coast.

State Library has engaged Play Matters (formerly Playgroups Australia) to deliver a pilot program that could build on the playgroups model for First 5 Forever program delivery. Evaluation of this pilot will identify opportunities to expand the program to additional locations.

### UNLOCKING QUEENSLAND HISTORY

The Foundation launched a campaign in 2023-24 for investment in the Colonial Secretary's Correspondence project, to help deliver an integrated online platform for discovery and access to over 16,000 letters outlining the establishment of the Moreton Bay penal colony. The collection sheds detailed light on the expansion of the colony of New South Wales, up until the establishment of Queensland as a separate colony. It provides the context leading up to and after John Oxley's voyages. The website will enable researchers, historians and students to contextualise the collection and will support truth-telling.

A team of more than 100 volunteers has edited machine-created transcriptions of the collection letters. More than 1,500 letters have been reviewed and corrected, and just under half of the correspondence can be viewed online. The new integrated search platform will analyse and manage the correspondence, ensuring the ability to search by author, date, topic, theme, phrase or individual word. A digital viewer will show transcriptions alongside the handwritten correspondence images.

### SECURING INVESTMENT FOR DIGITAL INCLUSION

State Library is advocating for libraries to be strengthened as digital hubs in their communities and has partnered to deliver 3 initiatives as part of *Our Thriving Digital Future: Queensland Digital Economy Strategy 2023-2026*.

- **Growing Indigenous Knowledge Centres** initiative will support and enhance the sustainability of digital program delivery in the existing IKCs across 13 Indigenous councils and support the 3 Indigenous councils that have received funding to establish IKCs: Kowanyama, Doomadgee and Mornington.
- **Regional Digital Development** initiative will employ 4 regional digital development officers (RDDO) to work with selected regional and remote clusters of councils to build and strengthen local digital economy and digital capability.
- **Deadly Digital Communities** (DDC) initiative will build on learnings from the past DDC program and have a deeper focus on developing place-based, co-designed digital programs that meet community needs and interests. State Library will engage 4 local government library services to deliver DDC with communities.

Digital and You (DAY) is the overarching digital inclusion program campaign that encourages community members to take part in local programs that will build their digital technology skills.

The investment in the Deepening Digital Through Libraries initiative will enhance services to Queenslanders, including projects, tools and resources that build on the recommendations from the Digital Inclusion Programs (2016-22) Evaluation. Since March 2024, public library and IKC staff across the state have had access to 2 new digital tools: My digital skills, an online digital skills self-assessment tool; and the Digital inclusion planning toolkit, a resource for public library and IKC staff to develop a place-based approach to support their council to improve digital inclusion in their community. State Library and QUT hosted 4 webinars in May for 91 public library and IKC staff from 30 councils to give insights into how they could tailor the toolkit resources to meet the unique needs of their communities. Participants provided valuable feedback on how they plan to use the tool.

# STRATEGIC OBJECTIVE 4 RESPONSIVE INNOVATION

## PURSUING INNOVATIVE, SUSTAINABLE AND CULTURALLY RESPONSIVE WAYS TO WORK

State Library prioritises a respectful and culturally responsive workplace that reflects the diversity of the community it serves. Significant infrastructure projects were completed in 2023–24 to provide the robust and reliable network required for a library that is digital by design. The collections storage and wi-fi network upgrades delivered more resilient and responsive solutions that meet the commitment to free and equitable access to services. An organisational realignment was implemented to put in place a structure that better positions State Library to deliver on its strategic intent.

### 1. Champion an enriching workplace which is healthy, diverse and culturally responsive

#### DIVERSITY AND INCLUSION

State Library advanced its diversity and inclusion goals in 2023–24. It exceeded sector-wide targets with a majority of women in leadership roles and enhanced representation of Aboriginal and Torres Strait Islander employees, which is underpinned by the *First Nations Recruitment and Retention Strategy*. A focus was improving career pathways for employees with disabilities who are represented at lower classification levels. State Library is working to align the representation of culturally and linguistically diverse (CALD) employees with sector targets.

#### WORKFORCE PROFILE

**Figure 1: Gender**

GENDER	HEADCOUNT	PERCENTAGE OF TOTAL WORKFORCE
Woman	266	71.12%
Man	106	28.34%
Non-binary	2	0.53%

**Figure 2: Diversity target group data\***

DIVERSITY GROUP	HEADCOUNT	PERCENTAGE OF TOTAL WORKFORCE
Women	266	71.12%
Aboriginal Peoples and Torres Strait Islander Peoples	19	5.08%
People with disability	20	5.35%
Culturally and Linguistically Diverse – Speak a language at home other than English <sup>^</sup>	10	2.67%

\* 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 2024.

<sup>^</sup> This includes Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages spoken at home.

**Figure 3: Target group data for women in leadership roles**

GROUP	HEADCOUNT	PERCENTAGE OF TOTAL
Senior Officers (classified and s122 equivalent combined)	7	63.64%
Senior Executive Service and Chief Executives (classified and s122 equivalent combined)	6	100%

#### CULTURALLY SAFE PLACES

Staff completed Culturally safe libraries training developed in collaboration with the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) and National and State Libraries Australasia (NSLA). This program aims to create supportive and respectful environments for First Nations peoples and staff, fostering a library where cultural identities are celebrated and emotional safety is prioritised. It underscores State Library’s commitment to serving as a responsible custodian of culturally significant materials and promoting an atmosphere of mutual respect and dignity.

#### LEADERSHIP DEVELOPMENT

The People matters program continued, with 16 participants focusing on mentoring and cultivating emerging leaders. People leaders also participated in training on strategic thinking, decision-making and people management, aligned with the Leadership competencies for Queensland. Online sessions covered topics such as recruitment and selection, and approaches to workplace harassment, bullying and violence. The focus on leadership excellence boosts staff professional growth and ensures their teams are equipped to deliver innovative and effective programs that resonate with the community State Library serves.

#### FIRST NATIONS RECRUITMENT AND RETENTION

Building on groundwork done in 2022–23, State Library advanced the *First Nations Recruitment and Retention Strategy*, integral to the *Strategic Workforce Plan 2021–25*. Efforts were intensified through the *First Nations Recruitment and Retention Action Plan* by:

- **Refining recruitment and retention** – continuously improving practices to ensure culturally safe experiences for Aboriginal and Torres Strait Islander peoples, enhancing inclusivity and support
- **Leadership and wellbeing** – embedding cultural safety in leadership, promoting inclusivity and supporting the professional growth of all staff, particularly nurturing First Nations leaders.

These initiatives reflect the commitment to increasing Aboriginal and Torres Strait Islander participation in the cultural sector, aligning with Queensland Government economic goals and fostering respectful engagement.

## 2. Invest in our people to embrace the opportunities and challenges in the digital age

### KNOWLEDGE SHARING

Staff shared their achievements and expertise with the GLAM sector and beyond, presenting at local, interstate and international conferences.

**Katie Edmiston** (Manager, Public Libraries)

'How do you library?', LGx, Gold Coast, May 2024

'State Library partnership: the year in review and what's next?', Queensland Public Libraries Association Professional Development Conference, Noosa, October 2023

Artlands National Leaders Think Tank, Regional Arts Australia, Canberra, September 2023

**Megan Brodribb** (Coordinator, Information and Client Services)

'Who's Your Mob? – developing a program for demystifying Australian First Nations family history', RootsTech Conference, Salt Lake City, United States (virtual presentation), March 2024

**Vicki McDonald** (State Librarian and CEO)

'Libraries and artificial intelligence', Forum on Future of World Academic Libraries, Beijing, China (virtual presentation), June 2024

'Leave no-one behind: creating opportunities for hope, healing and prosperity', 12th International Summit of the Book, Bihac, Bosnia (virtual presentation), December 2023

'Leave no-one behind: championing equality, inclusion, diversity', SWITCH Annual Conference of the New South Wales Public Libraries Association, Sydney, November 2023

'Inspiring new small business', Small Business and Public Libraries Conference, Tehran, Iran (virtual presentation), October 2023

**Natasha Ratajczek** (Coordinator, Schools Engagement)

'Live at the Library – forging geographic gaps and advancing community engagement', Australian Library and Information Association (ALIA) National Conference, Adelaide, May 2024

**Stephanie Ryan** (Research Librarian, Information and Client Services)

'Special at State Library: online and offline family history resources at State Library', Logan City Council Family History Mini Fair, August 2023

**Kaley Schelks** (Senior Program Officer, Public Libraries)

'Life changing library programs', ALIA National Conference, Adelaide, May 2024

**Rachel Spano** (Senior Conservator, Preservation) attended an intensive 3-week Japanese paper conservation course with the Tokyo National Research Institute for Cultural Properties (TOBUNKEN) and the International Centre for the Study of Preservation and Restoration of Cultural Property (ICCR), in August–September 2023. The course is offered annually to 10 international conservation professionals involved in preserving and enhancing access to cultural heritage.

**Margaret Warren** (Director, Content Management)

'Generative AI case studies from State Library of Queensland', AU & NZ AI4LAM (Australia and New Zealand AI for Libraries, Archives and Museums) webinar, April 2024

### STAFF DIGITAL CATALYST

The staff Digital Collections Catalyst initiative supports innovative and creative uses of digital collections and collections data. Funding of \$15,000 is provided to support backfilling arrangements to enable a staff member to deliver a digital experience. State Library's first staff Digital Collections Catalyst, Andrei Maberley, explored the potential for large language learning models to create a distinctively Queensland voice for text-to-voice applications. Artificial intelligence datasets and language models were created using State Library's unique oral history collection items. The Voices from the collection project was showcased at the Making meaning symposium with an overview of how to identify and evaluate free and open-source machine learning software and leverage large language models (LLM) to create a pipeline from collection items to generative speech models. The text-to-speech synthesiser was made available on the website.

### 3. Pursue sustainable, resilient and innovative environments and systems across all our work

#### WI-FI AND COLLECTION STORAGE UPGRADES

Wireless internet access is an essential public service provided to State Library visitors, especially those without access to digital technologies. A wi-fi upgrade delivered a contemporary, fit-for-purpose solution that meets current and foreseeable network and wi-fi access requirements, as well as delivering a secure solution that fulfils business needs. The density of wireless network access points was tripled to meet current and future demands of staff and clients. The addition of access control to State Library private networks using machine and user identity provides increased security for corporate information and digital collections. This has been balanced with continuing to offer open public networks for visitors and events.

The Storage Area Network (SAN) upgrade protected the long-term future of the digital collections, which include photographs, audio recordings, books, documents, websites, and video and motion picture films that were either born digital or digitised from physical copies. The contemporary storage solution meets State Library's commitment under the *Libraries Act 1988* to collect, preserve and make accessible Queensland content.

### 4. Deepen our agility to ensure flexibility and responsiveness to our changing world

#### ORGANISATIONAL REALIGNMENT

Organisational change was undertaken to optimise State Library's structure to meet the objectives of the new *Strategic Plan 2023-27*, which started 1 July 2023. Jane Banney Consulting Services was engaged in March 2023 to conduct a review of the organisational structure and to report recommendations for a new structure that would deliver on State Library's strategic intent. The report provided a 3-stage roadmap for consultation, transition and implementation of the new structure.

The State Librarian and CEO announced the proposed organisational structure and consultation plans on 12 July 2023. The proposed new structure included the creation of a new Experience portfolio to provide a more reasonable distribution of accountability and workload across portfolios. The new portfolio structure required the movement of some teams and branches across portfolios to align purpose, function and activities. Two phases of consultation were undertaken with employees, the Agency Consultative Committee (ACC) and the Together Union. The final realignment plan was released to staff on 12 December 2023. The realignment plan provided details on the agreed structure, the implementation plan and opportunities for staff to collaborate to inform new ways of working. The staged implementation of the organisational change started on 5 February 2024 and concluded on 30 June 2024.

#### INFORMATION SECURITY

A review and update of the *Information Security Policy* has set the foundation for wider security initiatives. State Library obtains updates from the Queensland Government Cyber Security Unit of new and emerging threats and acts on all advice relevant to State Library systems. A monthly vulnerability scan is undertaken using an external organisation to identify, understand and rectify any points of weakness in systems. State Library subscribes to the Australian Signals Directorate's (ASD) Australian Cyber Security Centre (ACSC) Cyber Hygiene Improvement Program and receives a quarterly report providing insights on visible services and key systems. State Library also employs and measures information security maturity against the ASD Essential 8 mitigation strategies. The external reports, threat updates and best-practice governance guide continuous improvement of State Library's security posture. They ensure services are securely delivered, and collections and corporate data are protected.

#### FLEXIBILITY

State Library has embraced agile working practices that enhance collaboration for a workforce distributed between South Bank, Cannon Hill and Cairns. Microsoft 365 platform tools provide efficient information management, support staff in working from home where appropriate and assist outreach efforts.

#### SUSTAINABILITY

State Library has made significant progress in integrating environmental sustainability into its day-to-day operations. It participates in the Queensland Cultural Centre (QCC) South Bank Sustainability Action Group, which operates with a shared vision and collective responsibility to create an environmentally sustainable destination at South Bank.

State Library has increased the rate of waste diversion from landfill from 28% in 2022-23 to 39% in 2023-24. It has recycled 1.6 tonnes of e-waste and reduced energy consumption. The QCC South Bank Sustainability Action Group, through Arts Queensland, has sought to increase alternative renewable energy sources. Currently, 20% of QCC site energy comes from renewable sources. The objective is to increase this to 50% by the end of 2025.

The regular review of digitisation specifications identified an opportunity to make a contribution to improving sustainability of digital collections storage. Digital video files consume significant storage space because of their size. However, the new specifications for digital video files enable exceptional quality with a much smaller file size, reducing the storage space required.