

State Library of Queensland

OPERATIONAL PLAN 2024-25

A library of influence, inspiring and connecting people through knowledge, storytelling and creativity

OBJECTIVES	PERFORMANCE TARGETS
Collecting memories Sharing knowledge and stories through our collections	<ul style="list-style-type: none">• Additions to Queensland Memory collections 41,000• Use of collections 15,000,000
Enriching experiences Engaging our audiences through discovery, participation and learning	<ul style="list-style-type: none">• Visits to State Library onsite and online 5,500,000• New members 42,000
People and communities Building enduring, collaborative engagements and partnerships	<ul style="list-style-type: none">• Local Government satisfaction with State Library service delivery 90%• Increased online regional reach 20%
Responsive innovation Pursuing innovative, sustainable and culturally responsive ways to deliver our services.	<ul style="list-style-type: none">• Overall visitor satisfaction with services and programs 95%• Average cost per visit ≤\$7.50



OPERATIONAL STRATEGIES

These key activities for 2024–25 deliver on the **Creative Together 2020-2030: A 10-Year Roadmap for arts, culture and creativity in Queensland** and enable State Library to meet strategic objectives.

ACTIONS

Embracing Brisbane 2032

1. Strengthen our offer as a cultural destination which enables citizen engagement

Lead: Executive Director, Experience

1.1 Build cultural experiences that celebrate Queensland's unique cultures and identities.

1.2 Integrate rich digital experiences into programs, learning initiatives and exhibitions.

Elevate First Nations arts

2. Promote truth-telling and healing through First Peoples' stories

Lead: Executive Director, Content

2.1 Implement the First Nations Strategy to reframe our relationships with First Nations people and communities.

2.2 Reveal shared histories and new perspectives through engagement activities, with a particular focus on our unique collections.

Activate Queensland places and spaces

3. Increase engagement with regional Queenslanders to provide free access to information, knowledge and learning

Lead: Executive Director, Experience

3.1 Increase State Library's engagement with Queensland teachers and students.

3.2 Drive online visits from regional Queensland through audience development, information services and through public libraries and Indigenous Knowledge Centres.

4. Optimise our physical spaces and digital systems

Lead: Executive Director, Corporate Services

4.1 Deliver purposeful, safe and secure digital systems which are accessible and provide enhanced cyber security and service delivery.

4.2 Transform The Corner and optimise building spaces to meet future demand and deliver positive experiences for visitors.

Drive social change and strengthen communities

5. Promote libraries and Indigenous Knowledge Centres as inclusive community cultural hubs

Lead: Executive Director, Community Partnerships

5.1 Develop a strategic roadmap for public libraries and Indigenous Knowledge Centres to drive locally relevant outcomes through strong partnerships.

5.2 Implement digital capacity and digital capability uplift initiatives through partnerships with local government.

5.3 Deliver the place-based, family centered First 5 Forever program through partnerships with local government

6. Foster a culturally aware and capable workforce to provide a safe and inclusive workplace for our visitors, staff, volunteers and contractors

Lead: Executive Director, Corporate Services

6.1 Implement the First Nations Recruitment and Retention Strategy 2023–2025.

6.2 Review the Strategic Workforce plan to attract, retain and invest in our people to build a skilled, diverse and culturally responsive workforce.

Share our stories and celebrate our storytellers

7. Grow storytelling to empower our audiences to discover, participate and learn

Lead: Executive Director, Content

7.1 Explore innovative ways to collect and share the diverse stories of Queensland.

7.2 Collaborate with partners to foster a community that values stories and storytelling.

OPERATIONAL RISKS AND OPPORTUNITIES

The Audit and Risk Management Committee (a subcommittee of the Library Board of Queensland) oversees risk management, considering the potential impact strategic risks and opportunities and operational risks may have on State Library's service delivery, and how these risks will be managed or mitigated, and opportunities realised. The committee reviews quarterly reports on actions for strategic and operational risks which relate to collections, service delivery, reputation, governance, funding, capability and culture, and partnerships.

ALIGNMENT WITH SPECIFIC PURPOSE PLANS

The Operational Plan aligns with specific purpose planning. The *Business Continuity Plan* includes ICT asset disaster recovery. The *Strategic Workforce Plan* addresses equity and diversity planning and is complemented by the *First Nations Recruitment and Retention Strategy*. The *First Nations Strategy* is a plan to reframe State Library's relationships with people and communities and aligns with the *Strategic Workforce Plan*. Our *Risk Management Policy* determines risk appetite, identification, treatment, monitoring and review. A significant procurement plan is in development, as per the *Queensland Procurement Policy 2023*. The *Information Security Policy* supports State Library's objective to operate an *Information Security Management System* aligned with the ISO/IEC 27001 standard and the *Queensland Government Enterprise Architecture Information Security Policy* (IS18:2018).

OUTPUT REPORT

State Library's service area objective is to collect and preserve Queensland's cultural and documentary memory, providing free access to information. We partner with local government to realise the potential of public libraries and Indigenous Knowledge Centres.

The primary source of funding for the service area is the Queensland Government grant, which supports free access to collections and free access to most State Library services and programs. The balance of funding is derived from other revenue including Queensland Library Foundation donations, other government funding, interest on bank accounts, user charges and sponsorship revenue.

State Library does not separate activities to be funded from commercial operations. Commercial revenue is used to supplement Parliamentary appropriations for a range of activities. Queensland Library Foundation will continue to raise funds to support specific collection purchases, fellowships, exhibitions, projects and online resources. There are no outputs not in the Library Board of Queensland's commercial interests to supply. No major investments or borrowings are intended during 2024-25.

HUMAN RIGHTS

We will develop and continue to review our policies, programs, procedures, practices and service delivery to ensure our decisions and actions are compatible with *Human Rights Act 2019* (Qld). We will ensure that human rights are central to everything we do.

State Library respects, protects and promotes human rights in our decision-making and actions. State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples*. The *Human Rights Act 2019* recognises the cultural rights of Aboriginal peoples and Torres Strait Islander peoples.

State Library, in partnership with National and State Libraries Australasia and the global public library sector, supports the United Nations 2030 Sustainable Development Goals. This includes providing free public access to information, providing opportunities for all Queenslanders to pursue lifelong learning, and ensuring the management and access to collections and services is culturally informed and respectful.

Artwork elements from:
State Library of Queensland's
journey by Chern'ee Sutton
of the Kalkadoon people
(this page) and Passing on
knowledge tree by Joey Laifoo
of the Kala Lagaw Ya people
(previous page)

