SL

**Annual Report
2016–17**

Library Board of Queensland

Contents

Please be aware that this document may contain images or names of people who have passed away.

29 August 2017

The Honourable Leeanne Enoch MP
Minister for Innovation, Science and the Digital Economy and Minister for Small
Business
1 William Street
Brisbane QLD 4000

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2016–17
and financial statements for the Library Board of Queensland.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the
  Financial and Performance Management Standard 2009, and

- the detailed requirements set out in the *Annual report requirements for
  Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be accessed at
www.slq.qld.gov.au/about-us/corporate/publications/corporate-reporting/annual-
report-2016-17

Yours sincerely

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

Aviatrix Lores Bonney boarding her Gypsy Moth at Charleville, c 1933, photographer unknown, John Oxley Library, SLQ.

Part 1: Introduction
State Library of Queensland

| Vision | We enable the growth of knowledge, innovation and enterprise in Queensland |

Enduring values
- We provide free and equitable access
- We share
- We seek diverse voices
- We belong to the community

State Library of Queensland (SLQ) is a vital and innovative community resource — a physical and virtual space for sharing, learning, collaborating and creating. This vibrant 21st century library is an inclusive and welcoming place for all, a trusted source for information, a place for intellectual freedom and creativity, and the primary custodian of Queensland's memory.

SLQ meets the Library Board of Queensland's legislative priorities of contributing to the cultural, social and intellectual development of all Queenslanders.

Its main campus at Brisbane's South Bank incorporates John Oxley Library (JOL), vast repositories of heritage and information collections, Asia Pacific Design Library (APDL), Australian Library of Art, The Corner, The Edge, kuril dhagun, SLQ Business Studio, exhibition spaces and venues for hire.

From its Cannon Hill office it delivers vital services in public library development and collection preservation, and through its Cairns regional office it delivers services in partnership with Indigenous Knowledge Centres (IKCs). This is complemented by an expanding online offer.

SLQ serves regional Queensland by providing direct funding and support to a network of more than 320 public libraries and IKCs, and state-wide electronic access to a range of information resources, including a rapidly growing range of unique digitised Queensland material. Visitation to public libraries is growing, and 45% of Queenslanders are members. SLQ plays a particular

leadership role to support the sustainability of small rural and remote libraries and IKCs, including the purchase of state-wide collections, shared across the network.

SLQ and Queensland public libraries support the State Government's Advance Queensland policy agenda and the objectives for the community by providing informal education and training options, access to resources to aid lifelong learning, and supporting disadvantaged Queenslanders through a range of free or subsidised services. These institutions provide spaces which help develop safe, caring and connected communities, and through which regional residents can access a world of resources. By providing skills development programs, and services for entrepreneurs, they help increase workforce participation and stimulate economic growth and innovation. SLQ and public libraries help conserve Queensland's documentary heritage and stories, and encourage people to create their own.

As the State's population grows, its cultural heritage and communities become increasingly diverse. SLQ's century-long established role as a trusted collector and preserver of Queensland memory now includes the key strategic challenge of negotiating the risks and opportunities of the ongoing digital revolution. SLQ's services support Queensland's reputation as a thriving arts and cultural centre, and a place for collaboration and innovation. Its Government Research and Information Library (GRAIL) service offers cost-effective professional research to government agencies.

SLQ's services include:

- onsite and online services including information/research services, venue hire, café, SLQ Shop and fabrication lab
- supporting public library and IKC development through grants, collection services and professional development
- promoting research and understanding of Queensland's unique history, and capturing and documenting the State's story for current and future generations
- managing State collection assets through acquisition, description, preservation, access and discovery
- creative and culturally engaging programs for all Queenslanders including children and families, youth, Aboriginal peoples and Torres Strait Islander peoples, culturally and linguistically diverse communities, and people with disability
- support and advocacy for public library services for all Queenslanders
- centres of engagement with children and young people (The Corner); Aboriginal and Torres Strait Islander peoples (kuril dhagun and IKCs); arts, science and technology (The Edge); design (APDL) and enterprise (Business Studio).

Chairperson's overview 2016–17

This year State Library of Queensland gained a new State Librarian and CEO, and a new Library Board. But for all of that change, it continued to deliver fantastic services to people across Queensland and model what it means to be a library in the 21st century.

Vicki McDonald started as State Librarian and CEO in September 2016, bringing with her extensive experience in, and passion for, the important work of libraries. Thanks to Sonia Cooper, who served as State Librarian and CEO for the first few months of 2016–17 and prepared the organisation for a smooth transition to new leadership.

In February 2017 I was honoured to become Chair of the Library Board of Queensland, which I have been part of since 2014. In March 2017 a new cohort of members was inducted to the Library Board. Thank you to the previous Library Board members, some of whom had served up to nine years, for their work in providing guidance and direction to SLQ. And welcome to the seven new members, who have spent several months learning about how SLQ operates.

Thanks also to the Honourable Leeanne Enoch MP, Minister for Innovation, Science and the Digital Economy, for her support in 2016–17, and to the State Librarian and CEO, Vicki McDonald, for her help and guidance.

One of the important roles SLQ plays is as a networking hub in Queensland, creating partnerships across business, government, education providers and community. These partnerships further our mutual goals, which are aligned with the State Government priorities and the Advance Queensland initiative.

Advance Queensland aims to harness innovation to strengthen and diversify the State's economy and create jobs for the future. The SLQ Business Studio is just one way SLQ supports this agenda. The Business Studio is a dedicated space for entrepreneurs and start-up companies, providing resources and support. However, it's not just enterprise — SLQ provides a host of skills programs to people of all ages, allowing them to creatively explore computing and robotics, science and design, among other topics.

Another aspect of our work is building capability and connectivity in the regions, to enable Queenslanders to participate in the digital economy. Our courses and grants aim to increase digital literacy skills for individuals, and support public libraries and Indigenous Knowledge Centres (IKCs) through resources and professional development.

IKCs provide library services and internet access to some of Queensland's Aboriginal and Torres Strait Islander communities, while also acting as a community hub for learning and sharing local knowledge and language. SLQ provides funding, advice and professional development to IKCs, ensuring some of the State's more remote communities have equitable opportunities for digital participation. One of the new initiatives this financial year that supported this vision is the STEM.I.AM coding and robotics grant, which aims to bring robotics opportunities to Aboriginal and Torres Strait Islander students (page 20). This initiative is delivered in partnership with government and business, through which we deliver many of our biggest programs, but there's another important area of contribution to our work.

The Queensland Library Foundation supports many projects at SLQ by managing and developing relationships with our donors. The Foundation's work strengthens our ability to acquire important historical collections, supports ongoing work to preserve Queensland's documentary culture and heritage, and helps us learn from and engage with the work of our business pioneers through the Business Leaders Hall of Fame.

It's only with the support of our partners from state and local government, business and not-for-profit organisations, and our donors, that SLQ can achieve its goals. Thank you to everyone who has supported this important work in 2016–17, helping to enable the growth of knowledge, innovation and enterprise in Queensland.

Professor Andrew Griffiths
Chairperson
Library Board of Queensland

State Librarian's year in review 2016–17

In 2016–17, I was thrilled to come back to State Library of Queensland after seven years, this time as State Librarian and CEO. During this time SLQ has maintained its standing as a leader in innovative library services and programs. Since starting in the role in September 2016, I've been reacquainting myself with the extensive work the organisation does, and discovering some of the newer offerings.

SLQ's offer is so extensive that this report contains only a sample of what has taken place this year. I encourage anyone interested in finding out more to visit the SLQ website (slq.qld.gov.au) and our range of blogs, social media and subscriber enewsletters that serve to keep the public up to date on our activities and achievements.

Change is a constant, and in this reporting period we've also welcomed a new Library Board. Thanks to all of the members of the Library Board, old and new, who have served SLQ over the past 12 months. Congratulations to Professor Andrew Griffiths, who is providing strong leadership as the new Chairperson.

One of the incoming Library Board's first tasks was endorsing the *State Library of Queensland Strategic Plan 2017–21*. This plan documents how we will achieve our Vision to "enable the growth of knowledge, innovation and enterprise in Queensland". This Vision is made reality by very talented and dedicated staff, volunteers, partners and stakeholders, and I thank them for their ongoing commitment and passion.

My first week, in September 2016, coincided with our biggest onsite partner event of the year, the Brisbane Writers Festival. It's just one of the many vibrant events that take place in our building in Brisbane's Cultural Centre Precinct, South Bank. SLQ spaces are also used creatively to help people engage with the collections, for instance through the exhibitions *Freedom Then, Freedom Now*

and *Don't Just Count Us, Let Us Count*. These exhibitions, running May to October 2017, draw together collection items to tell the stories of how our life has changed in Queensland's recent past, both since the 1967 Referendum which allowed Aboriginal and Torres Strait Islander peoples to be counted in the Australian census, and for other Queenslanders as cultural norms have changed over time. Exhibitions such as these are an excellent way to give meaning and context to our collection, and raise awareness of the diversity of SLQ's holdings.

One of the organisation's greatest strengths is its ability to overcome physical boundaries to provide services to people across Queensland. Much of this work is undertaken through our partnership with a network of more than 320 public libraries and Indigenous Knowledge Centres across the State, supported by SLQ's satellite offices at Cairns and Cannon Hill. It has been a pleasure to travel across the State to see some of the work we are helping to do in the regions.

An increasing proportion of our content and collections is also readily accessible online, to help provide access to all. Some out-of-copyright collection items are available digitally through sites such as Historypin and Flickr, and our local history items are increasingly being digitised to increase the aspects of Queensland's story currently available online.

Through our networks, partnerships and online presence, SLQ serves all of Queensland, from South East Queensland to the Torres Strait.

Vicki McDonald
State Librarian and CEO
State Library of Queensland

SLQ is a welcoming creative place of ideas and a trusted source for information.

The community is at the heart of its public programming — engaging exhibitions, workshops and events created to appeal to diverse audiences.

Joe Platen, foreman for M R Hornibrook Pty Ltd, c 1950, photographer unknown, John Oxley Library, SLQ.

Part 2: Corporate
Library Board of Queensland

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

The legislated guiding principles for achieving this are:

(a) leadership and excellence should be demonstrated in providing library and information services

(b) there should be responsiveness to the needs of communities in regional and outer metropolitan areas

(c) respect for Aboriginal and Torres Strait Islander cultures should be affirmed

(d) children and young people should be supported in their understanding and use of library and information services

(e) diverse audiences should be developed

(f) capabilities for lifelong learning about library and information services should be developed

(g) opportunities should be developed for international collaboration and for cultural exports, especially to the Asia-Pacific region

(h) content relevant to Queensland should be collected, preserved, promoted and made accessible.

The functions and powers of the Library Board are listed in Appendix A.

In addition to regular meetings of the Library Board, members represented SLQ at conferences, library openings and other official functions throughout 2016–17.

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

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

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

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

Board members and attendance:
In 2016–17 there were four Library Board meetings. The table on the following page outlines appointment terms and meeting attendance in 2016–17.

All current Library Board members are appointed until 9 February 2020. Biographies of Library Board members are detailed in Appendix B.

Observers

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

Ms Sonia Cooper, State Librarian (until September 2016)

Ms Vicki McDonald, State Librarian (from September 2016)

Mr Andrew Spina, Assistant Director-General, Digital Productivity and Services Division, Department of Science, Information Technology and Innovation (observer)

Secretariat

Vanessa McCormack, Acting Manager Office of State Librarian (until August 2016)

Ms Jennifer Genrich, Manager Office of State Librarian (from August 2016)

	Member from:	Member to:	Eligible meetings 2016–17:	Attended meetings 2016–17:
Professor Jan Thomas (Chairperson until February 2017)	March 2014	February 2017	3	2
Professor Andrew Griffiths (Chairperson from February 2017)	March 2014	—	4	1
Professor Emeritus Roland Sussex OAM (Deputy Chairperson)	November 2009	February 2017	3	3
Ms Linda Apelt (Deputy Chairperson)	March 2017	—	1	1
Emeritus Professor Tom Cochrane AM	March 2017	—	1	1
Dr Anita Heiss	March 2017	—	1	1
Professor Marek Kowalkiewicz	March 2017	—	1	1
Cr Julia Leu	August 2016	—	4	3
Ms Heather Linaker	March 2014	February 2017	3	3
Mr Matthew McDonnell	April 2008	February 2017	3	3
Mr Malcolm McMillan	March 2017	—	1	1
Dr Sandra Phillips	March 2017	—	1	0
Mr Scott Reid	February 2011	February 2017	3	2
Associate Professor Grace Sarra	February 2008	February 2017	3	1
Mr Bob Shead	March 2017	—	1	1
Adjunct Professor Joan Sheldon AM	March 2014	February 2017	3	3

Queensland Library Foundation

Queensland Library Foundation (the Foundation) supports SLQ's fundraising endeavours, specifically in the philanthropic and corporate sectors. It was established by the Library Board under the powers as defined by the Libraries Act 1988.

The Foundation is a not-for-profit company, Limited by Guarantee, registered under the *Corporations Act 2001*. In keeping with the Act, the Foundation produces its own annual report and associated audited financial statements, which are available online at www.slq.qld.gov.au/about-us/queensland-library-foundation/annual-report or from the Foundation office.

Since 2002–03, the Foundation's financial statements have been consolidated into those of the parent entity, the Library Board, in accordance with Australian accounting standards.

Through the generosity of sponsors and donors, the Foundation supported and enabled a range of projects in 2016–17, including:

- the prestigious John Oxley Fellowship, awarded to Dr Lauren Istvandity for her project *Reminiscing about jazz in Queensland: Preserving pre-1965 oral histories for the Queensland Jazz Archive Collection* (page 26)
- the John Oxley Library Community History Award, presented to the Annerley-Stephens History Group for their continued and highly successful community project: *The Frank Corley House Photo Project*
- music research entitled *Street life: posters and their role in the Brisbane music scene 1975–1995* by Queensland musician John Willsteed, inaugural winner of the *Letty Katts Award*
- the acquisition of Australia's largest and most comprehensive Bee Gees collection of Australian recordings, enabled by the generosity of the Dowling Family
- induction of new recipients of the *Mittelheuser Scholar-in-Residence and Student Internship Program*, supported by Dr Cathryn Mittelheuser AM
- new interviews added to *The James C Sourris AM Collection,* which captures the voice of contemporary Australian artists for current and future generations
- inclusion of new inductees into the Queensland Business Leaders Hall of Fame, and related activities in partnership with QUT Business School
- the 2016 Siganto Foundation Artists' Books Fellowship, awarded to Peter Charuk and culminating in the Siganto Lecture Series and Workshop led by esteemed book artist Helen Douglas
- the Siganto Foundation also pledged support for digital literacy programs for newly arrived communities which will be implemented at The Edge, SLQ's community makerspace and resource hub for all things art, science, technology and enterprise in 2017 and beyond.

Continuing programs included:
- the very popular Heritage Talk series for annual donors which enables in-depth engagement with SLQ collections and librarians
- *President's 100 Circle*, a committed group of multi-year donors (page 30)
- Sir Leo Hielscher Bequest Program, which creates a permanent source of income for vital programs that enrich the lives of Queenslanders.

The Queensland Library Foundation and SLQ are grateful to all donors — individual, philanthropic and corporate — for their support during the past financial year.

Foundation Council members 2016–17:

Mr Max Walters OAM (President)

Ms Helen Brodie (from March 2017)

Mr Malcolm Grierson AM

Mr Michael Hawkins

Ms Julie Mannion

Mr Neil Summerson AM

Ms Courtney Talbot

Professor Jan Thomas (Chairperson of the Library Board of Queensland until February 2017)

Professor Andrew Griffiths (Chairperson of the Library Board of Queensland from March 2017)

Mrs Sonia Cooper (State Librarian and CEO, SLQ, until September 2016)

Ms Vicki McDonald (State Librarian and CEO, SLQ, from September 2016)

Organisational structure as at 30 June 2017

Library Board of Queensland Chairperson

- Audit and Risk Management Committee
- Indigenous Advisory Group
- Public Libraries Advisory Group

Queensland Library Foundation President
- Director Queensland Library Foundation
- Executive Manager Communications
- Executive Director Corporate Governance & Operations (and QLF Company Secretary)
  - Executive Manager Finance, Facilities and Administration
  - Executive Manager People and Planning
  - Manager Human Resources
  - Manager Strategy and Planning
  - Director Project Management Office
  - Manager Integrity and Risk

State Librarian and CEO
- Manager Office of the State Librarian
- Executive Director Content Development
  - Executive Manager Discovery
  - Executive Manager ICT Services
  - Executive Manager Queensland Memory
  - Project Manager Q ANZAC 100
- Executive Director Regional Access and Public Libraries
  - Executive Manager Literacy and Young People Services
  - Executive Manager Public Library Development
  - Executive Manager Indigenous Library Services
  - Executive Manager Regional Partnerships
- Executive Director Engagement and Partnerships
  - Executive Manager Community Engagement
  - Executive Manager Partnerships
  - Executive Manager Service Delivery
  - Executive Manager Government Research and Information Library (GRAIL) Service
  - Manager Asia Pacific Design Library
  - Manager/s The Edge
  - Manager kuril dhagun

SLA with Corporate Administration Agency (CAA)
- Internal Audit (CAA)

Note: Dotted lines represent informal reporting structures

SLQ is committed to capturing, preserving, promoting and making accessible Queensland content across diverse formats, recognising that the value of the content is in its use.

Two young girls enjoying themselves at the RNA Show, Brisbane, 1946, photographer unknown, John Oxley Library, SLQ.

Part 3: Outcomes in 2016–17
Strategic and Operational Plans

Purpose	Inspiring Queensland's creativity — *forever*
Enduring values	We provide free and equitable access
	We share
	We seek diverse voices
	We belong to the community

SLQ's *Strategic Plan 2016–20* sets out the critical success factors and key objectives listed below.

The *Operational Plan 2016–17* sets out the activities listed on the right-hand side.

Key strategies

- Reducing barriers to access
- Building capability in the regions
- Enabling new enterprise
- Future-proofing the digital library

Critical success factor 1. Enable Access

Strategic Plan 2016–20 key objectives	Operational Plan 2016–17 activities
• Provide life skills and early childhood literacy programs	• Lead the development and implementation of statewide family literacy activities such as *First Five Forever* and enhance the regional reach of existing activities such as The Corner. • Develop and support public libraries to implement programs and activities to increase Queensland's digital literacy skills, including coding and robotics, and *Tech Savvy Seniors Queensland*. • Work with partner agencies to support increased skills in engaging with and delivering to people from culturally and linguistically diverse (CALD) backgrounds and people with a disability.
• Increase free access to digital content	• Continue to release open data for transparency and for creative reuse. • Implement the *Content Strategy* to reflect a growing emphasis on digital content, content engagement and seamless access to our content. • Advance our priority digitisation projects. • Improve access to digital content for public libraries, especially those in rural and regional Queensland.
• Strengthen Queensland library infrastructure and discovery platforms.	• Increase the efficiency of our back end systems including ALMA and Rosetta, through optimisation of processes and analysis of feedback. • Actively investigate state of the art/emerging discovery platforms to enhance communities' ability to discover, access and locate content. • Review existing practices, processes and standards both at SLQ and between public libraries to increase efficiencies and maximise resources. • Work with local government to increase membership and awareness of services provided by Queensland's public libraries.

Success Measures	2016–17 targets
Increase membership throughout Queensland	15% increase
Use of digital content	10% increase

Critical success factor 2. Engage Community

Strategic Plan 2016–20 key objectives	Operational Plan 2016–17 activities
• Grow the State's historical collection of Queensland culture and heritage.	• Support the development of connected collections throughout Queensland's Gallery, Library, Archives and Museum (GLAM) sector. • Engage with representative groups across the community to ensure our collections capture the voices and stories of Aboriginal people and Torres Strait Islander people, the CALD community, the disability sector, and regional communities. • Acquire and preserve born digital content.
• Engage with communities of interest through dedicated centres of engagement.	• Grow the Business Studio to support new business social enterprise and creative industries and develop a scalable model. • Grow our Government Research and Information Service (GRAIL) for other government agencies and investigate new services for businesses. • Support the development of the reading and writing sector through key programs such as the *black&write!* Indigenous writing and editing program, and the Queensland Literary Awards. • Continue to collaborate and co-create with the community and partners through the John Oxley Library, the Australian Library of Art, kuril dhagun, The Edge, and the Asia Pacific Design Library.
• Facilitate the community's use of and interaction with content.	• Lead a broad community of interest to deliver *Q ANZAC 100*, including major exhibitions and programs, supporting local networks, and enabling new research. • Launch the 2017 Signature Program and deliver the final component of the 2016 program *Belonging*. • Review expenditure on collections available through the Rural Libraries Queensland network and Indigenous Knowledge Centres and work to increase community awareness of resources. • Progress the online engagement strategy.

Success Measures	2016–17 targets
Customer satisfaction	95% (SDS – Effectiveness)
Increase in efficiency	2.5% (SDS – Onsite visits + Online visits / Budget)

Critical success factor 3. Build capability

Strategic Plan 2016–20 key objectives	Operational Plan 2016–17 activities
• Build capacity within our communities of interest.	• Deliver or facilitate the delivery of professional development activities for public library and Indigenous Knowledge Centre staff to enable progress towards *The Next Horizon: VISION 2017*. • Finalise the Advance Queensland public libraries consultation process to prepare for the review of *The Next Horizon: VISION 2017*. • Commence the triennial review of the Public Library Grant methodology, including the evaluation of outcomes delivered in past grants rounds. • Review the support provided to local governments operating Indigenous Knowledge Centres to enhance effectiveness of investment and improve community outcomes. • Design, deliver and promote on-site, off-site and regional access to

	learning opportunities (e.g incoming school visits, The Edge, The Corner, Summer Holiday programs and design thinking workshops for teachers).
• Generate new revenue sources.	• Focus Queensland Library Foundation efforts on increasing endowments, membership of the Presidents 100 circle and funding support for priority projects. • Actively seek in-kind support and alternate funding options.
• Position our workforce for the future.	• Implement the Hunter Review recommendations including a review of the *Libraries Act 1988*. • Commence implementation of the Towards 2020 Strategic Workforce Plan.

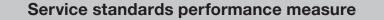| Success Measures	2016–17 targets
Visits to Public Libraries	22,575,000
Increase in self-generated revenue	10% increase
Staff engagement	67%

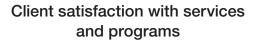There were no modifications to the Strategic or Operational plans in this financial year.

Find the published plans online:

State Library of Queensland Strategic Plan 2016–20:
http://www.slq.qld.gov.au/about-us/corporate/publications/planning/strategic-plan-2017-2021/strategic-plan-2016-20

State Library of Queensland Operational Plan 2016–17:
www.slq.qld.gov.au/about-us/corporate/publications/planning/operational-plan-2017-2018/operational-plan-2016-17

Report on performance

Service standards performance measure

Client satisfaction with services and programs

2016–17 target	2016–17 actual
95%	97%

Customer Satisfaction is % respondents to a rolling, year-long exit survey of onsite visitors who responded that they were 'satisfied' or 'very satisfied' when asked "How would you rate your overall satisfaction or dissatisfaction with today's visit?" Sample size was 984. The methodology is compliant with Department of Treasury guidelines for conducting satisfaction surveys.

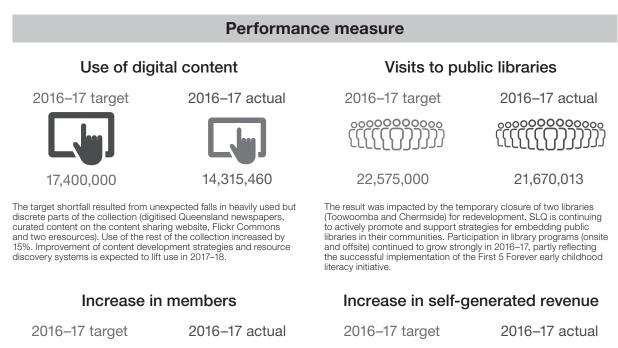### Percentage increase in the efficiency of service delivery

2016–17 target	2016–17 actual
2.5%	5.5%

Increase in efficiency indicates change in the ratio of the government appropriation for SLQ to total onsite and online visits.
The higher than forecast result is due to increased visits with a reduction in the government appropriation.

Performance measure

Use of digital content

2016–17 target	2016–17 actual
17,400,000	14,315,460

The target shortfall resulted from unexpected falls in heavily used but discrete parts of the collection (digitised Queensland newspapers, curated content on the content sharing website, Flickr Commons and two eresources). Use of the rest of the collection increased by 15%. Improvement of content development strategies and resource discovery systems is expected to lift use in 2017–18.

Visits to public libraries

2016–17 target	2016–17 actual
22,575,000	21,670,013

The result was impacted by the temporary closure of two libraries (Toowoomba and Chermside) for redevelopment. SLQ is continuing to actively promote and support strategies for embedding public libraries in their communities. Participation in library programs (onsite and offsite) continued to grow strongly in 2016–17, partly reflecting the successful implementation of the First 5 Forever early childhood literacy initiative.

Increase in members

2016–17 target	2016–17 actual
15%	25%

Strong growth in membership as a result of SLQ-wide promotion of membership benefits, including Lynda.com access and outreach activities.

Increase in self-generated revenue

2016–17 target	2016–17 actual
10%	2.6%

The result is due to a net reduction in limited life funding, with growth however in commercial and Queensland Library Foundation revenue.

Staff engagement

2016–17 target	2016–17 actual
67%	n.a

The result for this measure is pending completion of the 2017 Working for Queensland survey, which ran 31 July to 21 August 2017. The result from the 2016 survey was 65%.

Enable access

One of SLQ's enduring values is to make services accessible to people of diverse language, ability and location. To do this, SLQ promotes literacy and learning, digitises content for online access, and strengthens public libraries across Queensland.

Life skills and literacy programs

Family literacy activities

At the forefront of SLQ's family literacy activities is the highly successful First 5 Forever program, delivered through public libraries to support parents and carers of under 5s as their child's first educator.

SLQ provides First 5 Forever professional development opportunities for staff from local councils, libraries and IKCs, as well as health, education and community organisations who work with families with young children. Two workshop programs were delivered across Queensland in 2016–17. The 1.5 day *Language to Literacy* workshop provides basic training for people delivering the First 5 Forever message. In September 2016, a new one-day workshop was launched to provide further skill development for staff delivering programs for babies and their families. *Baby play and story time* incorporates age-appropriate language and early literacy strategies, with seven workshops held so far to upskill library staff across Queensland. In September 2016, SLQ hosted a First 5 Forever forum with 22 participants from 14 regional councils attending the full day session, followed by a webinar allowing regional and remote participation.

In the 2016 calendar year 42 Queensland councils participated in First 5 Forever, up from 30 in 2015, which serve 97% of the State's population. This period saw 452,200 attendances at events in libraries, and 565 partner organisations involved in programs across the State. In 2016, 25,700 toolkits were distributed, 35% more than in 2015.

The Corner at SLQ South Bank is popular with children and their carers, who interact with different learning themes throughout the year. This concept of a dedicated play and learning space for children under 8 is being expanded through regional centres with The Corner on the Road, in partnership with Paroo Shire Council. The program delivered early literacy programming and creative learning spaces through three successive themes from The Corner installed in Cunnamulla Library. Following professional development and in-person support during the installation of the first theme, Cunnamulla

Library staff led the installation of the next two themes with remote support by SLQ staff. The Corner on the Road program has resulted in increased visitation and length of engagements at Cunnamulla Library. A similar program was instigated in early 2017 with Townsville City Library.

Digital literacy skills

SLQ also provides resources for public libraries and IKCs to engage their communities in coding and robotics. For instance, the STEM.I.AM coding and robotics grant is focused on building connections between Aboriginal and Torres Strait Islander people and libraries. It aims to encourage science, technology, engineering and mathematics (STEM) engagement for Indigenous students from grades 5 to 12, to help close the literacy and numeracy gap, and inspire further study in a STEM field. SLQ administered the $170,000 grant program for projects up to $25,000. This program is part of a state-wide initiative between the Department of Science, Information Technology and Innovation (DSITI), Department of Education and Training, SLQ, Carbon Media, Google and FIRST Australia.

SLQ also partnered with Regional Development Australia (RDA) (Darling Downs/South West region) to provide a funding pool of $21,000 to six councils in that region: Quilpie, Bulloo, Murweh, Maranoa, Goondiwindi and Southern Downs. The *Skilling Our Future* coding and robotics grant provided a stimulus for communities to learn to use technology and support growing technology trends in the agricultural industry. Three councils received funding to buy resources and deliver programming specific to their community needs, and three worked closely with SLQ to support coding and robotics in their communities. SLQ hopes to extend this program with RDA for another year, to develop staff expertise in coding and robotics, and grant application workshops.

Through a partnership with Education Technology Specialists, SLQ offered two $500 Ozobot prize packs to the public libraries or IKCs that created the best new *OzoFarm* game. The competition encouraged

players to consider how the skills they develop now in coding and robotics could affect the future of farming. Prizes were awarded to Ipswich City Libraries and Fraser Coast Regional Libraries.

The Tech Savvy Seniors Queensland (TSSQ) program is a partnership between the Queensland Government (led by SLQ) and Telstra, giving seniors (aged 60+) across Queensland the opportunity to develop the skills and confidence to use technology and participate in the digital world. In 2016 a total of 15,278 seniors participated in 2,971 TSSQ training sessions delivered across Queensland. Now in its second year (2017), grant funding of $366,000 ($100,000 from Telstra, $181,000 from SLQ and $85,000 from Department of Communities, Child Safety and Disability Services) will enable 30 councils operating a library service or IKCs to deliver the program. By increasing digital inclusion for older Queenslanders, the program aims to reduce social isolation, improve access to and knowledge of online government information and services, and reduce online fraud and financial abuse.

Engaging with diverse audiences
In collaboration with MDA Ltd (Multicultural Development Australia), Study Queensland and Study Brisbane, SLQ piloted a drop-in centre at The Edge for international students in August 2016. Education is one of Australia's biggest growth exports, and Brisbane is home to more than 75,000 international students from more than 160 different countries. The MDA Brisbane Student Hub is the first of its kind in Queensland, offering free support for international students three afternoons a week. It provides information, advice and referrals on healthcare, employment, budget management, accommodation and legal services, and connects students to local events and activities. In its first eight months the hub helped more than 700 students, mainly from China, India, Brazil and Colombia.

In 2016 two QUT Master of Social Work students conducted research on engagement and outreach with two targeted culturally and linguistically diverse communities. Focusing on the Indian and Vietnamese communities, the students worked with Logan City Council Libraries as a case study to devise recommendations for outreach plans, which are now available online.

In implementing the SLQ Disability Action Plan (DAP) 2016, the organisation continued to improve its services to people with disability, providing an accessible, inclusive and welcoming place, physically and virtually. Developed with assistance from an external consultation group, comprising representatives from organisations servicing this community, the DAP goals and priorities are aligned with SLQ's Strategic Plan 2016–20, operational priorities and drawn from the external consultation. Specific priorities include: improving assistive/adaptive technology, improved online and onsite access, whole-of-community activities and employing people with a disability.

In November 2016 a number of community groups visited SLQ to help identify areas for improvement in the way SLQ delivered services to people with a disability, and assess the adaptive technology it offered. These groups included LifeTec, Vision Australia, CPL, Multicap, Deaf Services Queensland and Uniting Care – Disability Services. The subsequent report informed the purchase of adaptive technology in the 2016–17 financial year, and staff will be trained in its use.

SLQ has also been working with public libraries to improve their resources for working with people with disabilities. For instance, it has created new collection items, such as signed English storytelling kits, that aim to support hearing impaired people.

SLQ partnered with Access Arts to deliver two events celebrating the International Day of People with Disability in December 2016. *Inspirational: Art Meets Sport* brought together leading Queensland artists and sports people who exhibited their skills and talked about their experience in reaching this stage of their career. The full-day *Be Inspired* event celebrated International Day of People with Disability through theatre, music, song, dance, the spoken word, visual arts and photography. The School of Hard Knocks Absolutely Everybody Choir performed at the event. A partnership with School of Hard Knocks delivered *Word on the Street*, a creative writing project working predominantly with mental health service clients.

Increase free access to digital content

Open data
SLQ is committed to championing the release and creative use of open data. As part of increasing awareness of open data, SLQ invited the Open Data Institute Queensland to deliver two talks in the Digital Futures series, outlining how individuals and businesses could unlock the value of open data.

In 2016–17 there were 183 downloads of SLQ open datasets through the Australian

Government Open Data Portal. The most popular dataset was *The Queenslander* (30,000 portraits with 55 downloads). First World War datasets (portraits, catalogue records, photographs) accounted for 47% of downloads, demonstrating the strong open data outcomes achieved through the *Q ANZAC 100* project (page 25). Open data has also been used by third party apps (page 23).

Content strategy
The Library Board approved the new SLQ Content Strategy in April 2017. This Content Strategy is a high-level vision that provides a consistent approach to all of SLQ's collection activities. It guides SLQ's collection development, management and engagement to ensure the organisation is able to provide the content people need now and in the future. Guidelines are now being developed to guide implementation by providing clear direction to staff on decision making in regard to content added to the collection. These guidelines will ensure the content collected continues to fulfil our obligations to preserve Queensland's documentary heritage, while addressing the emerging challenges in an increasingly digital world.

Priority digitisation projects
SLQ launched the *Community Heritage Digitisation Offer* in 2016 to build the documentary heritage of Queensland. The offer allows authors of publications that relate substantially to the history of our state — and to its cultural, social, economic, political or scientific development — to digitise their work which is of interest to the wider community. These publications, typically out of print or of limited distribution, are made discoverable through SLQ's online catalogue, One Search, and through the Trove database, whose contents are harvested by Google. Local histories and studies constitute a significant part of the John Oxley Library's collection. They are generally unique publications based on original research, and are often the only work, or one of very few, written on a community or related topic. This program allows Queensland stories to be shared more easily across the State, increasing access to our community heritage collections.

Improve digital access in public libraries
As digital content becomes more readily accessible through SLQ's digital offer and online, the organisation aims to ensure libraries in rural and remote Queensland have the means to access this content and offer it to their clients. Public libraries can apply for grants through the Online Public Access in Libraries (OPAL) Program, funded by the Queensland Government and managed by SLQ. In 2016–17, $181,000 OPAL funding was allocated to TSSQ (page 21) Grant round and an additional $50,000 of OPAL funding was allocated to the professional development of public library staff to develop their skills to deliver the TSSQ program in their local communities.

A pool of $400,000 was also made available through the OPAL and VISION 2017 Programs, allowing public libraries and IKCs to apply for up to $25,000 to deliver strategic initiatives. Projects reflect one or more of the themes outlined in *The Next Horizon: VISION 2017 for Public Libraries*, or support the OPAL Program objectives to accelerate the transition to digital modes of delivery to make content, services and programs accessible to everyone, which includes increasing access and digital literacy skills.

For instance, Balonne Shire Council secured $25,000 to establish three innovative new programs: a pop-up library program to take library services out into the region; a history corner providing locals with access to technology to research, record and collate their own historical stories and preserve old images; and a region-wide program to develop workshops and outreach sessions which introduce experimental new technologies or concepts to disadvantaged community groups.

Infrastructure and discovery

Back end systems
SLQ uses a suite of products from vendor Ex Libris to manage its extensive physical, electronic and digital collections, and to provide client discovery and access to these collections.

The cloud-based Alma library management system follows a path of continuous improvement through monthly releases. Rosetta, which is currently being implemented, will increase SLQ's digital preservation capabilities while also taking over the role of digital asset management. Primo, which powers SLQ's One Search catalogue, makes accessible local collection items (physical, electronic and digital) as well as millions of journal articles and ebooks. SLQ blog stories have been made available through Primo to increase visibility and improve usage of the resources they reference.

SLQ works with libraries using Ex Libris products to share issues and solutions, including training opportunities. Regular feedback and suggestions for enhancements

and improvements are also forwarded to Ex Libris. This year SLQ committed staffing resources to aid the development and testing of a new user interface for Alma, improving staff user experience and efficiencies.

To support these systems, SLQ improved its virtual machine environment and monitoring systems in 2016–17. Primo was migrated to the virtual machine environment in November 2016 to provide a more robust and stable environment than the previous single server environment.

Discovery platforms
SLQ joined the Google Cultural Institute partnership in 2016–17, and Google captured Museum View imagery of all public spaces, conservation area and repository in December 2016. State Library Museum View will allow virtual visitors to see some of the spaces and services available onsite through Google maps. SLQ's Google Arts and Culture presence will be made live in late 2017. This platform will present five different Queensland stories, showcasing relevant collection items, through online exhibitions. High-resolution images of 20 collection items were captured in the gigapixel process, which will allow online visitors to study these items in great detail.

DintApp now links more than 40,000 of SLQ's open access digitised collections, made available via open dataset, through a Queensland map. SLQ joins other notable libraries represented through this app – Library of Congress, New York Public Library, San Francisco Public Library, Swedish National Heritage Board, National Library of Ireland and National Library of Scotland.

Innovative practices
SLQ was the first Australian state library to successfully negotiate immediate onsite access for the local public libraries for each newspaper. An agreement with Far North Queensland newspaper publishers has enabled the deposit of digital editions of *Torres News* and *Cape York News* (a recent amalgamation of *Western Cape Bulletin* and *Cooktown Local News)*. Digital editions are forwarded weekly, and are accessible onsite at SLQ and public libraries local to publication during an embargo period to ensure commercial opportunities are unaffected. Once the embargo period has ended, the publication becomes available online without restriction. This agreement simplifies the process of long-term preservation of these newspapers.

SLQ is working with NSLA (National and State Libraries Australasia) libraries across Australia on a central repository for digital legal deposit content. Legislation in many states requires local publishers to deposit new publications to the National Library of Australia (NLA) and their local state library, resulting in duplication. This digital transformation initiative is exploring options that would allow all relevant libraries to access a single digital deposit within the agreed licensing scope. NLA would manage preservation and delivery of the digital content, while state libraries would continue to engage with publishers, identify content and make content accessible via their local catalogues. SLQ is represented on the project steering group and NLA is developing a proposal for a new funding model that engages state and territory libraries as partners to ensure long-term sustainability.

Increase membership and awareness
SLQ works with Queensland councils to increase public library membership by raising awareness of available services. Through a consortium model of delivery, SLQ also helps to bolster the buying power of public libraries to deliver the best possible services to the people of Queensland.

For instance, SLQ coordinates state-wide access to Lynda.com, the online training provider. This subscription allows public libraries and IKCs to offer their members free access to more than 3,000 online courses and 135,000 video tutorials presented by experts in their field. In 2016–17, SLQ worked with libraries and IKCs to promote this service in their local areas, encouraging non-members to join their libraries and IKCs to access these benefits.

In the 2016 calendar year, an estimated 8,000 First 5 Forever (page 20) outreach events took place outside of libraries, with more than 87,000 people participating. The First 5 Forever program aims to encourage lifelong connections between families and their local libraries, and has resulted in increased attendance at library sessions aimed at children ages 0 to 5.

Libraries across southwest Queensland came face to face with the latest technologies in February 2017 to engage their communities through programming robots and coding. The Robot Roadshow, supported by SLQ in partnership with Regional Development Australia, visited Charleville, Cunnamulla, Thargomindah and Quilpie libraries and engaged more than 2,500 library staff, teachers, students and community members. Library staff and teachers, students and

community members had a hands-on opportunity to explore technologies such as Ozobot, NAO and HTC Vive virtual reality. SLQ has also been helping public libraries to provide other opportunities to access these technologies (page 20). In 2016–17 SLQ also partnered with the Department of Science, Information Technology and Innovation to hold Robotics Roadshows in Cairns, Longreach, Mt Isa, Rockhampton and Bundaberg.

Engage community

Working with communities of interest and the general public, SLQ aims to engage people with its content to promote its use and ensure it reflects Queensland's rich culture and heritage.

Queensland's culture and heritage

Many SLQ programs help to ensure Queensland stories are captured, preserved and put into context for future generations.

Connected collections

The *Q ANZAC 100* program has led the way in creating connected collections, bringing together information from sources across Queensland to create local stories. For instance, community content continues to be added to the Historypin *Q ANZAC 100* hub, with a total of 81 collections bringing together more than 1,700 items.

In January 2017, SLQ joined the international library initiative #1lib1ref to improve Wikipedia one citation at a time. Over three weeks SLQ added 1,028 citations to 148 Wikipedia pages, representing approximately 25% of #1lib1ref revisions worldwide. Of SLQ's citations, 97% were made on pages with Queensland content. As a result of this successful initiative, a new volunteer editing group #QWiki has been established for the Queensland GLAM sector. The group meets monthly to update Wikipedia pages and where possible link to SLQ collections and other Queensland content. This is one way SLQ is leading a state-wide approach to connecting Queensland collections.

Capturing voices and stories

As part of the partnership with Anti-Discrimination Commission Queensland, six digital stories have been produced to mark an important milestone for Queensland — 25 years of the *Anti-Discrimination Act 1991*. The digital stories, accessed via the One Search catalogue, reflect SLQ's commitment to collect, preserve, and promote the diverse experiences of Queenslanders.

More than 20 years since they were recorded, stories of the people living in the Bloomfield River region can now be heard online. In 1995, Bloomfield River resident Camilla Darling conducted interviews with local Kuku Yalanji Elders and non-Indigenous settlers of the Bloomfield Valley to document the rich and varied history of this remote rainforest region in Far North Queensland. The 39 interviews reveal the way of life of the subjects and their families, and discuss the interactions between Indigenous and non-Indigenous settlers in Bloomfield prior to, and during, missionary involvement. SLQ has digitised the original audio cassette recordings to make these unique oral histories accessible to all, including the descendants and families of the interviewees.

Born digital content

SLQ acquires and preserves born digital content as part of its role of preserving Queensland's culture and heritage. In 2016–17, 73 digital stories and 1,188 born digital photographs were made live in One Search. SLQ also acquired 28 original materials born digital collections, each containing many images and digital stories. These included *Reflecting on 25 Years of the Anti-Discrimination Act 1991 (Qld) — a collection of digital stories June–September 2016* and *James C. Sourris Artist Interview Series 2015–2016*. In 2016–17, 4,458 items were added to SLQ's electronic serials and ebook collections via legal deposit by Queensland publishers.

All of SLQ's born digital collections are stored in optimal conditions for long-term preservation, and a new digital preservation system is currently being implemented to ensure these collections are accessible to future generations of Queenslanders.

Engage with communities of interest

Business Studio

The SLQ Business Studio has doubled its membership in its second year of operation. Free membership to the Business Studio provides access to workstations, exclusive wi-fi access, business-related resources, and invitations to workshops and mentoring sessions for entrepreneurs. Attendance of fortnightly Business Studio Lunch Box Forums has also improved significantly, with a structured program for 2017 linking to SLQ initiatives to engage new audiences. In 2017, audience numbers have averaged 26 per session. The program also incorporated targeted workshops by SLQ partners, such as workshops on Indigenous arts businesses and business workshops for writers delivered by Queensland Writers Centre.

A scalable model of the Business Studio, suitable for duplication by public libraries to support innovation and entrepreneurialism in

their regions, will be developed in consultation with public libraries. Initial consultation will be conducted at a professional development forum, originally scheduled for March 2017. This forum will now be held in November 2017, and work on the model will progress based on the findings from this consultation session.

GRAIL

SLQ's Government Research and Information Library (GRAIL) service provides a comprehensive research service for eight Queensland government clients, including Department of the Premier and Cabinet and Queensland Treasury. Jobs Queensland and the DSITI Strategic Policy and Innovation unit trialled the use of GRAIL services in the first half of the financial year, and re-subscribed to 30 June 2017. Throughout the year, GRAIL staff presented information sessions for Queensland government officers in person, regionally and online, to showcase its services to government agencies.

Reading and writing

In 2016–17, the structure of the *black&write!* Indigenous Writing and Editing program has been reviewed and a new three-year plan developed. The next stage of the project is partially funded, with funding being sought for the remainder. Applications for the next round of Indigenous Writing Fellowships open in late 2017.

Meanwhile, *black&write!* Indigenous Writing Fellowships are continuing to have a positive impact on the lives of its Fellows. A screen adaptation of *Grace Beside Me* by Sue McPherson, one of inaugural Fellows in 2011, is currently in production. Sue has been joined by a team of Indigenous writers for the adaptation to television, including Tristan Savage, a 2013 *black&write!* Fellow. The 13-episode series will be filmed in Beaudesert and premiere on NITV, with a secondary broadcast on the ABC and third release on subscription channel Disney Australia. Author Jane Harrison was shortlisted for the Prime Minister's Literary Award for Young Adult Fiction for her novel *Becoming Kirrali Lewis*, published by Magabala Books as part of *black&write!*

SLQ continues to manage the annual Queensland Literary Awards (QLA) and Queensland Writers Fellowships, which recognise the literary achievements of published and emerging Queensland and Australian authors. Through the support of Queensland University of Technology (QUT), a QUT Digital Literature Award with a cash prize of $10,000 has been established in 2017, becoming the world's richest digital literary prize. The Award will acknowledge contemporary publishing and digital innovation in storytelling, celebrating digital literature in all forms. The Queensland Government invests in the creative futures of Queensland's writers with continuing support for QLA, including the $25,000 Queensland Premier's Award for a work of State Significance. QLA is also supported by the University of Queensland, Griffith University, University of Southern Queensland, QUT, Copyright Agency Limited Cultural Fund and *The Courier-Mail*.

Collaborate and co-create

SLQ collaborates with the community and its partners to create new content and knowledge through its dedicated centres of engagement. For instance, the Asia Pacific Design Library hosted the second Asia Pacific Architecture Forum (APAF) in March 2017 to explore the region's role in shaping the future of architecture and future opportunities for architects, designers and planners. APAF comprised exhibitions, symposia, tours and workshops across Brisbane.

In June 2017, the winners of the Queensland Memory Fellowships were announced. Each year, SLQ Fellows use the collection to research and create new content that explores and analyses aspects of the State's history. The $20,000 John Oxley Library Fellowship was awarded to Dr Lauren Istvandity, for a project *Reminiscing about jazz in Queensland: Preserving pre-1965 oral histories for the Queensland Jazz Archive Collection* in the John Oxley Library. Commercial diver and marine archaeologist Toni Massey received a $15,000 Queensland Business Leaders Hall of Fame Fellowship to examine how Queensland pearl divers helped develop Queensland's economy by pioneering the pearl shelling industry. Tess Maunder received the $15,000 Mittelheuser Scholar-in-Residence program, supported by long-term donor Dr Cathryn Mittelheuser AM, to examine the relationship between 'digital futures' and contemporary curatorial practice.

Finally, four $15,000 *Q ANZAC 100: Memories for a New Generation* Fellowships were awarded. Dr Peter Crossman received the 2017 Digital Fellowship for his project *Cairns of words and numbers: Queensland's memory rolls of the Great War*, documenting the names, places and stories of soldiers from 100 Queensland honour boards. Lisa Jackson will examine the home front story of Stradbroke Island's Inebriate Institution in her

project *The unfinished war: the post-war lives of returned soldiers who spent time in the Inebriate Institution in Dunwich*. Dr Judith Powell's project *Crime, passion and opportunity — policing Brisbane during World War 2* investigates Brisbane during the Second World War when General Douglas MacArthur was stationed in Brisbane. Visual artist Greer Townshend's project *Treasure: a soldier's story* explores archetypal imagery found in letters, diaries, photographs and possessions of Queensland soldiers during the First World War.

Barambah<>Cherbourg<>Art<>Craft was a community exhibition held in kuril dhagun and curated by SLQ in partnership with 2016 winner of the John Oxley Library Community History Award, The Ration Shed Museum (Cherbourg). The exhibition showcased the creative diversity and historic production of Barambah Pottery, a commercial venture established in the Aboriginal community of Cherbourg in 1969. It features more than 100 individual pieces of significant pottery — from elaborate vases to glazed goblets — created before Barambah Pottery was abruptly closed in 1987. The exhibition ran from December 2016 to April 2017. A companion book, *Barambah Pottery*, was developed to support The Ration Shed.

Artist Donna Davis, winner of Flying Arts 2017 Digital Art Award within the Queensland Regional Art Awards, undertook a week-long residency at The Edge to explore new skills and techniques in The Edge Fabrication Lab. As a multidisciplinary artist, Donna learnt how to use the laser cutter and the 3D printers, to turn digital creations inspired by nature into tangible objects. It allowed her to understand the capabilities and limitations of this type of equipment, and the opportunities available for creative people at The Edge.

The Siganto Foundation artists' books series 2017 was a week-long celebration of artists' books featuring lectures, workshops and a masterclass led by international artist and publisher Dr Helen Douglas. The series of events, held in March, was presented with the generous support of the Siganto Foundation, a long-term supporter of the Australian Library of Art.

Facilitate interaction with content

Q ANZAC 100
More than 30,000 First World War Queensland soldier portraits are now available via SLQ's catalogue. Queensland Indigenous servicemen have been identified within these soldier portraits, and compilation

of a complete list of Queensland's Indigenous soldiers 1914–18 is now in progress. Digital stories exploring Queensland's participation in and commemoration of the First World War are being made available through the *Q ANZAC 100* website.

SLQ's digital volunteering program, Pitch in! has been expanded through *Q ANZAC 100* funding to include crowdsourced online transcription of First World War diaries, letters, postcards and other material. SLQ is the first public library and arts institution to make its First World War content available on the online transcription crowdsourcing platform DigiVol, joining Harvard University, the Smithsonian Institution and CSIRO.

As part of the Spirit of Anzac Centenary Experience (SACE) travelling exhibition, SLQ created Community Zone exhibitions at each of the five SACE locations. The final exhibition was held in Townsville in September 2016. Local exhibition material was sourced from historical societies and regional and military museums in the area. SLQ staff also delivered a series of First World War White Glove Experiences, social media workshops and Conservation Clinics as part of the SACE program of events. Travel bursaries helped almost 400 people from regional communities attend SACE exhibitions across four regional centres.

In November 2016, SLQ's *Peace and Quiet* exhibition won a *2016 Gallery and Museum Achievement Award* in the Engagement category. *Peace and Quiet* was a community-generated exhibition that explored personal, social and political ideas of peace. It was held from November 2015 to February 2016 as part of *Q ANZAC 100: Memories for a New Generation*.

Signature Program
In 2016 the annual signature program *Belonging* focused on exploring Queensland's identity. The theme explored the connections we have to our families, communities and special places in Queensland, and invited the community to delve into SLQ collections through the exhibitions *Tradition Now* and *Art of the Skins. Art of the Skins* saw kuril dhagun partner with Indigenous artists Carol McGregor and Glennys Briggs to lead 120 participants in creating possum skin cloaks. These creations were on display in the SLQ Gallery from June to November 2016. A retrospective exhibition catalogue is available online.

The community was also invited to take part in conversations online and at events such as *Queenslanders in Conversation — 25th Anniversary of the Anti-Discrimination Act* in November 2016. Through a partnership with ABC Radio Brisbane, SLQ hosted a conversation between high-profile panellists including Anti-Discrimination Commissioner Kevin Cocks on the topic "Has Queensland become too PC?" The 2016 Brisbane Writers Festival also included 19 events with a 'belonging' theme as part of its ongoing partnership with SLQ.

The 2017 signature program theme is Digital Futures, exploring aspects of our digital world, considering the future and examining what it means to be a digital citizen. The program incorporates exhibitions, talks and activities around Futurism, Digital Participation and Our Digital Place. The Digital Futures Lab, opened in February 2017, invites visitors to experience new technologies such as Tilt Brush, HP Sprout 3D scanning and 3D printing. Visitors engaged online with the hashtag #digitalfutures, adding their thoughts, voices and objects to the exhibition's Wunderkammer, Timeline and Hive Mind installations. The Digital Futures Lab will evolve through 2017 to keep content fresh.

Collection distribution
SLQ has been examining how IKCs and public libraries use grants to expand their collections, identifying ways to improve return on investment for Queenslanders. Options are now being explored to better support the IKC and Rural Libraries Queensland (RLQ) networks, such as a collection exchange program to improve access to collection items for all IKC and RLQ communities. This work will continue in 2017–18.

A prototype Data Visualisation Tool was developed by Zone4 using Queensland public library data from 2011–15. Several library services expressed interest in this tool, which helps with benchmarking and annual reporting to council. The refreshed tool incorporates the latest Queensland public library data from 2015–16 and integrates Google Analytics functionality to enable tracking of usage. This tool was made accessible through the Public Libraries Connect website in May 2017.

Online engagement
SLQ is currently developing a Digital Strategy, taking a strategic view of how to achieve the aims of engagement and access to information in the digital space. The strategy will look at how people interact with the data accessible now, and how that may change in the future. It will focus on the themes of content, skills, community, experience and infrastructure, and will be presented to the Library Board in December 2017.

Build capability

SLQ strives to build capability within the organisation, its government clients and in its communities of interest. It aims to be economically sustainable while delivering high-quality services in partnership with public and private organisations.

Build capability in communities of interest

Professional development

SLQ coordinates and delivers a calendar of professional development activities for public library and IKC staff. For instance, more than 60 Queensland public library staff attended the *Innovation in Public Libraries Regional Professional Development* in Townsville in August 2016. Participants shared ideas with regional colleagues on public programming, including design thinking and coding and robotics. A research paper, *Impact of Libraries as Creative Spaces,* was launched by Professor Jean Burgess and Dr Kirralie Houghton from QUT. SLQ also ran a program of professional development workshops for public library staff in seven regional locations. Participants met library colleagues and learnt about program development, grant applications, innovative service delivery, new technology, library management and community engagement. Additionally, two-day forums have been held on Managing the Business of Libraries (Noosa, May 2017) and Digital Inclusion (Brisbane, June 2017). Professional development travel bursaries were available to support public librarians from remote locations to attend these events.

Public library visioning

The Next Horizon: VISION 2017 for Queensland public libraries will conclude this year. A tender process began in June 2017 to engage consultants who will review the document and develop a revised vision. Queensland councils have been advised of the upcoming review and were encouraged to participate in the consultation process, which is now in development.

Public Library Grants Methodology

While the current triennial Public Library Grants Methodology review period was due to end on 30 June 2017, the Minister approved postponement of the methodology review to 2017–18, and the extension of the current Service Level Agreements (SLAs) with councils for 12 months. This will allow for the review of *The Next Horizon: VISION 2017*, which will inform the Public Library Grants Methodology Review process in 2017–18 and the development of revised SLAs for 2018–19.

Enhance effectiveness of IKCs

Following the July 2016 introduction of new SLAs between SLQ and councils operating IKCs, SLQ reviewed the effectiveness of these new agreements. They included changes to the way library content was purchased and how First 5 Forever funding was delivered. The review considered the effectiveness of the investment and identified ways to improve community outcomes. Findings were presented to the Library Board in February 2017, and will help inform the next SLAs, due to begin in July 2018.

Learning opportunities

SLQ supports learning through a diverse array of activities onsite, including design thinking workshops through the Asia Pacific Design Library, workshops and fabrication lab inductions in The Edge, school tours, school holiday workshops and craft sessions at the SLQ Shop. It also supports public libraries and IKCs to deliver programs across Queensland, providing regional access to learning activities. Some of these, like TSSQ (page 21) and the coding and robotics workshops (page 20) are explored elsewhere in this report. SLQ also provides learning notes aligned to the school curriculum for its major exhibitions, such as *Art of the Skins* (page 27).

Construction was a theme for The Corner in early 2017 to create an environment for multiple styles of play and engagement, for children and families. *Let's Build in The Corner* was complemented by The Imagination Playscape in The Parlour, allowing children to change the space around them and design their own course of play. The Imagination Playscape comprises assorted loose parts — shapes, angles, chutes and hinges — that prompt children to transform their environment and create objects, imaginary places, dramatic scenarios and games to play. This encourages the creativity, social interaction and open-ended play critical to a child's intellectual, social, physical and emotional development. The installation at SLQ included both facilitated play and open-ended free play sessions. The Let's Build and Imagination Playscape installations are now available for loan within the public library and IKC networks.

The Summer Reading Club (SRC) program is delivered nationally in partnership with ALIA (Australian Library and Information Association), the Australian Public Library Alliance and State and participating libraries across Australia. The 2016 SRC theme of *Heroes and Villains* was delivered online and in 1,083 Australian libraries (including mobile libraries and IKCs) through December 2016 and January 2017. The program featured blogs from the Australian Children's Laureate, Leigh Hobbs, and popular children's author Deborah Abela. This is the sixth year SLQ has delivered this as a national program. Nationally, more than 82,500 children and young people participated in library summer holiday programs. A total of 55,874 children and young people formally registered in the SRC, an increase of 15% on last year, leading to an increase of 37% in the number of books read (456,187 books).

SLQ's onsite Summer Holiday Program has historically started in January, but in summer 2016–17 was extended to five weeks to include the Christmas / New Year period. The result was an almost 100% increase in access by children and families to SLQ programs in this period. Authors and illustrators helped to design a program in which children and families shared, played and made connections with picture books through art-based activities, music workshops, shared storytelling sessions and a book-based family film festival.

Additionally, the *Story Lab* summer STEAM-based program took place at SLQ venues over three weeks in December 2016 and January 2017. More than 330 children and young people aged 8 to 17 participated, with workshops booked to 90% capacity. Delivered by professional artists and facilitators, the program explored engineering, songwriting, storytelling, game development and various forms of design. Participants accessed technology such as virtual reality devices, and laser and vinyl cutters.

Generate new revenue sources

Queensland Library Foundation
Queensland Library Foundation has more than 250 active donors and works with these donors to build, maintain and enhance SLQ's collections, services and facilities through general giving and corporate sponsorship.

The Foundation secured approximately $90,000 through general giving to its end-of-year and end-of-financial year campaigns, and benefited from the support of major

donors, private trusts and foundations for key projects. Membership of the President's 100 Circle currently stands at 53, with each donor committing to annual $1,000 donations over three years. The 2017–18 goal is to raise this membership to 85 donors.

To demonstrate how donations are used and the need for ongoing support, donors are invited to special events on topics of interest. In 2016–17 Dr Madonna Grehan captivated donors with her John Oxley Fellowship research into the Centaur Memorial Fund for Nurses, historian Bill Kitson presented an insight into the challenges faced by 19th century marine surveyors along the Queensland Coast, and author Steve Haddan detailed the history of rugby league in Brisbane, with special guest Wally Lewis.

The Foundation also identified funding partners for multi-year projects, to build sustainability and enable the community to benefit over a longer period of time. For instance, project funding was secured for the Fabrication Laboratory at The Edge, digital literacy programs for marginalised communities, SLQ's Fun Palace which engages children with science, technology, engineering, art and math, and the enhancement and conservation of SLQ's contemporary music collection. Support was also provided for the Queensland Literary Awards and *black&write!* Indigenous writing and editing program.

Alternative funding options
SLQ works with an array of organisations to ensure it can deliver effectively to diverse audiences across Queensland. Partners offer funding or in-kind support to deliver events and activities. Partnerships at SLQ represent an increase of an estimated $1 million in-kind value to projects and initiatives delivered with partners. In 2016–17 SLQ worked on more than 70 partnerships, continuing to work closely with existing partners including the ABC, Queensland Writers Centre, Brisbane Writers Festival, QUT Business School, School of Hard Knocks, Access Arts, Autism Queensland and Little Tokyo Two. New partners in 2016–17 included IT etc., Open Data Institute of Queensland, MDA Ltd, Children and Families Commission, Google and Museums Galleries Australia.

SLQ welcomes alternative funding options, and was delighted to be approached by CSIRO in late 2016 with the offer of 150 Samsung Galaxy Tab Pro wi-fi enabled tablets. The mobile devices are to be provided to public libraries and IKCs through

an expression of interest (EOI) process. The tablets were provided to CSIRO through a Sponsorship Agreement with Samsung. Fifty of the tablets are to be used for programs targeting Aboriginal and Torres Strait Islander communities, and the remaining 100 tablets will be used in programs for marginalised young people through skills development in a STEM field. EOIs and agreements will be finalised in the second half of 2017.

Hire of SLQ spaces is another important revenue raiser, and demand continues to grow as SLQ develops a reputation of having quality venues and support. In 2016–17, venue services earned $868,079, continuing an upward trend with a 21% increase on the previous year's revenue. There were 2,731 total bookings across SLQ venues, excluding festivals, school holiday programs and community family days.

Focusing on improved stock lines, shop layout and social media marketing has resulted in steady sales growth in the SLQ Shop. Figures for the period 1 November 2016 to 12 January 2017 saw an increase in revenue of 13% over 2015. Online sales grew by 95% over the same period. SLQ also sold space to publishers on the *Q ANZAC 100* video wall during the Brisbane Writers Festival in September 2016.

Position our workforce for the future

Hunter Review
In the latter part of 2015 an independent review was undertaken into the management of a serious workplace matter identified in late 2012. The Library Board endorsed an action plan to implement the subsequent recommendations in full, which was supported and tabled by the Minister in December 2015. This comprehensive action plan focused on staff training, integrity, organisational accountabilities, governance structures and procedures and protocols. By 30 June 2016, 21 of the 23 recommendations were closed, with the remaining two completed in this reporting period.

Recommendations 11 and 12 led to the development of a Library Board Charter and updated Governance Manual. These documents provide a governance, accountability and business operations framework to inform and improve the decision, reporting and communication operating model between the SLQ, DSITI and the Minister's Office. Recommendation 12 was closed in December 2016 with the Library Board's approval of the Library Board

Charter and updated Governance Manual, completing the action plan.

The *Libraries Act 1988* will be reviewed in the coming year, in consultation with stakeholders. This review, recommended by the Library Board as part of the actions arising from the Hunter Review, will be conducted by DSITI. SLQ provided the new Library Board Charter and updated Governance Manual as references for the review.

Towards 2020 Strategic Workforce Plan
Implementation of the *Towards 2020 Strategic Workforce Plan 2016–20* began in 2016–17, with a focus on training and skills development. This four-year plan sets out a strategy to deliver the right people in the right numbers in the right place at the right time.

Executive Management Team (EMT) members devised Individual Leadership Plans, reviewing them regularly with staff representatives to receive feedback on their progress. They have also received training in *Courageous Conversations*, designed to equip SLQ staff with the knowledge and skills to address challenging issues and initiate healthy conversations to achieve positive outcomes. The training is being rolled out to all staff in 2017. Additionally, 22 staff commenced the six-month Supervising and Emerging Leader Program, engaging in leadership challenges, peer coaching and action learning projects. It is anticipated this program will become a regular feature of SLQ's ongoing leadership program, to upskill supervisors and aspiring leaders. Succession planning has also been undertaken.

To improve understanding and connections between staff at all levels, senior managers participated in an *Executive Day at the Desk* in May 2017. Senior managers were rostered at up to three frontline service desks across SLQ, getting to know the staff and some of the service challenges they face. This activity was well received and led to a reciprocal *Day at an Executive's Desk* where staff could apply to shadow an EMT member.

As part of the Strategic Workforce Plan, SLQ developed the *SLQ Workplace Diversity and Inclusion Strategy 2017–21*, bringing together SLQ's Aboriginal and Torres Strait Islander, Disability and Multicultural workforce strategies with reference to the Public Service Commission Inclusion and Diversity Strategy. It incorporates strategies for inclusion of LGBTIQ+ workers, identified as a focus area through a short staff survey. The strategy was approved in June 2017,

accompanied by a 12-month action plan for implementation in 2017–18.

In June 2016, SLQ announced an organisational realignment which aimed to better facilitate the delivery of the objectives set out in the *SLQ Strategic Plan*. After a period of staff consultation, this realignment will be implemented in late 2017.

Governance

Workforce planning and performance
As at 30 June 2017, SLQ's workforce consisted of 274.77 full-time equivalent staff with a permanent separation rate of 7.5%.

SLQ has been implementing a Strategic Workforce Plan which aims to develop a future workforce that is flexible, diverse, technologically adept and client oriented (page 31). Key strategies include:

- employing a mix of temporary, casual and contract staff as a critical component of a flexible and agile workforce
- an ongoing commitment to flexible work initiatives as a critical attraction and retention strategy. This is demonstrated by an employment status profile comprising more than 24% part-time employees
- ongoing leadership training for all staff.

SLQ's on-boarding program is designed to welcome and integrate new starters into the organisation during their first three months, to prepare them to succeed at their job and to become fully engaged, productive employees.

Each staff member is required to take part in an annual Personal Performance Planning (PPP) process, which aligns the work and development of individual staff to the SLQ strategic and operational plans. In June 2017, a revised template was released to help staff have more meaningful PPP conversations with their managers.

Exceptional work is recognised through the Most Valuable Contribution Awards, with teams or individuals nominated by their peers for excellence in demonstrating SLQ's Guiding Behaviours of customers first, ideas into action, be courageous and empower people. Staff are also formally recognised for long service to SLQ at 10-year intervals.

SLQ has a strong tradition of offering flexible working arrangements to employees, and has developed a *Supporting Life Balance* policy outlining this commitment. Life balance arrangements include employees returning from parental leave, workers requesting part-time employment prior to retirement, flexible hours for employees undertaking study and job-share arrangements in addition to part-time employment options and telecommuting. SLQ provides an onsite carer's facility at South Bank to help employees care for a dependant, and for nursing mothers.

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

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

A cross-functional Staff Survey Action Team is working towards improvements identified through the *2016 Working for Queensland* employee opinion survey. The cross-functional team suggested, planned and oversaw an array of actions including a review of recruitment and selection procedures to make the process more transparent, development of team learning plans, coaching and feedback on Individual Leadership Plans for EMT members, a more coordinated process for planning events and revised conference application procedures. The team will also consider results of the July 2017 survey, to assess the impact of the 2016–17 actions.

The SLQ Wellness Team, made up of enthusiastic members from across SLQ, continues to deliver creative programs to help interested staff improve their own wellbeing. Activities in 2016–17 have included monthly in-house seated massages, Project Zero, which aims to avoid weight gain in participants over the Christmas period, and a "Singing for wellness" group. More than 90 SLQ participants took more than 25 million steps over four weeks in the 10,000 Steps Challenge. The individual with the highest steps recorded 723,300 steps.

A Mental Health Policy was introduced in March 2017, providing guidelines on maintaining positive mental health in the workplace, and managing the return to work of employees who have experienced problems. Two Mental Health First Aid Officers will be recruited from the staff cohort, and trained to provide support and confidential advice to staff members concerned about their mental health.

During 2016–17, more than 150 volunteers worked on more than 40 projects and activities. Volunteer roles included behind-the-scenes projects such as transcription, digitisation and sorting, and front-of-house roles as exhibition and building guides. Educational Orientation Guides engage the younger audience by delivering tours to

groups of visiting students. People can also contribute offsite through our digital volunteering program, *Pitch In*, which includes volunteers tagging photos and transcribing text from significant historical documents.

Governance, accountability and risk

Public sector ethics

SLQ's administrative procedures and management practices are developed and conducted with regard to the ethics principles set out in the *Public Sector Ethics Act 1994* and the Code of Conduct. These principles underpin the strategic planning processes and development of the *State Library of Queensland Strategic Plan 2016–20* and the accompanying *Operational Plan 2016–17*.

The Library Board, the State Librarian and all staff are bound by the *Code of Conduct for the Queensland Public Service* under the *Public Sector Ethics Act 1994*. Code of Conduct training is incorporated into corporate induction training for new staff, and all continuing staff members are required to complete annual online refresher training. Workshops and training sessions are run for managers and supervisors throughout the year to ensure they understand the ethics principles and how to apply them, especially in relation to human resource policies and procedures. Compulsory training in Code of Conduct, Workplace Bullying and Workplace Health and Safety has been rolled out to all staff on an online learning platform. Online learning is an efficient method for delivering training in an organisation with multiple sites and a large spread of work hours as it allows staff to complete the training at a time which best fits their work schedule.

Additionally, extra sessions on integrity, corrupt conduct information sessions and policy updates are delivered based on needs.

Audit functions

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

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

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

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

In 2016–17, internal audit reports considered by the ARMC covered issues such as: *Q ANZAC 100* funding and project delivery, sponsorship and partnership arrangements, staff training and development, collection security and collection preservation. All audits issues raised were rated as low or medium risk. ARMC monitors implementation of recommendations.

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

The role of the internal audit function is to:

- appraise SLQ's financial administration and its effectiveness, having regard to the functions and duties imposed upon the statutory body under section 61 of the *Financial Accountability Act 2009*
- provide value-added audit services and advice to the statutory body, the ARMC and SLQ's management on the effectiveness, efficiency, appropriateness, legality and probity of SLQ's operations. In particular, this responsibility includes advice on measures taken to establish and maintain a reliable and effective system of internal control.

The internal audit function operates under a charter consistent with relevant audit and ethical standards and approved by the ARMC. The internal audit function has due regard to the *Financial and Performance Management Standard 2009*.

SLQ uses reviews, audits and surveys to identify areas of improvement and address risks. All agreed recommendations by the External and Internal Audit are assigned to management for action within agreed timeframes. SLQ took action on all recommendations from audits in 2016–17.

Pickles Valuation Services was appointed to undertake the comprehensive valuation of SLQ's heritage collection. A five-yearly valuation is a requirement of Australian

Accounting Standards. This included individual valuations of some high-value items, category-level values for the remainder of the heritage collection, advice on SLQ's interpretation of Queensland Treasury's policy for valuing the Information Collection and a value for the corporate art collection.

Risk management

The ARMC also oversees risk management. A Risk Management Policy consistent with the statutory requirements of section 28 of the *Financial and Performance Management Standard 2009* and the *International Standard on Risk Management* (ISO 31000:2009) is in place.

Risk is identified at the strategic and operational levels against the following categories: collections, service delivery, reputation, governance, funding, capability and culture, contracts and agreements, information and communications technology services, and business continuity. As part of this strategy, a Risk Register has been established. This is reviewed annually by the ARMC and the Library Board, which also receive quarterly updates on newly identified risks, and actions being taken to mitigate and manage these risks. SLQ also has a Risk Management Strategy for child-related duties, which aims to protect children from harm and to promote their wellbeing through the creation of child-safe service environments.

SLQ's crisis management arrangements include a detailed business continuity plan, the General Security Policy, Emergency Response Plan and Pandemic Plan. The Business Continuity Plan is reviewed and updated annually to reflect changes in organisational needs. SLQ is a member of the DSITI Resilience Team, which provides a coordinated emergency response at a state level.

Recordkeeping

SLQ complies with the provisions of the *Public Records Act 2002*, *Information Standard 40: Recordkeeping* (ISO 40) and *Information Standard 31: Retention and Disposal of Public Records* (IS 31). All records across the organisation are captured in ISO 40 compliant databases through Recfind V6 electronic document and record management system (eDRMS). Since implementing the Recfind eDRMS in

November 2010, there has been a consistent increase of the capture of electronic records each year. The system has currently captured more than 70,000 electronic records. All SLQ staff have received training on the eDRMS. Regular refresher sessions in recordkeeping are open to all staff, while all new staff receive records training as part of induction. An extra 45 staff attended training in 2016–17.

The Manager Finance is responsible for the management and disposal of all records in a variety of formats in line with Queensland State Archives' *General Retention and Disposal Schedule* for administrative documents. There have been no reported breaches of information security or loss of records in 2016–17.

Disclosure of additional information

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

• Consultancies

• Overseas travel

Information about the remuneration of Library Board and committee members is available on SLQ's website at www.slq.qld.gov.au/about-us/corporate/publications/corporate-reporting/annual-report-2016-17.

Key policies informing the strategic plan

• *Advance Queensland*

• *Department of Science, Information Technology, Innovation Strategic Plan 2016–20*

• *The Next Horizon: VISION 2017 for Queensland Public Libraries*

• As a member of NSLA, SLQ influences and supports NSLA's *Leading Collaboration: Strategic Plan 2015–17,* as well as supporting the ALIA and International Federation of Library Associations and Institutions (IFLA) policies

• *Queensland Multicultural Policy: Our story, our future*

• Council of Australian Government's *Closing the Gap* strategy.

SLQ provides access to a wealth of unique resources for those who want to research, read, learn, write, publish or create.

Its online library has a global presence and transforms people's ability to access digitised Queensland material, and to connect across regional and remote Queensland.

Boys playing on tire swings in a playground in Cherbourg, Queensland, 1997-2000, photographer Joanne Driessens , John Oxley Library, SLQ.

Part 4: Strategic Plan 2017–21

Vision	We enable the growth of knowledge, innovation and enterprise in Queensland
Enduring values	We provide free and equitable access
	We share
	We seek diverse voices
	We belong to the community

Objectives and strategies

1. Enable Access

- Increase access and interpretation of our content and services
- Partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres
- Future proof our digital library

2. Engage Community

- Build the state collection of Queensland's documentary culture and heritage
- Engage with the community through our diverse and inclusive public programs
- Inspire the community to use and interaction with our content

3. Build Capacity

- Enable digitally inclusive, literate communities that are skilled for the 21st century
- Advance the growth of business innovation and skills
- Position our organisation for the future

Performance Measures
- Increase in John Oxley Library collections
- Increased use of content
- Increased SLQ membership
- Participation in public programs
- Increase in visitation to public libraries
- Increase in self-generated revenue
- Staff engagement
- Customer Satisfaction
- Increase in efficiency (onsite and online visitation/budget)

Our guiding behaviours
- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people

Find the published plan online:
www.slq.qld.gov.au/about-us/corporate/publications/planning/strategic-plan-2017-2021

Children riding goats at a sports meeting in Longreach, Queensland, c 1920–1930, photographer unknown, John Oxley Library, SLQ.

Part 5: Financial report
Financial summary

This summary provides an overview of the financial performance during 2016–17 and position as at 30 June 2017 for the Library Board of Queensland (the Library Board). The Library Board's performance is reported as the Parent Entity (the Library Board only) and the Library Board and the Queensland Library Foundation (the Foundation) is reported as the Economic Entity. The Foundation is a controlled entity of the Library Board.

Statement of Comprehensive Income

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

Statement of Comprehensive Income	2017 $'000	2016 $'000
Total Income from Continuing Operations	79,926	80,322
Total Expenses from Continuing Operations	76,714	77,861
Operating Result from Continuing Operations	**3,212**	**2,461**
Increase in Asset Revaluation Reserve	16,373	(653)
Total Comprehensive Income	**19,585**	**1,808**

Income
Government grants comprise a significant component of the Library Board's income ($62.8M) in 2016–17 with the next largest contributor being the benefit received free of charge for building rental ($7.2M). Other sources of income include user charges ($4.4M), donations and sponsorships ($2.4M), other non-cash contributions ($2.4M) and interest on funds invested ($0.7M).

Economic Entity Income 2017 $M

Non-cash building lease rental 9.0%
Non-cash goods/services 3.0%
Donations and industry contributions 3.0%
Recurrent grants 78.6%
Other 0.9%
User charges 5.5%

Expenses

Expenses for the Library Board were $76.714M in 2016–17. The largest component is salaries (36%), with grants (33%), supplies and services (19%), non-cash costs (11%) and other expenses (1%) completing the total. The grants paid to public libraries include additional funding from the First 5 Forever family literacy initiative.

Economic Entity Expenses from Continuing Operations 2017 ($M)

Depreciation and amortisation, $0.5

Other expenses, $0.4

Grants and subsidies, $25.0

Employee expenses, $27.7

Non-cash goods/services, $8.7

Supplies and services, $14.4

Operating Result from Continuing Operations

The Statement of Comprehensive Income from Continuing Operations shows a $3.2M surplus for the Economic Entity. Of this, $3.0M is the Library Board's operating result and $0.2M is the Foundation's operating result. The Library Board's surplus represents the value of funds applied to asset (collection) additions ($2.0M) as well delays to projects funded in 2016–17 which will be completed in 2017–18.

Other Comprehensive Income — increase in asset revaluation reserve

The total comprehensive income for the Economic Income of $19.585M is principally due to an increase of $16.373M in the asset revaluation surplus as a result of the independent revaluation of the Library Board's Heritage Collections undertaken in 2016–17. Much of this increase is due to a revision in accounting estimates whereby the fair value of microfilm assets was more accurately represented by valuing the number of rolls of film rather than the titles.

Statement of Financial Position

The Statement of Financial Position sets out the net assets and equity of the Library Board. As at 30 June 2017, the net assets of the Library Board economic entity was $148.4M, an increase of $19.6M (or 15%) over 2015–16. This increase is principally the result of collection purchases and donations; work performed by staff, volunteers and the National Library of Australia on digitising content from our heritage collection; and the 2017 independent valuation.

Financial Governance

Financial performance is monitored internally on a monthly basis and reported to the Library Board at their regular meetings. The Library Board's financial performance is monitored externally by the Queensland Audit Office and in 2016–17 this was through its appointment of William Buck, who performed the audit of the financial statements.

The Library Board's Audit and Risk Management Committee assists the Library Board in meeting its legislative responsibilities under the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2009* and the *Libraries Act 1988*.

Library Board of Queensland and controlled entities

Financial Statements
for the financial year ended 30 June 2017

Contents

Chief Finance Officer (CFO) statement

The CFO has acknowledged responsibilities under the Financial Accountability Act 2009 (FAA) and full undertakings have been given to both the Audit and Risk Management Committee and the Library Board of Queensland, including undertakings that financial internal controls of SLQ are operating efficiently, effectively and economically in accordance with section 57 of the Financial and Performance Management Standard 2009. The financial statements were reviewed by the Library Board's Audit and Risk Management Committee prior to presentation to the Library Board.

Note: Those viewing an electronic presentation of these financial statements should note that audit does not provide assurance on the integrity of the information presented electronically and does not provide an opinion on any information which may be hyperlinked to or from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic presentation of information, they are advised to refer to the printed copy of the audited financial statements to confirm the accuracy of this electronically presented information.

Library Board of Queensland and controlled entities
STATEMENTS OF COMPREHENSIVE INCOME
For the year ended 30 June 2017

	Notes	Economic Entity		Parent Entity	
		2017 Actual $'000	2016 Actual $'000	2017 Actual $'000	2016 Actual $'000
Income from Continuing Operations					
Revenue					
User charges	B1	4,405	4,183	4,402	4,183
Grants and other contributions	B1	74,785	75,236	74,987	75,450
Interest		736	903	587	740
Total Income from Continuing Operations		79,926	80,322	79,976	80,373
Expenses from Continuing Operations					
Employee expenses	B2	27,690	28,269	27,690	28,269
Supplies and services	B2	23,123	23,887	23,131	23,884
Grants and subsidies	B2	25,017	24,850	25,267	25,100
Depreciation and amortisation	C4	517	475	517	475
Other expenses	B2	367	380	353	370
Total Expenses from Continuing Operations		76,714	77,861	76,958	78,098
Operating Result from Continuing Operations		3,212	2,461	3,018	2,275
Other Comprehensive Income					
<u>Items that will not be reclassified to Operating Result:</u>					
Increase/(Decrease) in asset revaluation surplus	C7	16,373	(653)	16,373	(653)
Total Other Comprehensive Income		16,373	(653)	16,373	(653)
Total Comprehensive Income		19,585	1,808	19,391	1,622

The accompanying notes form part of these statements.

Library Board of Queensland and controlled entities
STATEMENTS OF FINANCIAL POSITION
As at 30 June 2017

	Notes	Economic Entity		Parent Entity	
		2017 $'000	2016 $'000	2017 $'000	2016 $'000
Current Assets					
Cash and cash equivalents	C1	18,860	16,920	12,893	11,217
Receivables	C2	1,034	1,524	1,252	1,620
Inventories		213	303	213	303
Prepayments		893	943	893	943
Total Current Assets		21,000	19,690	15,251	14,083
Non-Current Assets					
Intangible assets	C3	8,585	7,663	8,585	7,663
Property, plant and equipment	C4	123,254	106,176	123,254	106,176
Total Non-Current Assets		131,839	113,839	131,839	113,839
Total Assets		152,839	133,529	147,090	127,922
Current Liabilities					
Payables	C5	1,578	1,681	1,624	1,675
Accrued employee benefits	C6	2,746	2,758	2,746	2,758
Unearned revenue		153	313	153	313
Total Current Liabilities		4,477	4,752	4,523	4,746
Total Liabilities		4,477	4,752	4,523	4,746
Net Assets		148,362	128,777	142,567	123,176
Equity					
Contributed equity		1,465	1,465	1,465	1,465
Accumulated surplus		75,818	72,606	70,023	67,005
Asset revaluation surplus	C7	71,079	54,706	71,079	54,706
Total Equity		148,362	128,777	142,567	123,176

The accompanying notes form part of these statements.

Library Board of Queensland and controlled entities
STATEMENTS OF CHANGES IN EQUITY
For the year ended 30 June 2017

	Accumulated Surplus		Asset Revaluation Surplus (Note C7-2)		Contributed equity		TOTAL	
	Economic Entity $'000	Parent Entity $'000	Economic Entity $'000	Parent Entity $'000	Economic Entity $'000	Parent Entity $'000	Economic Entity $'000	Parent Entity $'000
Balance 1 July 2015	70,145	64,730	55,359	55,359	1,465	1,465	126,969	121,554
Operating Result from Continuing Operations	2,461	2,275	-	-	-	-	2,461	2,275
Total Other Comprehensive Income Decrease in Asset Revaluation Surplus	-	-	(653)	(653)	-	-	(653)	(653)
Balance 30 June 2016	72,606	67,005	54,706	54,706	1,465	1,465	128,777	123,176
Operating Result from Continuing Operations	3,212	3,018	-	-	-	-	3,212	3,018
Total Other Comprehensive Income Increase in Asset Revaluation Surplus	-	-	16,373	16,373	-	-	16,373	16,373
Balance 30 June 2017	75,818	70,023	71,079	71,079	1,465	1,465	148,362	142,567

The accompanying notes form part of these statements.

Library Board of Queensland and controlled entities
STATEMENTS OF CASH FLOWS
For the year ended 30 June 2017

	Notes	Economic Entity		Parent Entity	
		2017 $'000	2016 $'000	2017 $'000	2016 $'000
Cash flows from operating activities					
Inflows:					
User charges		5,139	3,379	5,118	3,401
Grants and other contributions		64,746	65,522	64,868	65,721
GST collected from customers		1,825	501	1,786	471
GST input tax credits from ATO		2,715	1,682	2,725	1,672
Interest receipts		735	814	586	651
Other		-	89	-	89
Outflows:					
Employee expenses		(27,676)	(27,969)	(27,676)	(27,969)
Supplies and services		(14,401)	(15,898)	(14,358)	(15,898)
Grants and subsidies		(25,017)	(24,850)	(25,267)	(25,100)
GST paid to suppliers		(2,675)	(1,624)	(2,674)	(1,612)
GST remitted to ATO		(1,820)	(500)	(1,815)	(469)
Other		(365)	(368)	(350)	(358)
Net cash provided by operating activities	**CF-1**	3,208	778	2,944	599
Cash flows from investing activities					
Outflows:					
Payments for valuables		(302)	(298)	(302)	(298)
Payments for library collection		(248)	(261)	(248)	(261)
Payments for property, plant and equipment		(162)	(590)	(162)	(590)
Payments for intangibles		(556)	(709)	(556)	(709)
Net cash used in investing activities		(1,268)	(1,858)	(1,268)	(1,858)
Net increase/(decrease) in cash and cash equivalents		1,940	(1,080)	1,676	(1,259)
Cash and cash equivalents — opening balance		16,920	18,000	11,217	12,476
Cash and cash equivalents — closing balance	**C1**	18,860	16,920	12,893	11,217

The accompanying notes form part of these statements.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

Notes to the Statements of Cash Flows

CF-1 Reconciliation of operating result to net cash provided by operating activities

	Economic Entity		Parent Entity	
	2017 **$'000**	**2016** **$'000**	**2017** **$'000**	**2016** **$'000**
Operating Surplus	3,212	2,461	3,018	2,275
Non-cash items included in operating result				
Depreciation and amortisation expense	517	475	517	475
Donation of intangibles	(366)	(1,433)	(366)	(1,433)
Donation of valuables	(512)	(470)	(512)	(470)
Loss on disposal of assets	2	12	2	12
Changes in assets and liabilities				
Decrease in GST input tax credits receivable	40	60	51	60
Decrease in LSL reimbursement receivable	26	66	26	66
(Increase)/decrease in other receivables	419	(800)	320	(793)
(Increase) in inventories	90	(55)	90	(55)
(Increase)/decrease in prepayments	50	(194)	50	(194)
Increase/(decrease) in accounts payable	(103)	305	(51)	302
Increase/(decrease) in unearned revenue	(160)	118	(160)	118
Increase/(decrease) in accrued employee benefits	(12)	234	(12)	234
Increase/(decrease) in GST payable	5	(1)	(29)	2
Net cash provided by operating activities	3,208	778	2,944	599

CF-2 Non-Cash Investing and Financing Activities
Assets and liabilities received or donated/transferred by the Library Board are recognised as revenue or expenses (refer B1-2 and B2-2) as applicable.

Library Board of Queensland and controlled entities
For the year ended 30 June 2017

Section 5: Notes about our performance compared to budget

Section 6: Other information

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

A1 Objectives and Principal Activities of the Library Board of Queensland

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

State Library contributes to the cultural, social and intellectual development of Queenslanders. With a multidisciplinary remit, we support a broad government agenda across education, science, innovation, IT and enterprise. Our objectives are to enable access, engage community and build capability.

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

In 2016–17 it also received revenue from sources including:
- building rentals
- consultancy and training services
- donations
- research services
- interest on invested funds
- network and internet services
- preservation and reproduction services
- the Library Shop
- ticket sales
- venue hire.

A2 Basis of Financial Statement preparation

A2-1 General Information
This report covers the Library Board of Queensland and its controlled entity, the Queensland Library Foundation.

The Library Board of Queensland is a Queensland Government Statutory Body established under the *Libraries Act 1988 (Qld)*.

State Library is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business of the agency is:

Stanley Place
South Brisbane Qld 4101

A description of the nature of the agency's operations and its principal activities is included in note A1.

For information in relation to the agency's financial report please call the Finance team on (07) 3842 9052, email finance@slq.qld.gov.au or visit State Library of Queensland's internet site: www.slq.qld.gov.au.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

A2 Basis of Financial Statement preparation (continued)

A2-2 Compliance with prescribed requirements

The Library Board has prepared these financial statements in compliance with section 43 of the *Financial and Performance Management Standard 2009.* The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on and after 1 July 2016.

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

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

A2-3 Presentation

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

Comparatives
There have been no changes to comparative information in 2016–17.

Current/Non-Current Classification
Assets and liabilities are classified as either 'current' or 'non-current' in the Statement of Financial Position and associated notes.

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

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

A2-4 Authorisation of financial statements for issue

The financial statements are authorised for issue by the Chairperson of the Library Board, the State Librarian and CEO and the Executive Director Corporate Governance and Operations at the date of signing the Management Certificate.

A2-5 Basis of measurement

Historical cost is used as the measurement basis in this financial report except for the following:

- Library collections which are measured at fair value; and
- Provisions expected to be settled 12 or more months after reporting date which are measured at their present value.

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

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

- The market approach uses prices and other relevant information generated by market transactions involving identical or comparable (i.e. similar) assets, liabilities or a group of assets and liabilities, such as a business.
- The cost approach reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current/depreciated replacement cost methodology.
- The income approach converts multiple future cash flows amounts to a single current (i.e. discounted) amount. When the income approach is used, the fair value measurement reflects current market expectations about those future amounts.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

A2-5 Basis of measurement (continued)
Where fair value is used, the fair value approach is disclosed.

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

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

A2-6 The Reporting Entity
In the financial statements, the term Parent Entity refers to the Library Board, the term

Economic Entity refers to the Library Board together with the Queensland Library Foundation (the Foundation) as a controlled entity (Refer note A3). The Library Board has adopted the principles outlined in Australian Accounting Standard *AASB 10 Consolidated Financial Statements* and *AASB 12 Disclosure of Interests in Other Entities.* This approach is considered appropriate as it reflects the relationship between the Library Board's core business activities and those of the Foundation.

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

The parent entity financial statements include all income, expenses, assets, liabilities and equity of the Library Board only.

A3 Controlled entities

The Library Board controls the Queensland Library Foundation (the Foundation) with the Library Board being the sole member of the Foundation and having the power to appoint all members of the Foundation Council.

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

(3) building the number of financial supporters of State Library.

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

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

The Queensland Audit Office audits the Foundation. Total external audit fees relating to the 2016–17 financial statements are estimated to be $6,200 (2016: $6,000). There are no non-audit services included in this amount.

Audited Financial Transactions and Balances

Name of Controlled Entity	Total Assets $'000		Total Liabilities $'000		Total Revenue $'000		Operating Result	
	2017	**2016**	**2017**	**2016**	**2017**	**2016**	**2017**	**2016**
Queensland Library Foundation	6,021	5,728	226	124	1,273	1,261	191	188

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

B1 Revenue

B1-1 User Charges

	Economic Entity		Parent Entity	
	2017	**2016**	**2017**	**2016**
	$'000	**$'000**	**$'000**	**$'000**
The Library Shop	697	672	697	672
Building rentals	357	323	357	323
Research service	1,254	1,220	1,254	1,220
Network and internet services	239	301	239	301
First 5 Forever sales	615	424	615	424
Preservation services	14	69	14	69
Reproduction services	55	57	55	57
Ticket sales	88	83	85	83
Venue hire	868	717	868	717
Other	218	317	218	317
Total	4,405	4,183	4,402	4,183

Accounting policy — user charges
User charges controlled by the Library Board are recognised as revenue when the revenue has been earned and can be measured reliably. This occurs when invoices for the related services are issued or when services have been provided. User charges are controlled by the Library Board where they can be deployed for the achievement of the Library Board's objectives.

B1-2 Grants and contributions
Accounting policy — grants and contributions
Grants, contributions, donations and gifts are non-reciprocal in nature so do not require any goods or services to be provided in return. Corresponding revenue is recognised in the year in which the Library Board obtains control over the grant/contribution/donation (control is generally obtained at the time of receipt).

Contributed assets are recognised at their fair value.

	Economic Entity		Parent Entity	
	2017	**2016**	**2017**	**2016**
	$'000	**$'000**	**$'000**	**$'000**
Recurrent grants	62,683	62,740	62,676	62,740
Commonwealth grants	150	65	150	65
Queensland Library Foundation projects	-	-	1,074	1,057
Endowments	-	50	-	-
Donations and industry contributions	2,389	2,545	1,524	1,752
Goods received below fair value	2,385	2,617	2,385	2,617
Operating lease rental — received below fair value	7,178	7,219	7,178	7,219
Total	74,785	75,236	74,987	75,450

Accounting Policy - Services received below fair value
Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and an expense.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

B2 Expenses

B2-1 Employee benefits expense

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

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. As the Library Board expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Accounting policy —Sick leave
As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

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

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

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

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

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

Key Management Personnel and remuneration disclosures are detailed in Note F1

	Economic Entity		Parent Entity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000
Employee Benefits				
Wages and salaries	20,312	20,690	20,312	20,690
Employer superannuation contributions	2,739	2,732	2,739	2,732
Long service leave levy	479	482	479	482
Annual leave expenses	2,066	2,080	2,066	2,080
Employee Related Expenses				
Payroll Tax	1,232	1,261	1,232	1,261
Other employee expenses	862	1,024	862	1,024
Total	27,690	28,269	27,690	28,269
Full-time equivalent Employees:			275	288

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

B2 Expenses (continued)

B2-2 Supplies and services
Accounting Policy — Operating Lease Rentals
Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred. Incentives received on entering into operating leases are recognised as liabilities. Lease payments are allocated between rental expense and reduction of the liability.

Disclosure — Operating Leases
Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease terms extend over a period of 5 to 10 years. The Library Board has no option to purchase the leased item at the conclusion of the lease although the lease provides for a right of renewal at which time the lease terms are renegotiated.

Operating lease rental expenses comprises the minimum lease payments payable under operating lease contracts. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

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

Arts Queensland, through the Department of Premier and Cabinet, own and maintain the State Library building. Rental is based on a market rental appraised by the State Valuation Service.

	Economic Entity		Parent Entity	
	2017 **$'000**	**2016** **$'000**	**2017** **$'000**	**2016** **$'000**
Advertising and graphic design	183	226	183	226
Bookshop and merchandising	421	474	421	474
Communications	398	460	398	460
Consultants and contractors	1,343	2,207	1,343	2,207
Corporate service charges	1,001	1,122	1,007	1,122
Electronic subscriptions	1,728	1,672	1,728	1,672
Exhibits and materials	99	102	99	102
Freight and postage	505	485	505	485
Furniture and equipment	442	587	442	587
Goods provided below fair value	1,508	715	1,508	715
Operating lease rentals — provided below fair value	7,178	7,219	7,178	7,219
Operating lease rentals	384	471	384	471
Information technology	912	827	912	827
Library collections — new and existing	1,138	1,254	1,138	1,254
Materials and equipment	904	547	904	547
Motor vehicle costs	33	50	33	50
Printing, stationery and office supplies	243	595	243	595
Property services	2,902	2,793	2,902	2,793
Repairs and maintenance	242	286	242	286
Subscriptions and memberships	245	334	245	334
Sundries	930	1,020	932	1,017
Travel	384	441	384	441
Total	23,123	23,887	23,131	23,884

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

B2 Expenses (continued)

B2-3 Grants and subsidies

	Economic Entity		Parent Entity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000
Grants and subsidies				
Resources for Independent Libraries	23,860	23,451	23,860	23,451
Queensland Library Foundation subsidy	-	-	250	250
Regional Libraries Queensland equipment	44	40	44	40
Grants and subsidies paid to public libraries	1,113	1,359	1,113	1,359
Total	25,017	24,850	25,267	25,100

B2-4 Other expenses

External audit fees	47	47	41	41
Internal audit fees	56	55	56	55
Insurance premiums	85	75	85	75
Bad and doubtful debts	8	14	8	14
Board fees and expenses	37	34	37	34
Loss on disposal of assets	2	12	2	12
Special payments:				
Ex Gratia payments	75	90	75	90
Section 831 payment to previous employee	-	14	-	14
Other	57	39	49	35
Total	367	380	353	370

Accounting policy — Insurance
The Library Board's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund with premiums being paid on a risk assessment basis. In addition, the Library Board pays premiums to WorkCover Queensland in respect of its obligations for employee compensation and Directors and Officers insurance on behalf of Library Board members and staff.

Total external audit fees for the economic entity relating to the 2016–17 financial year are estimated to be $47,200 (2016: $46,500). These fees, paid to the Queensland Audit Office, relate to the audit of the financial statements only.

Special payments include Ex Gratia payments in respect to negotiated settlements for former employees.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C1 Cash and equivalents

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

	Economic Entity		Parent Entity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000
Imprest accounts	6	6	6	6
Cash at bank and on hand	124	59	90	44
Cash deposit accounts	18,730	16,855	12,797	11,167
Total	18,860	16,920	12,893	11,217

Funds are held in a Queensland Treasury Corporation 'at call' account as well as short-term term deposits with financial institutions.

C2 Receivables

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

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

Other debtors generally arise from transactions outside the usual operating activities of the Library Board and are recognised at their assessed values. Terms are a maximum of three months, no interest is charged and no security is obtained.

Disclosure — Credit Risk Exposure of Receivables
The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those assets inclusive of any provisions for impairment.

No collateral is held as security and no credit enhancements relate to receivables held by the Library Board. Receivables fall into one of the following categories when assessing collectability:
- within terms and expected to be fully collectible
- within terms but impaired
- past due but not impaired
- past due and impaired.

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

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

Trade debtors	365	1,272	362	1,250
Less: Allowance for impairment loss	(11)	(22)	(11)	(22)
	354	1,250	351	1,228
GST receivable	159	199	148	199
GST payable	(46)	(41)	(11)	(40)
	113	158	137	159
Long service leave reimbursements	88	114	88	114
Queensland Library Foundation Receivables	-	-	198	117
Other	479	2	478	2
Total	1,034	1,524	1,252	1,620

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C3-1 Accounting policies
Software with a value greater than $100,000
is recognised in the financial statements.
Software with a lesser value is expensed.

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

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

Amortisation of Intangibles
Costs associated with the development of digital collections have been capitalised. Following a review of conditions and circumstances under which digital

collections are stored and maintained, it is considered that there is a sufficiently high standard to retain indefinite life status. Under *AASB 138 Intangible Assets*, these assets are not amortised.

The standard amortisation rate for software is 14%. All current software assets are fully amortised down to their residual value, but are still in use. These are in the process of being replaced by subscription based systems.

Revaluation of Intangible Assets
The John Oxley Library (JOL), Australian Library of Art (ALA) and the Information collections are measured at fair value in accordance with AASB 116 *Property, Plant and Equipment* and NCAPs.

In respect of the above mentioned collections, the cost of items acquired during the financial year has been judged by management of the Library Board to materially represent their fair value at the end of the reporting period.

Where intangible assets have an active market, they are measured at fair value, otherwise they are measured at cost.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C3-2 Intangible assets — Balances and reconciliations of carrying amount

	Economic Entity		Parent Entity	
	2017	**2016**	**2017**	**2016**
	$'000	**$'000**	**$'000**	**$'000**
Intangible Assets				
Heritage digital collection	8,582	7,659	8,582	7,659
Computer software				
At cost	4	4	4	4
Less: Accumulated amortisation	(1)	-	(1)	-
Total	**8,585**	**7,663**	**8,585**	**7,663**
Intangibles reconciliation				
Computer software				
Carrying amount at 1 July	4	4	4	4
Amortisation	(1)	-	(1)	-
Computer software carrying amount as at 30 June	**3**	**4**	**3**	**4**
Heritage digital collections				
Carrying amount at 1 July	7,563	5,446	7,563	5,446
Acquisitions/internally developed items	595	683	595	683
Donations	366	1,433	366	1,433
Heritage digital collections total	**8,524**	**7,563**	**8,524**	**7,563**
Heritage digital collections — Work in progress				
Carrying amount at 1 July	96	70	96	70
Movement in work in progress*	(38)	26	(38)	26
Heritage digital collections work in progress as at 30 June	**58**	**96**	**58**	**96**
Heritage digital collections carrying amount as at 30 June	**8,582**	**7,659**	**8,582**	**7,659**
Total Intangibles Carrying amount at 30 June	**8,585**	**7,663**	**8,585**	**7,663**

*Work in Progress represents purchases made not yet catalogued

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C4 Property, plant and equipment

C4-1 Accounting policies
Basis of capitalisation and recognition thresholds
Items of property, plant and equipment, with the exception of the collections, with a cost or other value in excess of $5,000 are recognised for financial reporting purposes in the year of acquisition. As per the *Non-Current Asset Accounting Policies for the Queensland Public Sector* (NCAPs), an asset recognition threshold of $1,000,000 is applied to the reference collection (Information Collection) and a threshold of $5,000 applies to the heritage and cultural collections (John Oxley Library (JOL) and Australian Library of Art (ALA)).

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

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

Heritage and Cultural Assets (Valuables)
Capital expenditure on the JOL and ALA collections is recorded as an addition to Valuables. Due to the nature of these items, they are not depreciated in accordance with *NCAP 7.* Digital collections held within the JOL and ALA Collections have been treated as intangible assets since 2012–13. For further information regarding intangibles, please refer to Note C3.

Cost of acquisition
Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. However, any training costs are expensed as incurred.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland Government entity, are recognised at their fair value at date of acquisition in accordance with *AASB 116 Property, Plant and Equipment*.

Measurement of property plant and equipment using fair value
Heritage and cultural assets are measured at fair value as required by NCAPs. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable (refer also to an explanation later in this note regarding the impact of different methods of accounting for accumulated depreciation and accumulated impairment losses in conjunction with revaluations).

The carrying amounts of items acquired during the financial year has been judged by management to materially represent their fair value at the end of the reporting period. For further information regarding fair value measurement, please refer to Note D1.

The JOL and ALA collections measured at fair value are comprehensively revalued at least once every five years. In the intervening years and where applicable, their previous valuations are materially kept up-to-date via the application of relevant indices. The application of such indices results in a valid estimation of the assets' fair values at reporting date. However, if a particular asset class experiences significant and volatile changes in fair value since the previous reporting period, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

An independent revaluation of the JOL and ALA collections was undertaken as at 30 June 2017 to determine the fair value of these assets. The revaluation was conducted by Pickles Valuation Services and was done in accordance with the reporting requirements of Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector, NCAP 7 — Accounting for Library Collections Policy and NCAP 3 — Valuation of Assets; the Australian Accounting Standard Boards (AASB) Standards AASB 13, AASB 116, AASB 136, and SLQ Accounting for Library Collections Policy.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C4 Property, plant and equipment (continued)

C4-1 Accounting policies (continued)

Measurement of property plant and equipment using fair value (continued)
Fair value for the Information Collection is determined using average replacement cost based on the average cost of purchases over the last five years. This cost is applied to all titles in the collection at year end in line with *NCAP 7*. The fair values reported are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs.

Independent confirmation of the methodology used to value the Information collection is to be obtained by State Library every 5 years as per NCAP 7. This confirmation was received as at 30 June from Pickles Valuation Services.

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

As part of the independent valuation undertaken by Pickles Valuation Service, a valuation was obtained for art works owned by State Library that have not been previously recognised. These assets have been recognised for the first time in 2016–17 (note C4-2).

All other non-current assets are measured at cost in accordance with *NCAPs 1–7*.

Revision in Accounting Estimates
During 2016–17, an assessment of microfilm assets held within the JOL and ALA collections previously valued 'per title' was found to not represent the fair value of these assets. An independent valuation of these assets based on the number of microfilm rolls held as opposed to number of titles was completed which resulted in a value of $16.112M at 30 June 2017. Had this been applied at 30 June 2016 the value would have been $16.046M.

Measurement of property plant and equipment using cost
Plant and equipment, (that is not classified as major plant and equipment) is measured at cost in accordance with the NCAPs. The carrying amounts for such plant and equipment at cost is not materially different from their fair value.

Separately identified components of assets are measured on the same basis as the assets to which they relate.

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

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

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

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

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

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C4 Property, plant and equipment (continued)

C4-1 Accounting policies (continued)

Impairment of Non-Current Assets

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, management determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statements of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the

asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

When an asset is revalued using either a market or income valuation approach, any accumulated impairment losses at that date are eliminated against the gross amount of the asset prior to restating for the revaluation.

C4-2 Property, plant and equipment — Cost

	Economic Entity		Parent Entity	
	2017	**2016**	**2017**	**2016**
	$'000	**$'000**	**$'000**	**$'000**
Heritage and Cultural Assets (Valuables):				
John Oxley and Australian Library of Art Collections				
At cost	-	298	-	298
At valuation	79,355	61,567	79,355	61,567
	79,355	61,865	79,355	61,865
Artworks	35	-	35	-
Total Heritage and Cultural Assets	79,390	61,865	79,390	61,865
Library Collections				
At cost	248	261	248	261
At valuation	42,215	42,292	42,215	42,292
	42,463	42,553	42,463	42,553
Plant and equipment:				
At cost	4,286	4,192	4,286	4,192
Less: Accumulated depreciation	(2,885)	(2,434)	(2,885)	(2,434)
	1,401	1,758	1,401	1,758
Total	123,254	106,176	123,254	106,176

Library Board of Queensland and controlled entities
STATEMENTS OF CHANGES IN EQUITY
For the year ended 30 June 2017

C4-2 Property, plant and equipment — Cost (continued)
The library has property, plant and equipment with an original cost of $2.066M that has been written down to a residual value of $43,923 still being used in the provision of services. Included in this is collection related software assets with an original cost of $0.716M and a residual value of $3,000.

The insured value of the expensed common use library collection is $8.823m (2016: $10.771m).

C4-3 Property, plant and equipment — Balances and reconciliations of carrying amount

	Heritage and Cultural Assets (Valuables) Economic entity		Library Collections Economic entity		Plant and Equipment Economic entity		Total Economic entity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000	2017 $'000	2016 $'000	2017 $'000	2016 $'000
Carrying amount at 1 July — at cost	298	372	261	351	1,758	1,655	2,317	2,378
Carrying amount at 1 July — at valuation	61,567	61,250	42,292	42,069	-	-	103,859	103,319
Acquisitions	302	298	248	261	162	590	712	1,149
Donations received	512	470	-	-	-	-	512	470
Disposals	-	-	-	-	(2)	(44)	(2)	(44)
Transfers between asset classes	-	342	-	(342)	-	-	-	-
Net revaluation increments/(decrements)	16,711	(867)	(338)	214	-	-	16,373	(653)
Depreciation expense	-	-	-	-	(517)	(443)	(517)	(443)
Carrying amount at 30 June 2016	**79,390**	**61,865**	**42,463**	**42,553**	**1,401**	**1,758**	**123,254**	**106,176**

Library Board of Queensland and controlled entities
STATEMENTS OF CHANGES IN EQUITY
For the year ended 30 June 2017

C4 Property, plant and equipment (continued)

C4-3 Property, plant and equipment — Balances and reconciliations of carrying amount (continued)

	Heritage and Cultural Assets (Valuables) Parent entity		Library Collections Parent entity		Plant and Equipment Parent entity		Total Parent entity	
	2017 $'000	**2016 $'000**	**2017 $'000**	**2016 $'000**	**2017 $'000**	**2016 $'000**	**2017 $'000**	**2016 $'000**
Carrying amount at 1 July — at cost	298	372	261	351	1,758	1,655	2,317	2,378
Carrying amount at 1 July — at valuation	61,567	61,250	42,292	42,069	-	-	103,859	103,319
Acquisitions	302	298	248	261	162	590	712	1,149
Donations received	512	470	-	-	-	-	512	470
Disposals	-	-	-	-	(2)	(44)	(2)	(44)
Transfers between asset classes	-	342	-	(342)	-	-	-	-
Net revaluation increments/(decrements)	16,711	(867)	(338)	214	-	-	16,373	(653)
Depreciation expense	-	-	-	-	(517)	(443)	(517)	(443)
Carrying amount at 30 June 2016	**79,390**	**61,865**	**42,463**	**42,553**	**1,401**	**1,758**	**123,254**	**106,176**

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

C5 Payables

	Economic Entity		Parent Entity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000
Current				
Trade creditors	610	705	610	705
Accrued expenses	968	976	1,014	970
Total	1,578	1,681	1,624	1,675

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

C6 Accrued employee benefits

Recreation leave	2,297	2,287	2,297	2,287
Parental Leave	(59)	1	(59)	1
Long service leave levy payable	121	134	121	134
Wages outstanding	379	310	379	310
Superannuation payable	8	26	8	26
Total	2,746	2,758	2,746	2,758

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

C7 Equity

C7-1 Contributed Equity
Accounting Policy — Contributed Equity
Interpretation 1038 *Contributions by Owners Made to Wholly Owned Public Sector Entities* specifies the principles for recognising contributed equity by the Library Board. The following items are recognised as contributed equity by the Library Board during the reporting and comparative years:

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

C7-2 Asset revaluation surplus by class

	Economic and Parent Entity		
	Library Collections 2016 $'000	Heritage and Cultural Assets 2016 $'000	Total 2016 $'000
Balance 1 July 2015	2,990	52,369	55,359
Revaluation increment/(decrement)	214	(867)	(653)
Balance 30 June 2016	3,204	51,502	54,706
	2017	**2017**	**2017**
Balance 1 July 2016	3,204	51,502	54,706
Revaluation increment/(decrement)	(338)	16,711	16,373
Balance 30 June 2017	2,866	68,213	71,079

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D1 Fair value measurement

D1-1 Accounting policies and inputs for Fair Values

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

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

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

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

Fair measurement hierarchy
Details of assets and liabilities measured under each category of fair value are set out in the tables at Note C4-3.

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

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

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

More specific fair value information about the Library Board's Property, Plant and Equipment is outlined in Note C4-1.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D1 Fair value measurement (continued)

D1-2 Basis for Fair Values of assets and liabilities

Heritage and Cultural Assets	
Effective date of last specific appraisal:	30/06/2017
Valuation approach:	Market based assessment
Inputs:	The collection was valued using level 3 observable inputs. Auction records, International and Australian dealer's catalogues, book seller's pricelists, and offerings on the Internet. PVS has subscription services to ABPC (American Book Price Current), Rare Book Hub, AASD (Australian Art Sales Digest), and Findlotsonline as well as a number of auction houses. Descriptions and notes for items was attained from SLQ's One Search database. Where market prices could not be easily established the value was determined using the price of a similar asset.
Current year valuation activity:	An independent revaluation of the JOL and ALA collections was undertaken as at 30 June 2017 to determine the fair value of these assets. The revaluation was conducted by Pickles Valuation Services and was done in accordance with the reporting requirements of Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector, NCAP 7 - Accounting for Library Collections Policy and NCAP 3 – Valuation of Assets; the Australian Accounting Standard Boards (AASB) Standards AASB 13, AASB 116, AASB 136, and SLQ Accounting for Library Collections Policy.

Library Collections	
Effective date of last specific appraisal:	30/06/2017
Valuation approach:	Internal valuation based on purchase data collected as per NCAP 7
Inputs:	Purchase data over the past 5 years by category and sub-category along with collection counts.
Current year valuation activity:	Library Collections are valued on an annual basis by management in line with Queensland Treasury's Non-Current Asset Accounting Policies for the Queensland Public Sector. State Library uses acquisition records for the previous 5 years in calculating average purchase prices which are then applied to titles within the Library Collection.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D2-1 Accounting policy
Recognition
Financial assets and financial liabilities are recognised in the Statement of Financial Position when State Library becomes party to the contractual provisions of the financial instrument.

Classification
Financial instruments are classified and measured as follows:

- Receivables — held at amortised cost
- Payables — held at amortised cost
- Cash and cash equivalents — fair value through profit and loss.

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

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

D2-2 Financial instrument categories
State Library has the following categories of financial assets and financial liabilities:

Category	Note	Economic Entity 2017 $'000	2016 $'000	Parent Entity 2017 $'000	2016 $'000
Financial Assets					
Cash and cash equivalents	**C1**	18,860	16,920	12,893	11,217
Receivables	**C2**	1,034	1,524	1,252	1,620
Total		**19,894**	**18,444**	**14,145**	**12,837**
Financial Liabilities					
Payables	**C5**	1,578	1,681	1,624	1,675
Total		**1,578**	**1,681**	**1,624**	**1,675**

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D2-3 Financial risk management
Risk exposure
The Library Board's activities expose it to a variety of financial risks — interest rate risk, credit risk and liquidity risk. These are set out in the table below.

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

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

Risk Exposure	Definition	Exposure
Credit Risk	Credit risk exposure refers to the situation where the Library Board may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	State Library is exposed to credit risk in respect of its receivables (Note C2).
Liquidity Risk	Liquidity risk refers to the situation where the Library Board may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	State Library is exposed to liquidity risk in respect of its payables (Note C5).
Interest Risk	Interest risk refers to the situation where State Library may have reduced revenue due to the reduction of interest rates for invested funds.	State Library is exposed to Interest Risk in respect of its investments (Note C1).

Risk measurement and management strategies
The Library Board measures risk exposure using a variety of methods as follows:

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

Measurement — Fair value
The carrying value of trade receivables, less any allowance for impairment plus payables is assumed to approximate fair value.

D3 Contingencies

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

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D4 Commitments

	Economic Entity		Parent Entity	
	2017 **$'000**	**2016** **$'000**	**2017** **$'000**	**2016** **$'000**
Commitments for Expenditure				
Non-cancellable operating lease commitments				
Commitments under operating leases at reporting date are inclusive of non-recoverable GST only and are payable as follows:				
Not later than one year	502	252	502	252
Later than one year and not later than five years	1,941	195	1,941	195
Later than five years	2,976	-	2,976	-
	5,419	447	5,419	447

Operating leases are entered into as a means of acquiring access to office accommodation necessary for effective operations. Lease payments are generally fixed, but with escalation clauses on which contingent rentals are determined.

No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Expenditure Commitments

Payable				
Not later than one year*	3,304	3,157	3,002	2,781
Later than one year and not later than five years*	1,081	1,602	930	1,602
	4,385	4,759	3,932	4,383

*Includes *Q ANZAC 100* Project funding

D5 Events after the balance date

There were no significant events occurring after the balance date.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

D6 Future impact of accounting standards not yet effective

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards issued but with future commencement dates are set out below:

AASB 1058 Income of Not-for-Profit Entities and AASB 15 Revenue from Contracts with Customers
These standards will apply to the Library Board for its financial statements from 2019–20.

The Library Board has commenced analysing the new revenue recognition requirements under these standards and is yet to form conclusions about significant impacts. Potential future impacts identifiable at the date of this report are as follows:

- grants received to construct a non-financial asset will be recognised as a liability, and subsequently progressively recognised as revenue as the Library Board satisfies its performance obligations under the grant. At present such grants are recognised as revenue upfront.
- under the new standards other grants presently recognised as revenue upfront may be eligible to be recognised as revenue progressively as the associated performance obligations are satisfied, but only if the associated performance obligations are enforceable and sufficiently specific. The Library Board is yet to evaluate the existing grant arrangements as to whether revenue from those grants could be deferred under the new requirements.
- grants that are not enforceable and or sufficiently specific will not qualify for deferral, and continue to be recognised as revenue as soon as they are controlled. The Library Board receives several grants for which there are no sufficiently specific performance obligations, so these grants will continue to be recognised as revenue upfront.
- depending on the respective contractual terms, the new requirements will potentially result in a change to the timing of revenue from sales to the Library Board's goods and services such that

some revenue may need to be deferred to a later reporting period to the extent that the Library Board has received cash but has not met its associated obligations (such amounts would be reported as a liability in the meantime). The Library Board is yet to complete its analysis of existing arrangements for sale of its goods and services, but at this stage does not expect a significant impact on its present accounting practices.

- a range of new disclosures may be required by the new standards in respect of the Library Board's revenue.

AASB 9 Financial Instruments and AASB 2014-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)
These standards will first apply to the Library Board for its financial statements from 2018–19. The main impact of these standards are that they will change the requirements for the classification, measurement, impairment and disclosures associated with the Library Board's financial assets. AASB 9 will introduce different criteria for whether financial assets can be measured at amortised cost or fair value.

The Library Board has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and measurement requirements. However, as the classification of financial assets at the date of initial application of the new standard will depend on the facts and circumstances existing at that date, the Library Board's conclusions will not be confirmed until closer to that time. At this stage and assuming no change in the types of transactions the Library Board enters into, all of the Library Board's financial assets are expected to be required to be measured at fair value. In case of the Library Board's current receivables, as they are short term in nature, the carrying amount is expected to be a reasonable approximation of fair value. Changes in the fair value of those assets will be reflected in the Library Board's operating result.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

AASB 9 Financial Instruments and AASB 2014-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2014) (continued)
Another impact of AASB 9 relates to calculating impairment losses for the Library Board's receivables. Assuming no substantial change in the nature of the Library Board's receivables, as they don't include a significant financing component, impairment losses will be determined according to the amount of lifetime expected credit losses. On initial adoption of AASB 9, the Library Board will need to determine the expected credit losses for its receivables by comparing the credit risk at that time to the credit risk that existed when those receivables were initially recognised.

The Library Board will not need to restate comparative figures for financial instruments on adopting AASB 9 as from 2018–19. However changed disclosure requirements will apply from that time. A number of one-off disclosures will be required in the 2018–19 financial statements to explain the impact of adopting AASB 9. Assuming no change in the types of financial instruments that the Library Board enters into, the most likely ongoing disclosure impacts are expected to relate to the credit risk of financial assets subject to impairment.

AASB 16 Leases
This standard will first apply to the Board for its financial statements from 2019-20. When applied the standard supersedes AASB 117 *Leases*, AASB Interpretation 4 *Determining whether an arrangement contains a Lease*, AASB Interpretations 115 *Operating Leases - Incentives* and AASB Interpretation 127 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*.

Impact for Lessees
Unlike *AASB 117 Leases*, AASB 16 introduces a single lease accounting model for lessees. Lessees will be required to recognise a right-of-use asset (representing rights to use the underlying leased asset) and a liability (representing the obligation to make lease payments) for all leases with a term of more than 12 months, unless the underlying assets are of low value.

In effect, the majority of operating leases (as defined by the current AASB 117) will be

reported on the statement of financial position under AASB 16. It is expected there will be a significant increase in assets and liabilities for SLQ in proportion to the scale of the SLQ's leasing activities.

The right-of-use asset will be initially recognised at cost, consisting of the initial amount of the associated lease liability, plus any lease payments made to the lessor at or before the effective date, less any lease incentive received, the initial estimate of the restoration costs and any initial direct costs incurred by the lessee. The right-of-use asset will give rise to depreciation expense.

The lease liability will be initially recognised at an amount equal to the present value of the lease payments during the lease term that are not yet paid. Current operating lease rental payments will no longer be expensed in the Statement of Comprehensive Income. They will be apportioned between a reduction in the recognised lease liability and the implicit finance charge (the effective rate of interest) in the lease. The finance cost will also be recognised as an expense.

AASB 16 allows a 'cumulative approach' rather than full retrospective application to recognising existing operating leases. If a lessee chooses to apply the 'cumulative approach', it does not need to restate comparative information. Instead, the cumulative effect of applying the standard is recognised as an adjustment to the opening balance of accumulated surplus (or other component of equity, as appropriate) at the date of initial application. The Library Board will await further guidance from Queensland Treasury on the transitional accounting method to be applied.

The Library Board has not yet quantified the impact on the Statement of Comprehensive Income or the Statement of Financial Position of applying AASB 16 to its current operating leases, including the extent of additional disclosure required.

All other Australian accounting standards and interpretations with future effective dates are either not applicable to the Library Board's activities, or have no material impact on the Library Board.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

This section contains explanations of major variances between the Library Board's actual 2016–17 financial results and the original budget presented to Parliament.

E1-1   Budget to actual comparison — Statement of comprehensive income

	Variance Note	Actual 2017 $'000	Economic Entity Original Budget 2017 $'000	Budget Variance $'000
Income from continuing operations				
Revenue				
User charges		4,405	3,581	824
Grants and other contributions		74,785	64,459	10,326
Interest		736	804	(68)
Total income from continuing operations		**79,926**	**68,844**	**11,082**
Expenses from continuing operations				
Employee expenses		27,690	28,085	(395)
Supplies and services		23,123	15,323	7,800
Grants and subsidies		25,017	24,736	281
Depreciation and amortisation		517	468	49
Other expenses		367	195	172
Losses on sale/revaluation of assets		-	37	(37)
Total expenses from continuing operations		**76,714**	**68,844**	**7,870**
Operating result from continuing operations		**3,212**	**-**	**3,212**
Other comprehensive income				
Items that will not be reclassified to operating result:				
Increase in asset revaluation surplus		16,373	-	16,373
Total other comprehensive income		16,373	-	16,373
Total comprehensive income		**19,585**	**-**	**19,585**

E1-2   Explanation of major variances — Statement of comprehensive income
User charges
The increase in the actual user charges compared to the original budget is principally due to the higher cost recovery received for First 5 Forever training kits.

Grants and other contributions
The actual figure is higher than the original budget largely because of the recognition of 'goods received below fair value' revenue for: the value of operating lease rentals ($7.2M) received from Arts Queensland; legal deposit collections; and the value of digitisation of Queensland newspapers for the Trove catalogue by the National Library of Australia.

Supplies and services
The actual figure is higher than the original budget largely because of the recognition of 'goods received below fair value' revenue ($7.2M) for the value of operating lease rentals received from Arts Queensland.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

E1   Budgetary reporting disclosures (continued)

E1-2   Explanation of major variances — Statement of comprehensive income (continued)

Increase in asset revaluation surplus
During 2016–17, an assessment of microfilm assets held within the JOL & ALA collections currently valued 'per title' was found to not represent the fair value of these assets. An independent valuation of these assets based on the number of microfilm rolls held was completed which resulted in an increase of $16.112M in 2016–17.

E1-3 Budget to actual comparison — Statement of financial position

	Variance Note	Actual 2017 $'000	Original Budget 2017 $'000	Budget Variance $'000
			Economic Entity	
Current Assets				
Cash and cash equivalents		18,860	15,567	3,293
Receivables		1,034	893	141
Inventories		213	248	(35)
Prepayments		893	749	144
Total Current Assets		**21,000**	**17,457**	**3,543**
Non Current Assets				
Intangible assets		8,585	6,453	2,132
Property, plant and equipment		123,254	109,198	14,056
Total Non Current Assets		**131,839**	**115,651**	**16,188**
Total Assets		**152,839**	**133,108**	**19,731**
Current Liabilities				
Payables		1,578	1,428	150
Accrued employee benefits		2,746	2,516	230
Unearned revenue		153	195	(42)
Total Current Liabilities		**4,477**	**4,139**	**338**
Total Liabilities		**4,477**	**4,139**	**338**
Net Assets		**148,362**	**128,969**	**19,393**

E1-4   Explanation of Major Variances — Statement of financial position

Cash and cash equivalents
The variance between the cash budget and the actual is due to the unplanned surplus of $3.2M, partly due to grant payments received in advance. In addition purchases of plant and equipment were delayed, resulting in higher cash.

Intangible assets
The increase in intangible assets reflects State Library's increased focus on both purchasing digital assets, such as digital stories and oral histories, and digitising the unique collections.

Property, plant and equipment
During 2016–17, an assessment of microfilm assets held within the JOL & ALA collections currently valued 'per title' was found to not represent the fair value of these assets. An independent valuation of these assets based on the number of microfilm rolls held was completed which resulted in an increase of $16.112M in 2016–17.

Library Board of Queensland and controlled entities
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E1-5 Budget to actual comparison — Statement of cash flows

	Variance Note	Actual 2017 $'000	Economic Entity Original Budget 2017 $'000	Budget Variance $'000
Cash flows from operating activities				
Inflows:				
User charges		5,141	4,004	1,137
Grants and other contributions		64,746	64,459	287
GST collected from customers		1,825	-	1,825
GST input tax credits from ATO		2,715	-	2,715
Interest receipts		735	804	(69)
Other		-	311	(311)
Outflows:				
Employee expenses		(27,676)	(28,085)	410
Supplies and services		(14,401)	(15,323)	922
Grants and subsidies		(25,017)	(24,736)	(281)
GST paid to suppliers		(2,675)	-	(2,675)
GST remitted to ATO		(1,820)	-	(1,820)
Other		(365)	(929)	564
Net cash provided used by operating activities		**3,208**	**505**	**2,703**
Cash flows from investing activities				
Inflows:				
Sales non-financial assets		-	(37)	37
Outflows:				
Payments for non-financial assets		-	(1,759)	1,759
Payments for valuables		(302)	-	(302)
Payments for library collection		(248)	-	(248)
Payments for property, plant and equipment		(162)	-	(162)
Payments for intangibles		(556)	-	(556)
Net cash used in investing activities		**(1,268)**	**(1,796)**	**528**
Net (decrease)/increase in cash and cash equivalents		1,940	(1,291)	3,231
Cash and cash equivalents — opening balance		16,920	16,858	(5,641)
Cash and cash equivalents — closing balance		**18,860**	**15,567**	**(2,409)**

E1-6 Explanation of Major Variances — Statement of cash flows
Net Cash provided by operating activities
The variance between the net cash budget and the actual is due to the unplanned surplus of $3.2M, partly due to grant payments received in advance. In addition purchases of plant and equipment were delayed, resulting in higher cash.

Payments for non-financial assets
The original budget does not include a breakdown across the asset categories and therefore variances to actual are overstated within each category. Overall, the original budget is higher than the actual for investing activities mainly due to delays to property plant and equipment replacement.

Library Board of Queensland and controlled entities
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F1-1 Details of key management personnel

As from 2016–17, State Library's responsible Minister is identified as part of State Library's KMP, consistent with additional guidance included in the revised version of AASB 124 Related Party Disclosures. That Minister is the Minister for Innovation, Science and the Digital Economy and Minister for Small Business.

The following details for non-Ministerial Key Management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2015–16 and 2016–17. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Position responsibility
State Librarian and CEO	The State Librarian is responsible for the proper and sound management of State Library, under the authority of the Library Board of Queensland.
Executive Director, Corporate Governance and Operations	The Executive Director, Corporate Governance and Operations is responsible for providing a range of organisational services that underpin and support State Library's activities.
Executive Director, Content Development	The Executive Director, Content Development is responsible for providing clients of State Library with physical and virtual access to the State's diverse collections and services.
Executive Director, Regional Access and Public Libraries	The Executive Director, Regional Access & Public Libraries is responsible for providing support for Local Government and communities to deliver library services in over 340 library and Indigenous Knowledge Centre (IKC) service points in Queensland.
Executive Director, Engagement & Partnerships	The Executive Director, Engagement & Partnerships is responsible for driving SLQ's emphasis on innovative, cohesive and collaborative programs and service delivery, bringing together visitor and information services, and engagement with specific audiences.
Executive Manager, Communications	The Executive Manager Communications develops and delivers a long-term marketing vision for the organisation, leading and directing State Library's marketing, communications and web services staff in support of the Strategic Plan and Operational Plan.
Executive Manager, People and Planning	The Executive Manager, People and Planning supports the State Librarian and Executive Group in shaping and setting State Library's strategic agendas by driving an integrated approach to strategic, operational and business planning across State Library.
Director, Queensland Library Foundation	The Director, Queensland Library Foundation is responsible for developing and delivering the fundraising and sponsorship arrangements to support the many activities and programs of State Library.

The following changes to position titles occurred during 2016–17:

Current (2016–17)	Previously (2015–16)
Executive Director, Corporate Governance and Operations	Director, Corporate Services
Executive Director, Content Development	Director, Content Development
Executive Director, Regional Access and Public Libraries	Director, Regional Access and Public Libraries
Executive Director, Engagement & Partnerships	Director, Engagement & Partnerships
Director, Queensland Library Foundation	Executive Director, Queensland Library Foundation

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

F1-2 Remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. State Library does not bear any cost of remuneration for its Minister. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements as from 2016–17, which are published as part of Queensland Treasury's Report on State Finances.

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

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

Remuneration expenses for key management personnel comprise the following components:

- *Short term employee benefits* which include:
  - salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee was a key management person
  - performance payments recognised as an expense during the year
  - non-monetary benefits — consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- *Long-term employee expenses* include amounts expensed in respect of long service leave entitlements earned.
- *Post-employment expenses* include amounts expensed in respect of employer superannuation obligations.
- *Termination benefits* are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

F1-3 KMP remuneration expense
The following disclosures focus on the expenses incurred by State Library that is attributable to key management positions during the respective reporting periods. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

1 July 2016 — 30 June 2017

Position	Short Term Employee Expenses		Long-Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses $'000	Non-Monetary Benefits $'000	$'000	$'000	$'000	$'000
State Librarian and CEO						
Current	241	-	5	28	-	274
Former (acting from 20/10/15 to 24/11/15; appointed from 27/11/15 until 02/09/2016)	42	-	1	5	-	48
Temporary Relieving	10	-	-	1	-	11
Executive Director, Corporate Governance and Operations						
Current	194	5	4	20	-	223
Temporary Relieving	5	-	-	1	-	6
Executive Director, Content Development						
Current	53	-	1	4	-	58
Former	135	-	40	13	2	190
Executive Director, Regional Access and Public Libraries						
Current	172	-	4	18	-	194
Executive Director, Engagement and Partnerships						
Current	167	-	4	18	-	189
Temporary Relieving	9	-	-	1	-	10
Executive Manager, Communications						
Current	56	-	1	7	-	64
Former	66	-	1	8	10	85
Executive Manager, People and Planning						
Current	138	-	3	15	-	156
Temporary Relieving	3	-	-	-	-	3
Director, Queensland Library Foundation						
Current	118	-	2	14	-	134
Total Remuneration	**1,408**	**5**	**67**	**152**	**12**	**1,644**

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

F1-3 KMP remuneration expense (continued)

1 July 2015 — 30 June 2016

Position	Short Term Employee Expenses		Long-Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses $'000	Non-Monetary Benefits $'000	$'000	$'000	$'000	$'000
State Librarian and CEO						
Current (acting from 20/10/15 to 24/11/15; appointed from 27/11/15)	197	-	4	20	-	221
Former	154	-	2	11	16	183
Temporary Relieving	26	-	1	2	-	29
Executive Director, Corporate Governance and Operations						
Current	188	-	4	18	-	210
Executive Director, Content Development						
Current	171	-	4	18	-	193
Temporary Relieving	14	-	-	1	-	15
Executive Director, Regional Access and Public Libraries						
Current	10	-	-	1	-	11
Former	153	-	3	16	7	179
Temporary Relieving	10	-	-	1	-	11
Executive Director, Engagement and Partnerships						
Current	152	-	3	16	-	171
Temporary Relieving	6	-	-	1	-	7
Executive Manager, Communications						
Current	73	-	2	8	-	83
Former	45	-	1	4	16	66
Temporary Relieving	16	-	-	2	-	18
Executive Manager, People and Planning						
Current	121	-	2	15	-	138
Temporary Relieving	85	-	2	8	-	95
Director, Queensland Library Foundation						
Current	98	-	2	12	-	112
Temporary Relieving	19	-	-	2	-	21
Executive Adviser (resigned 11/03/2016)	89	-	2	11	27	129
Total Remuneration	**1,627**	**-**	**32**	**167**	**66**	**1,891**

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

F1 Key management personnel disclosures (continued)

F1-4 Library board remuneration
Library Board Fees, including both sitting fees and special assignment fees totalled $36,666 (2016: $33,091). Other fees such as fringe benefits tax, payroll tax, travel, catering and printing totalled $27,609 (2016: $28,628). The total cost of Library Board operations was therefore $64,275 (2016: $61,719).

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

Remuneration of the Board was as follows:

Name	Appointment date	Member to	2017	2016
Professor Jan Thomas (Chairperson until 28/02/2017)*	March 2014	February 2017	-	-
Emeritus Professor Roland Sussex OAM	November 2009	February 2017	$3,333	$5,000
Heather Linaker	March 2014	February 2017	$3,333	$5,000
Adjunct Professor Joan Sheldon AM	March 2014	February 2017	$2,667	$4,091
Matthew McDonnell	April 2008	February 2017	$4,000	$6,000
Scott Reid	February 2011	February 2017	$3,333	$5,000
Associate Professor Grace Sarra	February 2008	February 2017	$2,667	$4,000
Professor Andrew Griffiths (Chairperson from 01/03/2017)	March 2014		$6,667	$4,000
Cr Julia Leu	September 2016		-	-
Linda Apelt	March 2017		$1,333	-
Emeritus Professor Tom Cochrane AM	March 2017		$1,667	-
Dr Anita Heiss	March 2017		$1,333	-
Professor Marek Kowalkiewicz	March 2017		$1,667	-
Malcolm McMillan	March 2017		$1,333	-
Dr Sandra Phillips	March 2017		$1,333	-
Bob Shead	March 2017		$2,000	
Total			**$36,666**	**$33,091**

* Jan Thomas opted not to receive payment for her work on the Board.

Max Walters (Library Foundation Chair) was added as a non Board member of the Audit and Risk Management Committee in 2016 and earned $1,000 (2016: $1,000) for attendance.

Library Board of Queensland and controlled entities
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2017

F2 Related party transactions

Transactions with people/entities related to KMP
State Library did not engage in any transactions, contracts or employment related activities with any people or entities related to Key Management Personnel.

Transactions with other Queensland Government-controlled entities
State Library's primary ongoing source of funding from Government for its services is recurrent grants (Note B1-2) which is provided in cash via the Department of Science, Information Technology and Innovation (DSITI).

State Library also receives grant funding for specific projects, provided in cash, via the Department of the Premier and Cabinet and DSITI.

State Library's South Bank buildings are leased from Arts Queensland, free of charge with the fair value recognised as a non-cash contribution (Notes B1-2 and B2-2). Other buildings and motor vehicles are leased via the Department of Housing and Public Works under commercial arrangements (Note B2-2).

State Library receives administrative and facilities support on a fee for service basis from the Department of the Premier and Cabinet via the Corporate Administration Agency and Arts Queensland (Note B2-2).

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

F3 First year application of new accounting standards or change in policy

Changes in Accounting Policy
State Library did not voluntarily change any accounting policies during the financial year.

Accounting Standards Early Adopted
No Australian Accounting Standards have been early adopted for 2016–17.

Accounting Standards Applied for the First Time in 2016–17
The only Australian Accounting Standard that became effective for the first time in 2016–17, and materially impacted on this financial report, is AASB 124 *Related Party Disclosures*. This standard requires note disclosures about key management personnel (KMP) remuneration expenses and other related party transactions, and does not impact on financial statement line items. As Queensland Treasury already required disclosure of KMP remuneration expenses, there was minimal impact for the Library Board's disclosures compared to 2015–16 (refer to Note F1). Material related party transactions for 2016–17 are disclosed in Note F2. No comparative information is required in respect of 2015–16.

F4 Taxation

The Library Board is a State body as defined under the Income Tax Assessment Act 1936 and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only Commonwealth taxes accounted for by the Library Board. The Library Board is a Deductible Gift Recipient for taxation purposes.

Certificate of The Library Board Of Queensland

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), section 43 of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

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

(b)   the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Library Board and the consolidated entity for the financial year ended 30 June 2017, and of the financial position of the entity at the end of that year; and

(c)   these assertions are based on an appropriate system of internal controls and risk management processes being effective, in all material respects, with respect to financial reporting throughout the reporting period.

Professor Andrew Griffiths

Chairperson
Library Board of Queensland

Date: 29 August 2017

Vicki McDonald

State Librarian and CEO
State Library of Queensland

Date: 29 August 2017

Rita McLucas
Executive Director
Corporate Governance and Operations
State Library of Queensland

Date: 29 August 2017

Independent Audit Report

To the Board of the Library Board of Queensland

Report on the audit of the financial report

Opinion

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

In my opinion the financial report:

a) gives a true and fair view of the parent's and group's financial position as at 30 June 2017, and their financial performance and cash flows for the year then ended

b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2009 and Australian Accounting Standards.

The financial report comprises the statements of financial position as at 30 June 2017, the statements of comprehensive income, statements of changes in equity and statements of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the certificate given by the Chairperson, State Librarian and CEO, and the Executive Director, Corporate Governance and Operations.

Basis for opinion

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

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

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

Key audit matters

I have determined that there are no key audit matters to communicate in my report.

Other information

Other information comprises the information included in the entity's annual report for the year ended 30 June 2017, but does not include the financial report and my auditor's report thereon. Those charged with governance are responsible for the other information. My opinion on the financial report does not cover the other information, and the accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the entity for the financial report

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

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

Auditor's responsibilities for the audit of the financial report

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

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud and error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentation, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the parent's and group's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the group.

- Conclude on the appropriateness of the parent's and group's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the parent's or group's ability to continue as an ongoing concern. If I conclude that a material uncertainty exists, I am required to draw attention to my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the parent or group to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial report. I am responsible for the direction, supervision and performance of the audit of the group. I remain solely responsible for my audit opinion.
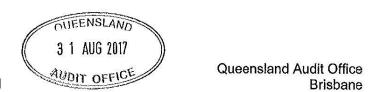
I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2017:
a) I received all the information and explanations I required.
b) In my opinion the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

John Welsh
as delegate of the Auditor-General

QUEENSLAND
3 1 AUG 2017
AUDIT OFFICE

Queensland Audit Office
Brisbane

SLQ develops sustainable services, is innovative in its use of funding and establishes strong partnerships.

It inspires the way people live, work, play and learn, wherever they are.

Jumping for joy in Bulimba Queensland,
1918, photographer unknown, John
Oxley Library, SLQ.

Part 6: Appendices
Appendix A: Functions of the Library Board

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

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

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

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

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

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

(f) to supervise in their duties all persons –

    (i) performing work for the Board under a work performance arrangement

    (ii) appointed or employed under this Act

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

Paragraph (h) is intentionally omitted

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

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

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

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

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

(1) For performing its functions, the Board has all the powers of an individual and may, for example —

    (a) enter into arrangements, agreements, contracts and deeds; and

    (b) acquire, hold, deal with and dispose of property; and

    (c) engage consultants; and

    (d) appoint agents and attorneys; and

    (e) charge, and fix terms, for goods, services, facilities and information supplied by it; and

    (f) do anything else necessary or desirable to be done in performing its functions.

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

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

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

Appendix B: Library Board member biographies

Chairperson
Professor Andrew Griffiths

Andrew Griffiths is the Executive Dean, Faculty of Business, Economics and Law at The University of Queensland, and holds the Chair in Business Sustainability and Strategy, and is the current Chair of the Library Board of Queensland.

He is an internationally recognised scholar with research areas including the management of corporate change and innovation, and strategic issues relating to the pursuit of corporate sustainability and innovation. Andrew has published four books and had works published in *The Academy of Management Review* and the *Journal of Management Studies*.

Members
Ms Linda Apelt

Linda Apelt is a champion for social inclusion, and is currently CEO of Montrose, a not-for-profit allied health services organisation. Prior to this she had a successful 14-year span as Director-General of large, complex, community services departments.

She has led commercialisation strategies; large-scale public policy reforms; affordable housing strategies and developments, family and community support programs and state-wide community recovery for natural disasters. Linda's qualifications include Masters in Education Studies and Company Directorship, and she is also an Adjunct Professor in the Faculty of Social and Behavioural Sciences, The University of Queensland.

Emeritus Professor Tom Cochrane AM

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

Dr Anita Heiss

Dr Anita Heiss is a prolific author of non-fiction, historical fiction, commercial women's fiction, poetry, social commentary and travel articles and a Lifetime Ambassador of the Indigenous Literacy Foundation. She is also an Adjunct Professor with Jumbunna Indigenous House of Learning and University Technology Sydney.

Anita is an Ambassador of Worawa Aboriginal College and manages the Epic Good Foundation. She was a finalist in the 2012 Human Rights Awards and the 2013 Australian of the Year Awards.

Professor Marek Kowalkiewicz

Marek Kowalkiewicz is the inaugural Chair in Digital Economy at QUT and is an academic and industry leader with extensive experience conducting academically sound research in the digital economy field. He has led significant technology and innovation research projects and co-invented with industry and university partners to deliver ground-breaking technologies to market.

Marek has worked with SAP Australia, SAP Americas and SAP Asia, Microsoft Research Asia, and is co-founder of Business Information Systems Institute.

Mayor Julia Leu

Julia Leu is a local council veteran with over 20 years' experience, and has been Mayor of the Douglas Shire Council since 2014. She has also worked in community services and education and holds a Masters of Business Administration.

Julia is an advocate for regional communities, holding positions on the Australian Coastal Councils Association, Regional Development Australia, Far North Queensland and Torres Strait Inc, North Queensland Local Government Association. Ms Leu is the local government representative on the Library Board of Queensland.

Mr Malcolm McMillan

Malcom McMillan has over 40 years' experience across the public, private, and not-for-profit sectors in stakeholder relations, international business, corporate communications, policy analysis, strategy, and corporate governance.

He was a Board Director of the North Sydney-based Mary McKillop Foundation for five years. Malcolm has an interest in global and local public affairs. He has completed oral

history interviews with 10 prominent Australian political, legal and business leaders for the National Library of Australia.

Dr Sandra Phillips

A member of the Wakka Wakka nation, Sandra Phillips is a respected academic, researcher, editor and former publisher. Currently lecturing in communication and publishing studies at QUT Creative Industries, Sandra's research interests are in Indigenous story and its publishing, its readership and its communities of practice. Once Deputy Chair of the former Aboriginal and Torres Strait Islander Arts Board of the Australia Council, Sandra has held many leadership roles in the arts and culture sector. Sandra has a Doctor of Philosophy (Literary Studies) and Bachelor of Arts (Sociology and Government).

Mr Bob Shead

Bob Shead is a retired partner at BDO and a former director and audit committee member of Energex and a number of other companies and public sector entities. He has over 40 years' experience in financial management and public policy, working for the last 15 years as a consultant in Australia and in capacity-building roles in Pacific Island countries and in China.

Bob holds an MBA (Hons) and a Bachelor of Business (Accountancy). He has published in a number of academic and industry publications on issues relating to public policy and climate change.

Observer: State Librarian and CEO
Ms Vicki McDonald

Vicki McDonald is a key player in the transformation of the library sector in Queensland. As State Librarian and CEO of State Library of Queensland, she understands the need for a strong, relevant and innovative library service.

Ms McDonald's extensive national and international experience includes executive roles with State Library of NSW and Queensland University of Technology. As State Librarian, Ms McDonald is a custodian of Queensland memory and works in partnership with public libraries and Indigenous Knowledge Centres. Her appointment as State Librarian in 2016 follows a career of advocacy that started among the bookshelves of the Dalby-Wambo Public Library.

Appendix C: Library Board committee and advisory groups

Audit and Risk Management Committee

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

Members until February 2017

Mr Matthew McDonnell (Committee Chairperson) — Member, Library Board of Queensland

Ms Heather Linaker — Member, Library Board of Queensland

Mr Scott Reid — Member, Library Board of Queensland

Professor Emeritus Roland Sussex OAM — Deputy Chairperson, Library Board of Queensland

Mr Max Walters OAM — President, Queensland Library Foundation

Members from March 2017

Mr Bob Shead (Committee Chairperson) — Member, Library Board of Queensland

Professor Marek Kowalkiewicz — Member, Library Board of Queensland

Emeritus Professor Tom Cochrane AM — Member, Library Board of Queensland

Mr Danny Short — Chief Financial Officer, Department of Science, Information Technology and Innovation (DSITI)

Secretariat

Ms Rita McLucas (Executive Officer to the Committee) — Executive Director, Corporate Governance and Operations, SLQ

Ms Val Johnston (Assistant Executive Officer to the Committee) — Executive Manager, Finance, Facilities and Administration, SLQ

Public Libraries Advisory Group

The objectives of the Public Libraries Advisory Group (PLAG) are to:

- provide advice to the Library Board on policy and strategy matters concerning public libraries
- represent the views of public librarians, local government and relevant stakeholders to the Library Board through formal community engagement processes.

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

Members

Professor Andrew Griffiths (Chairperson) — Member, Library Board of Queensland (until September 2016)

Cr Julia Leu (Chairperson) — Member, Library Board of Queensland (from September 2016)

Mrs Sonia Cooper — State Librarian and CEO, SLQ (until September 2016)

Ms Vicki McDonald — State Librarian and CEO, SLQ (from September 2016)

Ms Louise Denoon — Executive Director, Regional Access and Public Libraries, SLQ

Mr Stephan Bohnen — Principal Advisor Intergovernmental Relations, Local Government Association of Queensland

Mr David Burges — Chief Executive Officer, Quilpie Shire Council

Ms Esther Buys — Vice President, Queensland Public Libraries Association (from March 2017)

Ms Sharan Harvey — Manager Library Services, Brisbane City Council

Cr Alf Lacey — Mayor, Palm Island Aboriginal Shire Council (from March 2017)

Cr Joyce McCulloch — Mayor, Mount Isa Council (from March 2017)

Ms Marian Morgan-Bindon — President, Queensland Public Libraries Association (until October 2016)

Ms Carolyn Tillman — Councillor, Western Downs Regional Council (until October 2016)

Ms Dell Price — Team Leader, Libraries Cultural and Youth Services, Central Highlands Regional Council Services (from March 2017)

Observer

Ms Michelle Carter — Director, Digital Economy and Productivity, Department of Science, Information, Technology and Innovation (from March 2017)

Secretariat

Mrs Sharon Churcher — Senior Executive Assistant, Executive Support, SLQ (until October 2016)

Ms Deb Miles — Executive Manager, Regional Partnerships, SLQ (from October 2016)

Indigenous Advisory Group

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

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

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

Members

Associate Professor Grace Sarra (Chairperson) — Member, Library Board of Queensland, Senior Lecturer and Researcher YuMi Deadly Centre, QUT (until February 2017)

Dr Sandra Phillips (Chairperson) — Member, Library Board of Queensland (from April 2017)

Mrs Sonia Cooper — State Librarian and CEO, SLQ (until September 2016)

Ms Vicki McDonald — State Librarian and CEO, SLQ (from September 2016)

Mr Getanno Bann — Community representative

Ms Geraldine Carter — Community representative

Ms Kerry Charlton — Consultant, educator and facilitator

Dr Anita Heiss — Member, Library Board of Queensland

Ms Janeese Henaway — CityLibraries Townsville

Ms Tracey Pickwick — Senior Indigenous Relations Officer, Arrow Energy

Ms Angela Ruska — Community representative

Ms Joann Schmider — Consultant, ComUnity ACETS Pty Ltd

Mr Ron Weatherall — Department of Aboriginal and Torres Strait Islander Partnerships

Ms Mabelene Whap — Seisia IKC

Observers

Ms Amanda Hayman — Manager, kuril dhagun, SLQ

Ms Cynthia Rowan — Executive Manager, Indigenous Library Development, SLQ (until September 2016)

Secretariat

Mrs Sharon Churcher — Senior Executive Assistant, Executive Support, SLQ

Glossary

Term	Meaning	Further information
ALIA	Australian Library and Information Association	
APAF	Asia Pacific Architecture Forum	
APDL	Asia Pacific Design Library	A place to explore design resources, engage in design dialogue and participate in design programs
ARMC	Audit and Risk Management Committee	
CAA	Corporate Administration Agency	A shared service agency providing services for SLQ
CALD	Culturally and Linguistically Diverse	
DAP	Disability Action Plan	
DSITI	Department of Science, Information Technology and Innovation	
eDRMS	Electronic document and record management system	
EMT	Executive Management Team	
GLAM	Gallery, Library, Archives and Museum	
GRAIL	Government Research and Information Library	
IAG	Indigenous Advisory Group	
ICT	Information and Communications Technology	Includes any communication device or application, though often used to refer to digital communications
IFLA	International Federation of Library Associations and Institutions	
IKC	Indigenous Knowledge Centre	A communal hub operated in partnership with Aboriginal and Torres Strait Island Councils that combines traditional library services and internet access with lifelong learning opportunities, and provides a keeping place for recording, accessing and celebrating the unique Indigenous cultures of Queensland
JOL	John Oxley Library	SLQ's repository of Queensland memory
LGBTIQ+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and other groups	An inclusive term which represents the diverse nature of sex, gender and sexuality
MDA Ltd	Multicultural Development Australia	
NSLA	National and State Libraries Australasia	Australia and New Zealand's national and state libraries working together
OPAL	Online Public Access in Libraries	A grants program for public libraries, funded by the Queensland Government and managed by SLQ
PLAG	Public Libraries Advisory Group	
PPP	Personal Performance Planning	
Q ANZAC 100		A five-year project of legacy initiatives supported by the Queensland Government to commemorate the centenary of the First World War and Anzac history
QLA	Queensland Literary Awards	
QUT	Queensland University of Technology	
RLQ	Rural Libraries Queensland	

Glossary

Term	Meaning	Further information
SACE	Spirit of Anzac Centenary Experience	A travelling exhibition that tells the story of Australia's involvement in the First World War
SDS	Service Delivery Statements	
SLAs	Service Level Agreements	
SLQ	State Library of Queensland	
SRC	Summer Reading Club	A summer holiday program for children, coordinated by SLQ and delivered through libraries across Australia
STEM	Science, Technology, Engineering and Mathematics	Also STEAM — Science, Technology, Engineering, Arts and Mathematics
TSSQ	Tech Savvy Seniors Queensland	A partnership with Telstra which helps public libraries across Queensland deliver technology training to older people

Library Board of Queensland Annual Report for the year ended 30 June 2017

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

Front cover: *Lee Celledoni dancing the Jitterbug*, 1947, photographer unknown, John Oxley Library, SLQ.