



Our business

Our Vision

Enriching the lives of all Queenslanders

Our Mission

Creatively engaging people with information, knowledge and community

Our Values

Knowledge, growth and innovation – Integrity and accountability – Respect diversity

State Library of Queensland (SLQ) belongs to the people of Queensland and is an inclusive and welcoming place for all. We collect and preserve Queensland memory and are developing new ways to share knowledge. We are committed to enabling Queenslanders to develop, collect and create new content. This is particularly relevant as State Library works with Aboriginal peoples and Torres Strait Islander peoples to preserve and promote their own unique cultures.

Thirteen (3.8%) of our staff members identify as an Aboriginal person or Torres Strait Islander, exceeding the Queensland Public Service average of 2.1% and target of 2.6%. We work collaboratively with State Library's Indigenous Advisory Group (IAG) consisting of respected Aboriginal people and Torres Strait Islander people. The IAG provides advice to the Library Board of Queensland on policy and strategic issues concerning library and information service provision for Aboriginal and Torres Strait Islander people.

State Library is committed to the reconciliation process and develops and delivers programs and services that create and support an environment of understanding and sharing in the spirit of reconciliation.

kuril dhagun at State Library promotes and celebrates Queensland's Aboriginal peoples and Torres Strait Islander peoples, cultures and histories. It is a gathering place for all people to engage, share, listen and learn through an annual public program of events and exhibitions. Supported by the rest of State Library, kuril dhagun provides opportunities for Aboriginal people and Torres Strait Islander people to engage with collections, creating a sense of place and ownership by retelling our shared history.

State Library plays a lead role in serving all Queenslanders, through state-wide library services and partnerships with local government through more than 340 public libraries, including the Indigenous Knowledge Centres (IKCs).

There is currently a network of 21 IKCs in remote and regional communities across Far North Queensland, Torres Strait Islands and South East Queensland. IKCs are a particular type of public library. They are communal hubs that combine traditional library services with a keeping place for recording, accessing and celebrating the two unique Indigenous cultures of Queensland. IKCs are owned, managed and staffed by local Aboriginal Councils and the Torres Strait Island Regional Council. State Library funds and facilitates the establishment of each IKC and provides ongoing support through staff training and delivering programs to promote literacy, build life skills and keep culture strong.

Queensland public libraries offer a vast range of resources, programs and activities that promote community engagement and inclusion by bringing people together and facilitating positive social and learning experiences. State Library works collaboratively with the public library network by advocating for improved library services and supporting collections and programs for Aboriginal peoples and Torres Strait Islanders in public libraries throughout Queensland.

Our vision for reconciliation

State Library of Queensland creatively shares and promotes Aboriginal peoples' and Torres Strait Islander peoples' knowledge and cultures as integral to Queensland's identity – an equitable, informed and respectful community.



Our RAP

State Library's Reconciliation Action Plan is our commitment to build positive relationships between Indigenous and non-Indigenous people; it provides us with a framework for the future, detailing steps and priorities to achieve Indigenous equity.

We formalised our commitment to reconciliation by adopting State Library's *Reconciliation Strategy* in June 2006. The development of our first RAP reaffirms our commitment to reconciliation and our commitment to building strong, positive relationships and partnerships with Aboriginal and Torres Strait Islander individuals, communities, groups and organisations throughout Queensland.

Through the development of our RAP, the whole organisation has had the opportunity to explore how reconciliation can advance our organisational objectives. The development of the RAP was led by our RAP Working Group, which is made up of Indigenous and non-Indigenous staff members from across the organisation. The development process involved consultation across State Library, and with the Indigenous Advisory Group.

State Library's RAP commits and contributes to reconciliation by focusing on the 4 key program areas set by Reconciliation Australia – relationships, respect, opportunities and accountability.

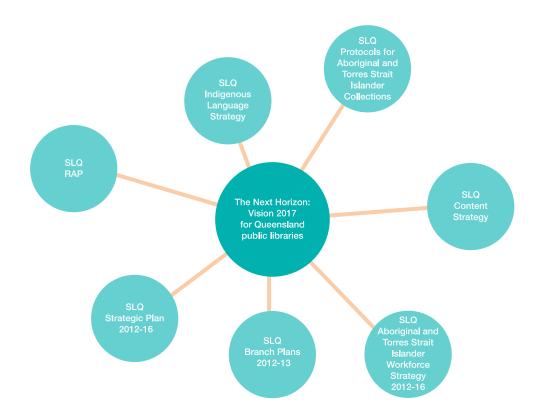
- Relationships: State Library builds productive, trusting and sustainable relationships and partnerships between staff, Aboriginal peoples, Torres Strait Islander peoples and all Queenslanders.
- Respect: State Library ensures all our people, services
 and programs are respectful of Aboriginal and Torres Strait
 Islander cultures, traditions and achievements. We create
 an organisational culture that is welcoming, inclusive and
 respects Aboriginal people and Torres Strait Islander people.

- Opportunities: State Library develops culturally appropriate services, programs and policies that meet the needs of Aboriginal people and Torres Strait Islander people throughout Queensland. Through the implementation of State Library's Aboriginal and Torres Strait Islander Workforce Strategy 2012–2016, we provide employment opportunities for Aboriginal people and Torres Strait Islander people across all work units.
- Accountability: State Library will track and report progress of our RAP to ensure that State Library staff and stakeholders can recognise where achievements have been made, where challenges remain and what opportunities exist for the future.

Within the body of this plan we have highlighted the actions we will undertake to achieve each objective. These actions will be reflected in individual branch plans which will ensure our activities are owned by and involve the participation of staff across our organisation.

The RAP is an integral part of the State Library of Queensland Strategic Plan 2012–2016, and is informed by and supports national and State Government priorities. The RAP also links to other key strategies within State Library, as outlined in the diagram below.

Right: Members of SLQ's kuril dhagun team: Nadine, Elena, Katina and Amanda. **Image:** Jo-Anne Driessens.





Relationships

State Library builds productive, trusting and sustainable relationships and partnerships between staff, Aboriginal people, Torres Strait Islander people and all Queenslanders.

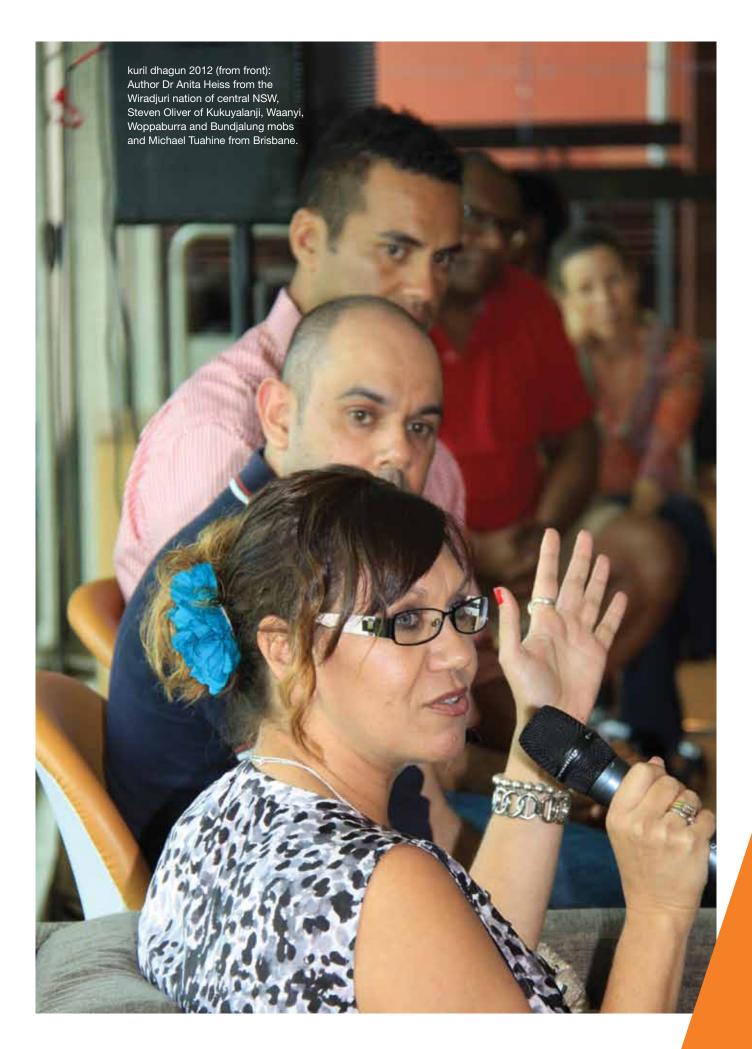
Ac	ction	Responsibility	Timeline	Measurable target
1.	Establish an SLQ RAP Working Group to lead implementation of our RAP	Executive Manager Regional Partnerships	2011QuarterlyQuarterly	 RAP Working Group established Quarterly RAP Working Group meetings held RAP Working Group provides regular updates to Executive Team and IAG
2.	SLQ commitment to the support of reconciliation is evident through our library services and programs	 Executive Manager People and Planning Executive Manager Queensland Memory Whole of SLQ 	• 2012–16	 Commitment to reconciliation in Strategic Plan 2012–16 Evidence of two-way exchange is clear in all SLQ services and programs for Aboriginal and Torres Strait Islander peoples Continued support for, contribution to and promotion of the National Policy Framework for Indigenous Library Services in collaboration with the National & State Libraries Australasia (NSLA) Indigenous Library Services and Collections Working Group
3.	Participate in and contribute to major Aboriginal and Torres Strait Islander cultural events such as National Sorry Day, Reconciliation Week and NAIDOC week	RAP Working Group	• 30 June 2013	 Host and participate in events to celebrate and acknowledge significant cultural calendar events
4.	Support the ongoing delivery of kuril dhagun exhibitions and public programs	Program Coordinator kuril dhagun	• 30 June 2013	 Deliver kuril dhagun public programs — A Night by the Fire, Yarnin' Time, BL.INK: black ink, Black History Month events, Loris Williams' annual event, Murri Claus, Survival Day, Reconciliation Week 2013, and exhibitions – State of Emergency (2012) and Deadly Brothers (2013)
5.	Work with and support IKC councils and communities	Regional Manager Cairns Public and Indigenous Library Development	• 30 June 2013 onwards	 Support IKC Coordinators and communities through field visits and regular communication by phone, Skype and other social media tools Source external funding to continue to provide Literacy through the Arts programs in IKC communities, such as <i>Culture Love</i> Develop participatory community development framework to deliver programs with IKC communities Develop Service Level Agreements with IKC Councils
6.	Partner with State and Commonwealth agencies to support the sustainability of the IKC network	Regional Manager Cairns Public and Indigenous Library Development	• 30 June 2013 onwards	 Source funding opportunities and in-kind support from relevant agencies Look at opportunities through Council of Australian Governments (COAG) agenda
7.	Continue to roll out the four year implementation of the National Partnership Agreement on Remote Indigenous Public Internet Access (NPA RIPIA)	Regional Manager Cairns Public and Indigenous Library Development	• 30 June 2013	Deliver RIPIA as per agreement

8.	Purchase relevant collections for IKCs and Rural Libraries Queensland (RLQ)	Operations Manager Public and Indigenous Library Development	• 30 June 2013 onwards	Consult with IKC Coordinators to ensure relevant content is purchased Number of exchanges to IKCs and RLQ
9.	Develop and promote Reconciliation Book Club sets for public libraries	Operations Manager Public and Indigenous Library Development	• 30 June 2013	 The number of loans for 2012–13 The number of Book Club sets distributed to public libraries and IKCs
10	Support the provision of collections for IKC networks through acquisition and description of collections	Manager Description Services Discovery	• 30 June 2013 onwards	 Collections acquired and processed to timeframes Serial renewals processed to timeframes
11	Improve access to Indigenous content through the use of AIATSIS thesauri terms via One Search	Manager Description Services Discovery	• 30 June 2013 onwards	Number of catalogue records updated
12	Develop Content Guidelines for collecting Aboriginal and Torres Strait Islander content for long term preservation and access through JOL	Executive Manager Queensland Memory	• 30 June 2013 onwards	Guidelines completed
13	Drive and deliver the major exhibition: Transforming Tindale, which includes public programs including learning opportunities	 Executive Manager Learning and Participation Executive Manager Queensland Memory 	6 September – 9 December 2012	 Deliver exhibition: Transforming Tindale Deliver exhibition associated events: The Norman Tindale Legacy Symposium and Deepen the Conversation: Transforming Tindale Design and deliver learning notes and school tours
14	Support the ongoing delivery of travelling exhibitions	Executive Manager Learning and Participation Executive Manager Queensland Memory	• 30 June 2013 onwards	 Deliver travelling exhibition: Laura: Festival in focus Design and deliver Transforming Tindale travelling exhibition to tour regionally
15.	Collaborate with Indigenous staff and programs – exchanging skills and knowledge to increase understanding and lead to better program outcomes	Executive Manager Communications	 1 November 2012 30 June 2013 30 June 2013 30 June 2013 	 Develop Indigenous Voices enews, blog and What's On publication category Develop IKC blog 50% of SLQ Indigenous staff skilled and published one post on Indigenous Voices blog 5% increase in subscribers to Indigenous
			So June 2013February 2013	 5% increase in subscribers to indigenous Voices enews black&write! Editors skilled in program promotion

Respect

State Library ensures all our people, services and programs are respectful of Aboriginal and Torres Strait Islander cultures, traditions and achievements. We create an organisational culture that is welcoming, inclusive and respects Aboriginal people and Torres Strait Islander people.

Ac	tion	Responsibility	Timeline	Measurable target
1.	Acknowledge Traditional Owners and Elders at SLQ events	Executive Manager Communications	• 30 June 2013 onwards	 Invite Traditional Owner or Elder to give Welcome to Country at signature and key events Include Acknowledgement of Country at all SLQ events
2.	Investigate and develop appropriate acknowledgement of Traditional Owners at SLQ sites	Executive Manager Communications	1 November 201230 June 201330 June 201330 June 2013	 Acknowledgement on welcome signage at SLQ South Bank Acknowledgement on SLQ websites Acknowledgement in What's On publication Acknowledgement in SLQ South Bank map
3.	Ensure all staff use appropriate language when addressing Aboriginal people and Torres Strait Islander people in all forms of communication	Executive Manager Communications	• 30 June 2013	A Communications Protocol for staff completed and implemented, and is included in the SLQ Style Guide
4.	Provide Cultural Awareness training and competency building for all SLQ staff to ensure support of Aboriginal people and Torres Strait Islander people access to SLQ collections, services and programs	Executive Manager People and Planning	• 2013 onwards	100% employee participation in SLQ cultural capability and awareness program
5.	Continue to consult and advise the Indigenous Advisory Group	State Librarian/CEO	• June 2013 onwards	 Updates and information provided to IAG at each meeting IAG consulted as required
6.	Review and promote Protocols for Aboriginal and Torres Strait Islander collections	Executive Manager Queensland Memory	• 30 June 2013	Promote and implement protocols for Aboriginal and Torres Strait Islander collections
7.	Community Created Content – utilise kuril dhagun as a vehicle for collaboration and content development with Aboriginal and Torres Strait Islander Queenslanders	Program Coordinator kuril dhagun	30 June 2013 onwards	Increased interest from community for legal deposits and strong community support for collections
8.	Provide Indigenous Family History Research Service	Manager Information Services Visitor Experience	• 30 June 2013 onwards	Professional development opportunities provided for staff to be skilled up to assist Aboriginal and Torres Strait Islander clients research their family history
9.	Deliver online learning programs via Department of Education, Training and Employment OneChannel platform on Indigenous Perspectives to support implementation of Australian Curriculum	Executive Manager Learning and Participation	• November 2012 - 30 June 2013	Number of programs delivered and number of participants in online learning programs
10.	Incorporate Indigenous content in stories produced by the <i>CitizenJ</i> project	Executive Manager The Edge	• July 2012 – 30 June 2013	Published and shared content through CitizenJ
11.	Incorporate Aboriginal and Torres Strait Islander content in the John Oxley Library and Australian Library of Art blogs	Manager Research, Advocacy and Partnerships Queensland Memory	• July 2012 – 30 June 2013	Published and shared content through blogs and engagement of Indigenous guest bloggers
12.	Sharing stories of our Aboriginal and Torres Strait Islander staff	Executive Manager People and Planning	• January 2013 – December 2016	 One staff story shared every quarter in staff enewsletter InTouch, SLiQnet, staff briefing, and/or Yammer
13.	Promote the RAP and publish on the SLQ website	RAP Working Group	• March 2013	 RAP published on SLQ website RAP is included in induction program for new staff Celebrate and report achievements at staff briefing sessions and through <i>inTouch</i>







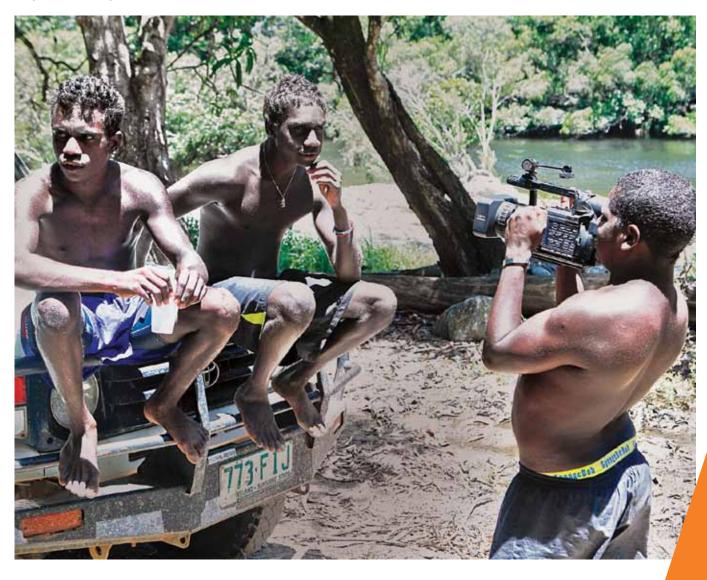
Opportunities

State Library develops culturally appropriate services, programs and policies that meet the needs of Aboriginal people and Torres Strait Islander people throughout Queensland. Through the implementation of State Library's Aboriginal and Torres Strait Islander Workforce Strategy 2012–16, we provide employment opportunities for Aboriginal people and Torres Strait Islander people across all work units.

A	ction	Responsibility	Timeline	Measurable target
1.	Implement SLQ Aboriginal and Torres Strait Islander Workforce Strategy 2012–16 and investigate opportunities to increase Aboriginal and Torres Strait Islander employment opportunities	Executive Manager People and Planning	• 2012–16	 Implementation of Aboriginal and Torres Strait Islander Workforce Strategy Increase in representation within SLQ workforce from current 3.8% to 5% representation by 2016
2.	Establish an Indigenous Internship program supported by external funding sources	Executive Manager People and Planning	• 2012–2016	 Pilot program with one intern in 2013–14 Full program of 5 interns per year implemented in 2014–16
3.	Continue employment opportunities for Indigenous artists, creators and producers within the kuril dhagun public program	Program Coordinator kuril dhagun	• 30 June 2013 onwards	100% Indigenous employment in kuril dhagun – including contract / casual
4.	Engage Indigenous design intern to work closely with Design Team on production of RAP document, developing skills and opportunities	Executive Manager Communications	• 31 March 2013	RAP document designed by Indigenous design intern, mentored by Design Team
5.	Establish an annual Indigenous Leadership Development grant supported by external funding sources	Executive Manager People and Planning	• 2012–2016	 Pilot program with one Indigenous SLQ staff member in 2013–14 Pilot program with one non-Indigenous staff member in 2014–15
6.	Facilitate training and professional development opportunities for IKC coordinators and communities	Regional Manager Cairns Public and Indigenous Library Development	August 201230 June 2013 onwards	 Deliver annual IKC Coordinators workshop Workshops on building local studies collections delivered to IKC Coordinators
7.	Provide opportunities for local community members to gain access to new technology and learning opportunities as part of the professional development program delivered regionally through public libraries	Manager Development and Learning Regional Partnerships	December 2012April 2013	Deliver program in CunnamullaDeliver program in Cooktown
8.	Provide training session for the Queensland Local Studies Group on the importance of local historical/contemporary Indigenous collecting in their local area	Manager Research Advocacy and Partnerships Queensland Memory	• 30 June 2013	 Number of Queensland Local Studies Group members trained Number of services/activities created by working with community, delivered through public libraries
9.	Redesign and enhance the existing online Welcome Toolkit for Queensland public libraries	Executive Manager Regional Partnerships	• 30 June 2013	 Welcome Toolkit redesigned with new resources and information Public libraries and IKCs share ideas, projects and activities through toolkit
10	Explore the idea setting up a community reference group to provide input into our program for 0–8 and 9–16 year olds	Executive Manager Literacy and Young People Services	• 30 June 2013	Community-led theme or program during School Holiday programs in 2013
11	. Deliver Indigenous language research and discovery workshops at SLQ and in regional locations as part of the Indigenous Language Project	Indigenous Languages Researcher Officer Queensland Memory	• 30 June 2013	Deliver one Brisbane based workshop and four regional workshops in collaboration with Indigenous Language Centres, Indigenous Knowledge Centres and public libraries.
12	. Continue to engage Indigenous Language Researcher to deliver SLQ Indigenous Language Project	Executive Manager Queensland Memory	• 30 June 2013	Secure funding to continue Indigenous Language Project and employment of Indigenous Language Researcher

13. Provide an opportunity for an Indigenous Research Fellowship in 2013	Executive Manager Queensland Memory	• 30 June 2013	Fellow appointed
 Mobile Media Project – Provide digital literacy training skills for young Indigenous people in regional Queensland 	Executive Manager The Edge	• December 2012 – June 2013	 Deliver program in Rockhampton (proposed)
15. Conduct professional development sessions for Queensland teachers focused on access to Indigenous collections, language resources etc	Executive Manager Learning and Participation	• June 2013 onwards	 Deliver relevant professional development sessions to support educators with appropriate resources to support the teaching of indigenous perspectives
16. Collaborate with Cairns team to develop 'IKC friendly' modules within the Looking @2.0 project to support digital literacy training throughout the IKC network	Executive Manager Learning and Participation	• July 2013	 Looking @2.0 programs delivered in IKCs Program responsive to the feedback and needs in each community

Boys filming during Culture Love school holiday program, Wujal Wujal Indigenous Knowledge Centre.



Accountability

State Library will promote and implement RAP across our organisation and with external stakeholders. We will review and report on the progress of our RAP on an annual basis.

Action	Responsibility	Timeline	Measurable target
Review and report on the progress of the RAP	RAP Working Group	• 30 June 2013	 Provide an annual review and report to Library Board of Queensland, IAG, Executive Team and Reconciliation Australia
Celebrate achievements and respond to lessons learnt from RAP implementation	RAP Working Group	 Quarterly 	 Acknowledge staff contributions and celebrate RAP achievements at staff briefing sessions and through internal communications
3. RAP 2013–14 is included in 2013–2014 planning process	Executive Manager People and Planning	• 30 June 2013	RAP review 2013–14 included in planning process

Below: Storytelling through oral history at The Edge, SLQ. Zenovia Pappas (left), a 3rd and 4th generation Greek Australian, with Dana Mam. Dana is of both Aboriginal and Torres Strait Islander descent. She identifies with Kuku Yalanji people from Cooktown, Far North Queensland with her Torres Strait Islander bloodline coming from St Paul's Village, Moa Island. **Image:** Jo-Anne Driessens.

Right: Queensland treasures held in SLQ's John Oxley Library. Sonja (left) identifies as a descendant of the Ngugi people belonging to the Quandamooka people of Minjerriba, North Stradbroke Island. Des identifies as Gamilaroi from South West Queensland. **Image:** Jo-Anne Driessens.

Back cover: Elizabeth, Akasher and Meo take a break during Culture Love school holiday program, Erub Indigenous Knowledge Centre.



