

NATIONAL LIBRARY OF AUSTRALIA

ANNUAL REPORT 2011-2012



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LIBRARY OF
AUSTRALIA

ANNUAL REPORT 2011-2012

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The images throughout this report are of the National Library of Australia's Treasures Gallery
or of items on display in the Treasures Gallery.

The Hon Simon Crean MP
Minister for the Arts
Parliament House
CANBERRA ACT 2600

Dear Minister

National Library of Australia Annual Report 2011-12

The Council of the National Library of Australia has pleasure in submitting to you, for presentation to each House of Parliament, its annual report covering the period 1 July 2011 to 30 June 2012.

The report is submitted to you in accordance with section 9 of the *Commonwealth Authorities and Companies Act 1997* and the *Commonwealth Authorities (Annual Reporting) Orders 2011*.

The report has been prepared in conformity with the requirements set out under Clause 1 of Schedule 1 of the *Commonwealth Authorities and Companies Act 1997* and with select regard to the *Requirements for Departmental Annual Reports*, approved by the Joint Committee of Public Accounts and Audit under subsections 63(2) and 70(2) of the *Public Service Act 1999* and made available by the Department of the Prime Minister and Cabinet on 28 June 2012.

We commend the Annual Report to you.

Yours sincerely



Mr Ryan Stokes
Chair of Council



Ms Anne-Marie Schwirtlich
Director-General



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Early exploration

The idea of an unknown continent in the Southern Hemisphere stretches back many centuries in European thought. It was believed that a great southern land, or Terra Australis Incognita, existed to balance the massive continents of the Northern Hemisphere.

European navigators ventured close to the Australian region from the early 1500s. Portuguese and Dutch merchants extended maritime trade routes beyond India into South-East Asia. By 1602, the Dutch United East India Company was established in Batavia (Jakarta) and Dutch merchants pushed to the south and east in search of new resources to exploit. During this period, exploratory voyages by European powers were also beginning to cross the Pacific Ocean via the Americas. James Cook's famous Endeavour voyage of 1768-1771 charted Australia's eastern seaboard and circumnavigated New Zealand.

From the earliest appearance of Australian coastlines on 17th-century charts, more than two centuries passed before Matthew Flinders mapped the outline of the Australian continent. In this time, cartography had developed rapidly into a sophisticated science.





INTRODUCTION



Attributed to Jacob Gerritsz Cuyp
(1594–c. 1651)
*Portrait of Abel Tasman,
His Wife and Daughter* c. 1637
oil on canvas; 106.7 x 132.1 cm
Pictures Collection
nla.pic-an2282370

CHAIR'S REPORT

This year has been one of culmination and of planning. It was a year of assessment of the successful implementation of the Library's *Strategic Directions 2009–11* and of deliberation and promulgation of *Strategic Directions 2012–14*.

After many years of planning and development, the Library opened its permanent Treasures Gallery and the adjoining Exhibition Gallery. The Treasures Gallery, for the first time, highlights our national heritage from the permanent collection. The Exhibition Gallery opened to universal acclaim, with *Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin* succeeded by an equally well-received Australian exhibition to mark the centenary of the birth of Patrick White.



The Library's 14-year campaign to extend the statutory requirement for the deposit of published material beyond print to encompass e-publications and public websites, to which I referred in last year's Annual Report, reached a critical stage. In February, the Attorney-General released the consultation paper, *Extending Legal Deposit*. The paper invites public submissions on how best to preserve Australia's digital heritage. Every year of delay has meant that part of the heritage has been lost forever. The Library looks forward to the successful culmination of this project.

The transition to a digital information environment is the great challenge facing libraries throughout the world. The success of the Library's discovery and access service, Trove, which builds on collaboration with Australia's state libraries and other cultural organisations, was manifest in widespread praise and increased usage over the course of the year. There is, however, a long way to go.

In the absence of new funding for digitising the permanent collection, the amount of additional material made accessible each year to readers and researchers throughout Australia, not just those who live in or who can visit Canberra, is limited. Therefore, the Library welcomed the provision of additional funding in the 2012 Commonwealth Budget to assist the Library to make its collection more accessible over the next few years. The Library has taken steps to place itself in a position to undertake the transition to a National Digital Library of Australia by redirecting resources to a five-year Digital Library Infrastructure Replacement project, which will replace existing electronic systems and provide the tools needed to acquire, preserve, deliver and give access to the nation's existing and future digital information.

The three-year program, set out in *Strategic Directions 2012–14*, reflects the enhanced priority given to digital collecting. Some difficult decisions have been made, particularly to reduce the extent to which overseas printed material is collected. The Library has commenced a transition from print to digital for some forms of overseas collecting.

I will retire as Chair as and from 30 June 2012. I do so because of my new responsibilities as Chair of the Australian Broadcasting Corporation. My association with the Library has been exceptionally rewarding, which I attribute to the professionalism and skill of the staff and the dedication of my fellow Council members.

A handwritten signature in black ink, appearing to read 'James J. Spigelman', with a long horizontal flourish extending to the right.

The Hon. James. J. Spigelman AC

DIRECTOR-GENERAL'S REVIEW

The National Library of Australia's *Strategic Directions 2012–14*, which the Chair has noted, recognises that continuity and change characterise the work of the Library. In 2011–12, the Library has seen significant achievements in planning and preparing for change and in pursuing long-term goals.

The Library's strategic thinking has been informed by trends in use, information seeking and publishing. We have also referred to consultation papers and reviews, such as the National Cultural Policy Discussion Paper, the Book Industry Strategy Group's Final Report, the review of philanthropy, the development of the 2011 Strategic Roadmap for Australian Research Infrastructure and the review of Australia's engagement in Asia.



If the Library is to succeed in the digital world, it is vital that it has the capacity to acquire, manage, preserve and provide access to petabyte-level information. The alternative is a significant and growing gap in Australia's documentary memory. In the short term, the Library will meet its essential minimum requirements by redirecting internal resources, including IT resources, to focus on the Digital Library Infrastructure Replacement (DLIR) project.

The DLIR project commenced in early 2011 and runs over five financial years. It will replace existing systems that form the backbone of the Library's digital library infrastructure and will deliver capabilities for digital preservation and online deposit, as well as the ability to support an extended range of digital formats.

Central to the project is an open approach to the market, with the aim of purchasing existing software or services to deliver the software, supplemented by in-house development activities to implement components that cannot be purchased. Formal project governance and management processes have been established and the procurement process almost completed. The implementation phase will commence in the new financial year.

Over the last decade, in response to the dramatic effect of digital technology on information dissemination, the Library has advocated for change to the legal deposit provisions of the *Copyright Act 1968* (section 201). The Library advocates the inclusion of publications, such as CD-ROMs, DVDs, websites, blogs and electronic books, journals, magazines and newspapers, in the requirement that a copy of material published in Australia be delivered to the Library.

In early 2011, the Library welcomed the Attorney-General's establishment of a working group to consider the Library's legal deposit requirements and to prepare a public consultation paper on

the issue. The paper, *Extending Legal Deposit*, was issued by the Attorney-General on 7 March 2012. It presented a model for how an extended scheme would apply to both online and offline e-publications on a physical carrier.

Last financial year, the Library began a review of its collecting of books and journals published overseas. It assessed options for reducing the cost associated with acquiring and processing overseas materials, taking into account the needs of researchers and trends and developments in information dissemination, such as e-publishing and mass digitisation. The review was completed in August 2011 and the Library has begun implementing the recommendations. This includes immediate work to make processes more efficient and a long-term strategy to shift the Library's largely print collecting model to a digital collecting and access model over the next five years. This means that, where possible, the Library will collect e-books and e-journals and it will provide access to freely available digital content hosted elsewhere, instead of collecting print versions. In addition, the Library will reduce its total expenditure on overseas resources, in order to release funds for strategic priorities, such as digitising more of the Australian Collection. As a consequence, the range of overseas resources accessible from the Library will decrease and a significant number of print journal subscriptions and electronic services will be cancelled. This will be reflected in a revised Collection Development Policy, which will be developed early next financial year. The Library will continue to give priority to both print and digital publications in Asian languages.

Over the course of the year, the Library initiated and completed some 20 projects aimed at advancing digital readiness and services. These are outlined in the Report of Operations.

The knowledge, expertise and skills of Library staff are vital to the advancement of the Library's work, particularly as we seek to strengthen our digital capacity. In developing the Strategic Workforce Plan (2012–14), the Library has placed a premium on building expertise, skills and confidence to work in the digital world.

On 6 October 2011, the Treasures Gallery was opened by the Governor-General, Ms Quentin Bryce AC CVO, marking the culmination of many years of planning. The gallery provides the Library with a world-class space in which to display its treasures. Over 95,000 visitors have enjoyed the gallery since its opening. Treasure Explorer, the website developed for primary school children (<http://treasure-explorer.nla.gov.au>), and new education programs centred on the gallery are extending the appreciation of the Library's collection and the stories it reveals about Australian history and culture. The Treasures Gallery Family Day attracted 2,500 people to a wide variety of activities, including lectures, behind-the-scenes tours and craft programs.

The opening of the Treasures Gallery marked the successful conclusion of the major capital fundraising campaign led by the Development Council. To build on this success, the National Library of Australia Foundation Board was established to consolidate and further the work of the Development Council in seeking support for the Library's priorities.

In association with the completion of the Treasures Gallery, other major works were completed on the Ground Floor. A new entrance was created for the Main Reading Room, with a new service desk, an improved display of new collection items and an informal area for group work.

The Library's Bookshop, which specialises in Australian publications, was also refurbished. Visitors have welcomed the improved Bookshop and sales of exhibition-related merchandise have been particularly strong.

In November 2011, Nobel Laureate Professor Brian Schmidt launched *Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin*, the inaugural exhibition in the Library's new Exhibition Gallery. *Handwritten* was a highly successful international collaboration, with government and corporate support valued at over \$800,000. The public response was enthusiastic—73,000 visitors viewed the works of some of the most significant contributors to the development of Western thought and creativity, including Copernicus, Galileo, Dante, Einstein, Mozart and Beethoven.

The reporting year has seen excellent progress in the Library's fundamental work on developing the national collection, promoting access and engaging audiences, collaboration and leadership, and achieving organisational excellence. The Library's success in collection building is reported in Appendix J, which features acquisition highlights.

Digitisation activities remain an important priority for the Library. Collaborative projects undertaken this year have included:

- digitising regional Victorian newspapers, funded by the State Library of Victoria
- digitising *The Mirror* (Perth) and *The Northern Times* (Carnarvon, WA), funded by the State Library of Western Australia
- digitising *The Zeehan and Dundas Herald* (Hobart), funded by the Tasmanian Archive and Heritage Office
- digitising *The Dubbo Liberal and Macquarie Advocate* (NSW), funded by the Western Plains Cultural Centre.

On 2 November 2011, the Library marked the 30th anniversary of the Australian National Bibliographic Database, which lies at the heart of Trove. Twelve hundred libraries across Australia currently contribute catalogue records, describing books, journals, websites, pictures, maps, manuscripts, audiovisual materials and local history collections. The database enables efficiency in local cataloguing operations and makes collections discoverable by all Australians.

Trove continues to be central to accessing the collections of the Library and of Australian collecting institutions of all kinds. More than 50,000 people use the service daily, many of them on mobile devices. Scholars particularly value Trove's digitised content, which has revolutionised their research and opened new possibilities for enquiry. Thousands of users engage enthusiastically with Trove—annotating, tagging and correcting computer-generated newspaper text or adding their own digital content to the service. Since April 2012, individuals and agencies have been able to use new functionality to engage further with Trove records—tags and comments can now be retrieved using an application programming interface, opening new possibilities for displaying Trove content in other services. In October 2011, Trove again attracted international recognition, when it was nominated in the European Digital Heritage Awards as one of the top-five global crowd-sourcing projects.

Highlights of the Library's events program included the Ray Mathew Lecture 'Prodigal Daughter', delivered by writer Susan Johnson, and the Seymour Biography Lecture 'Pushing against the Dark: Writing about the Hidden Self', presented by author Robert Dessaix. The Library was also the venue for two significant national events: the Prime Minister's Literary Awards 2011 and the launch of the National Year of Reading 2012, an initiative of the library profession to improve Australian literacy rates by encouraging Australians to become a nation of readers.

The Friends of the Library hosted a strong program of events for its 2,000 members. The two major events—the celebration of Australian author Alex Miller and the Kenneth Myer Lecture 'Why Did I Do That? A Fresh Look at the Psychology of Human Motivation', delivered by Hugh Mackay—attracted good audiences.

Social media is playing an increasingly important role in the Library's communication, promotion, development and delivery of services and the collection. The Library's Facebook and Twitter accounts have 9,000 followers collectively. Social media helps the Library to reach new audiences. For example, on 2 March 2012, a tweet relating to a Dr Seuss sketch in the Library's collection was retweeted over 650 times, reaching an additional 50,000 Twitter users, and the link to the item was viewed 3,233 times. The Trove Twitter account provides followers with topical links to related historical newspaper and other content, and is an ideal channel to communicate new service developments and for Trove users to communicate with the Library and with each other. In September 2011, there was an equally strong response to the release on Flickr Commons of images from the Library's collection; within a few hours the images had been viewed over 10,000 times. The Library will continue to explore and exploit the potential of new social media channels.

The Library has continued its efforts to achieve Reimagining Libraries, the vision of National and State Libraries Australasia (NSLA). Library staff have led and contributed actively to NSLA groups, working on a range of strategic priorities to improve and harmonise public access to collections and services.

As a result of Reimagining Libraries activities, Australians can experience consistent approaches to services across all NSLA libraries. Registered patrons of the National Library and of Australian state and territory libraries can access a core set of e-resources, with most products available for offsite use in homes, schools and offices. Articles from some licensed resources can be accessed via Trove. To enable their patrons to access resources which are not available in digital form, NSLA libraries are collaborating to streamline and align document delivery services.

NSLA groups will also continue to work on important physical and digital infrastructure issues which will benefit library users for generations to come. Groups working on collaborative collecting, storage for physical collections and the challenges of collecting, preserving and providing access to digital heritage are all focused on efficient long-term access to Australia's documentary heritage.

As it enters its eighteenth year, the Community Heritage Grants program continues to be an important source of support for community groups. The program is managed by the Library on behalf of funding partners, including the Department of Regional Australia, Local Government, Arts and Sport Office for the Arts, the National Archives of Australia, the National Museum

of Australia and the National Film and Sound Archive. Grants of up to \$15,000 are awarded to libraries, archives, museums, genealogical and historical societies and multicultural and Indigenous groups. In 2011, \$409,000 was distributed to 82 organisations, half of the recipients being in regional and remote Australia. Following a concerted awareness campaign, it is pleasing to note that almost ten per cent of recipients are Indigenous organisations. The 2012 grant round closed on 4 May and received 181 applications.

Staff voted in favor of a new Enterprise Agreement, which became operational on 30 November 2011. The negotiations resulted in greater engagement between staff and management.

The Library has continued to prioritise improving workplace health and safety. As well as implementing stronger governance regimes linked to the *Work Health and Safety Act 2011*, there has been a focus on training and awareness of issues, including work–life balance, stress management and resilience, risk management, dealing with hazardous substances, working with contractors and first aid.

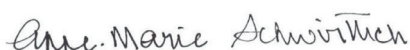
On 30 June 2012, the Hon. James J. Spigelman AC relinquished the Chair of the National Library of Australia Council. Over the last two years he has been a formidable advocate for the Library, advancing its work in several vital areas. The Library shall be the poorer for his departure.

This report provides me with a welcome opportunity to thank the Library's volunteers, Friends, members of the Development Council (now the Foundation Board), donors and partners. The generosity with which they deploy their time, energy, goodwill and expertise on behalf of the Library is inspiring.

It is with gratitude I note that the counsel received from colleagues in the Office for the Arts was, as always, immensely useful.

Staff of the National Library take pride in advancing the institution's role in supporting learning, scholarship, curiosity and cultural life. They respond to change and pursue vital long-term goals with industry, innovation and intelligence, conscious of the extraordinary legacy of which they are stewards. The pages ahead tell the story.

In the coming year, the Library will advance its strategic directions, appreciative that it will benefit from the measure announced in the 2012–13 Commonwealth Budget that provides supplementation for national collecting institutions and grateful to be among the cultural institutions exempted from the application of an additional efficiency dividend of 2.5 per cent. To ensure that Australians can access, enjoy and learn from a national collection that documents Australian life and society, the Library seeks to accelerate digitising the collection, to focus on digital collecting and preservation, to improve reading-room facilities for special collections and to commemorate the Centenary of Canberra.



Anne-Marie Schwirtlich

SUMMARY OF FINANCIAL PERFORMANCE

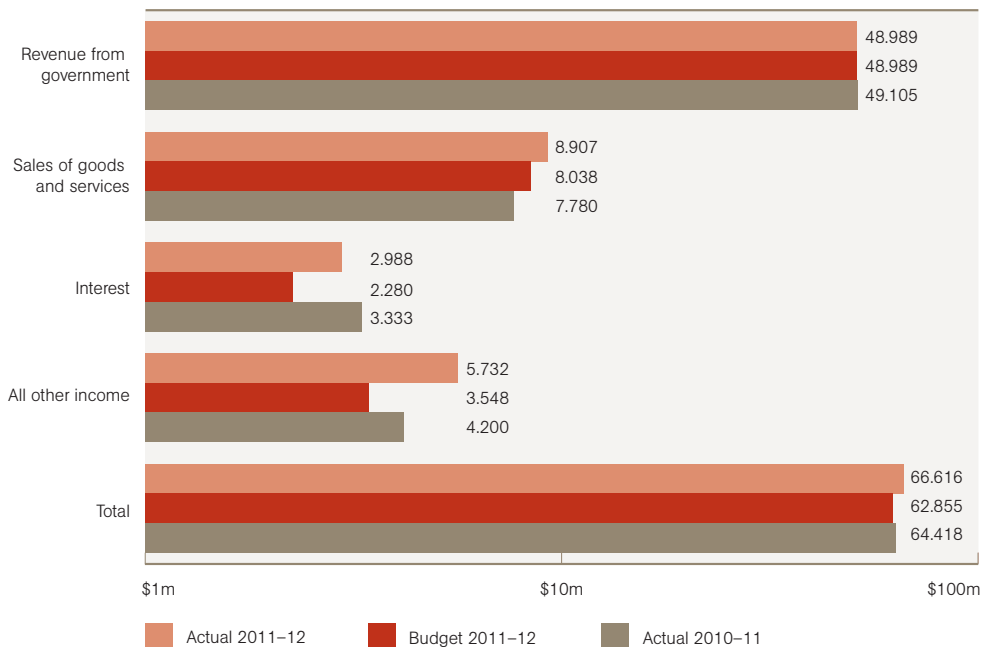
OPERATING OUTCOME

During 2011–12, income, including revenue from government, amounted to \$66.616 million and expenses were \$76.440 million, resulting in a deficit of \$9.824 million. From an income-statement perspective, the Library does not receive appropriation funding for depreciation of the national collection (totalling \$12.024 million), which forms part of operating expenses. Government funding for the purchase of collection material is provided through an equity injection totalling \$9.779 million.

INCOME

The total income of \$66.616 million for 2011–12 was \$3.761 million above budget and compares to total actual income of \$64.418 million for 2010–11. Figure 1.1 shows a comparison of income across items against budget for 2011–12 and 2010–11.

Figure 1.1: Income, 2011–12 and 2010–11



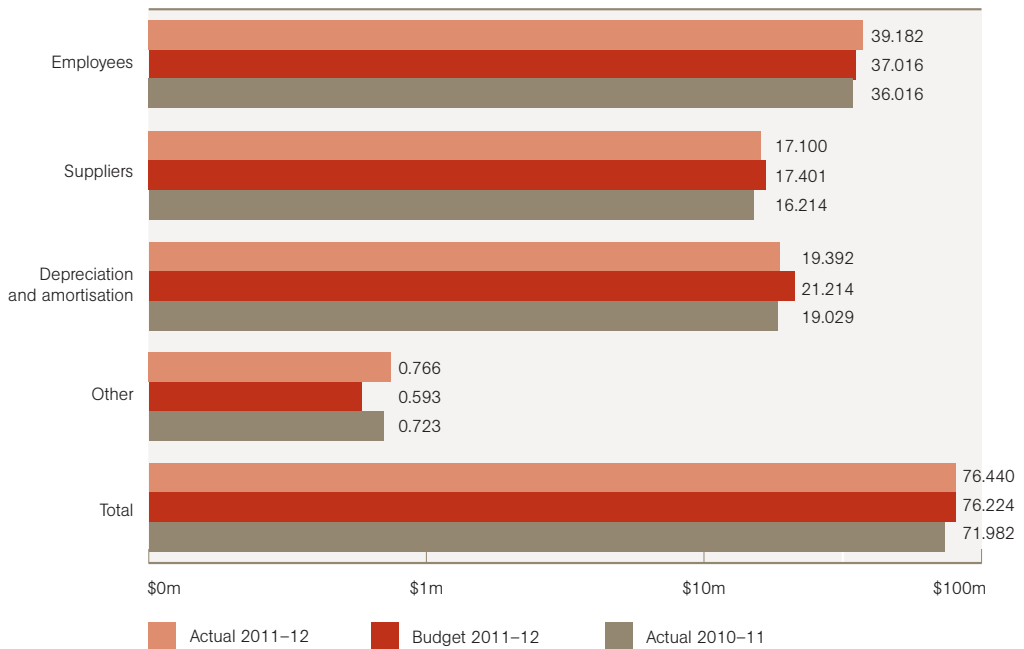
Note: A logarithmic scale is used.

The major variations between financial years relate to increases in the sales of goods and services (\$1.127 million), largely due to an increase in revenue received from digitising other library collections, increased sales through the Bookshop and sponsorship revenue associated with the Library's exhibition program; increases in other revenue (\$1.613 million), largely due to increased grant and donation revenue; and reductions in interest revenue (\$0.345 million) and revenue from government (\$0.116 million). The decline in interest revenue is primarily the result of reduced deposit rates received during 2011–12.

EXPENSES

The total expenses of \$76.440 million for 2011–12 were \$0.216 million above budget and \$4.458 million more than 2010–11. Figure 1.2 shows a comparison of expenditure across items and against budget for 2011–12 and 2010–11.

Figure 1.2: Expenses, 2011–12 and 2010–11



Note: A logarithmic scale is used.

Employee expenses were \$3.166 million more than 2010–11. This is the result of a combination of factors, including a net increase in leave expenses (\$1.842 million), of which \$1.254 million is due to the movements in the long-term bond rate during 2011–12, which has the effect of increasing the value of the liability; reduced capitalisation of staff time (\$0.401 million) associated with the production of internally developed software and with the digitising of collection material, which has the effect of increasing salary expenditure; and base salary increases and a small productivity payment provided to staff under the Library's Enterprise Agreement and partially offset by a small reduction in staff numbers (8.9 average staffing level).

Supplier expenses were higher (\$0.886 million) than 2010–11, largely due to increased cost of goods sold (\$0.193 million), primarily as a result of increased sales through the Library's Bookshop, and increased promotional expenses (\$0.585 million), largely associated with the opening of the Library's Treasures Gallery and the exhibition, *Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin*. Much of the additional expenditure associated with the exhibition was funded by the receipt of sponsorship revenue.

Depreciation and amortisation expenses were \$0.363 million higher than 2010–11. The primary reason for the variation is increased depreciation of plant and equipment (\$0.242 million), largely the result of the replacement of existing assets.

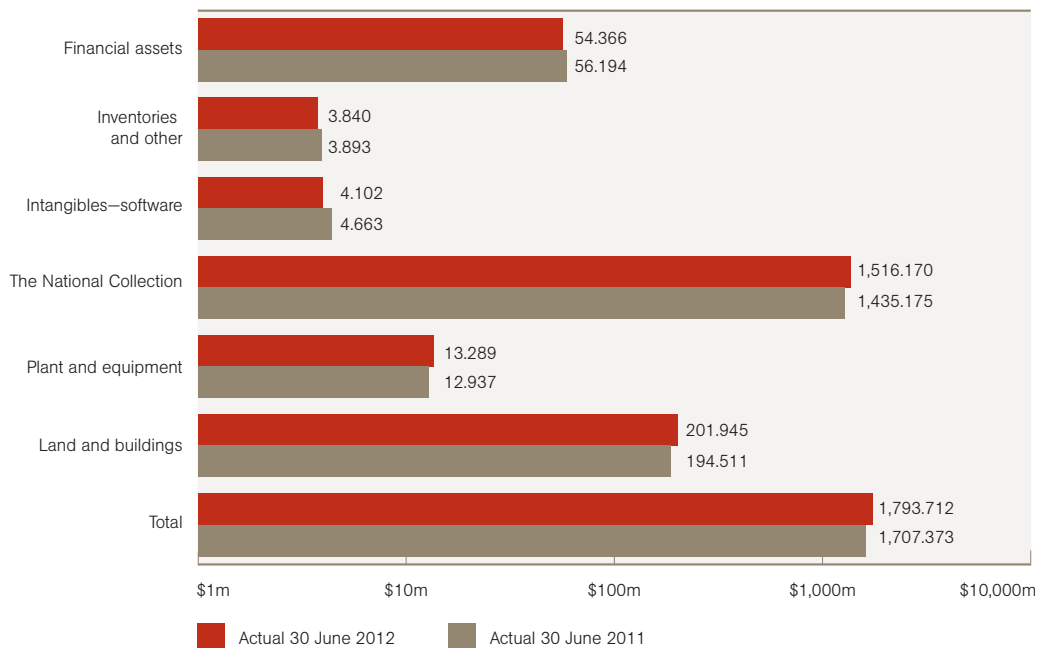
EQUITY

In 2011–12, the Library's total equity increased by \$86.766 million to \$1,776.531 million. The net increase is a result of an equity injection for collection acquisitions (\$9.779 million), a net revaluation increment (\$86.811 million) following the revaluation of the Library's collection, land and buildings, and the net operating result (\$9.824 million) for 2011–12.

TOTAL ASSETS

Figure 1.3 shows that the total value of the Library's assets increased by \$86.339 million to \$1,793.712 million in 2011–12.

Figure 1.3: Total Assets, 2011–12 and 2010–11



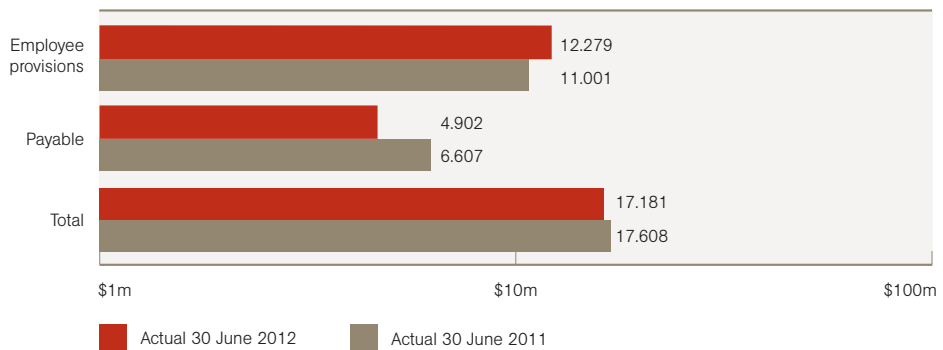
Note: A logarithmic scale is used.

The increase in non-financial assets (\$88.167 million) is largely the result of the revaluation of the Library's collections, land and buildings (a net increment of \$86.811 million) and the net difference between current-year assets acquisitions, disposals and current-year depreciation expenses (\$1.409 million). In addition, there was an increase in the value of inventories (\$0.089 million) and a reduction in the value of prepaid supplier expenses (\$0.142 million). The decrease in financial assets (\$1.828 million) relates primarily to a reduction in receivables (\$0.676 million), a reduction in cash at bank (\$0.781 million) and a reduction in investments (\$0.579 million).

TOTAL LIABILITIES

As Figure 1.4 shows, the Library's total liabilities reduced by \$0.427 million from last financial year to \$17.181 million.

Figure 1.4: Total Liabilities, 2011–12 and 2010–11



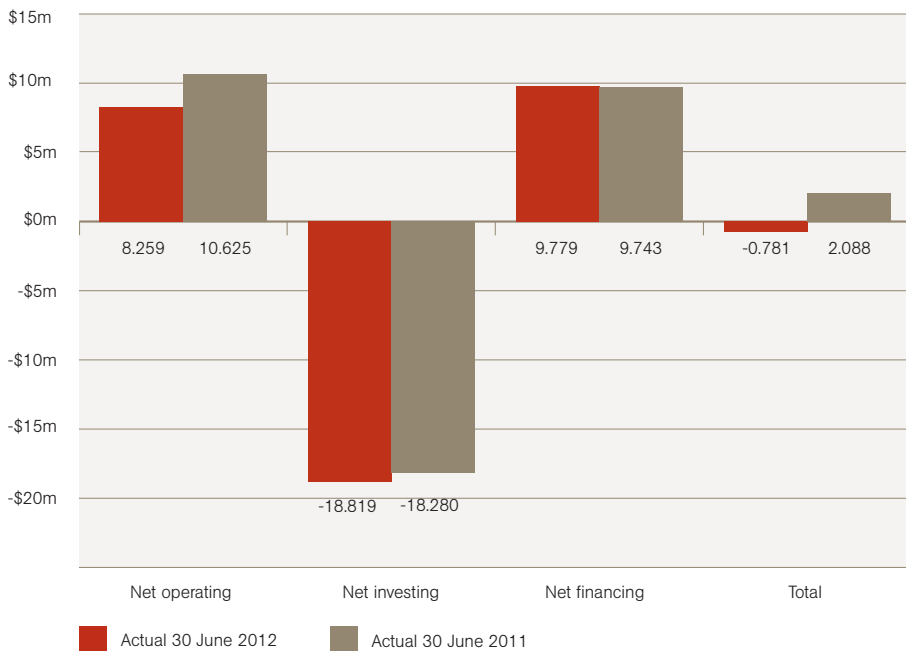
Note: A logarithmic scale is used.

The changes in liabilities relate to a reduction in supplier payables (\$1.971 million) and increases in grants payable (\$0.007 million), employee provisions (\$1.278 million) and other payables (\$0.259 million).

CASH FLOW

In 2011–12 there was a reduction in the Library's cash balance, which decreased by \$0.781 million to \$5.443 million as at 30 June 2012. Figure 1.5 shows a comparison of cash flow items for 2011–12 and 2010–11.

Figure 1.5: Net Cash Flow, 2011–12 and 2010–11



The decrease in net cash from operating activities (\$2.366 million) reflects the comments under 'Income' and 'Expenses'. The increase in net cash used by investing activities (\$0.539 million) primarily reflects the net movement of funds from investments to cash at bank between years (\$4.391 million), a decrease in the investment in property, plant and equipment and intangibles (\$4.452 million) and a decrease in proceeds from the sales of property, plant and equipment as a consequence of the sale in 2010–11 of an apartment gifted to the Library (\$0.600 million). The decrease in the investment in property, plant and equipment and intangibles is largely the result of increased building expenditure during 2010–11 as a result of the construction of the new Treasures Gallery. There was a minor increase in net cash from financing activities between financial years (\$0.036 million), as a result of the Library's equity injection provided by government to fund collection acquisitions being slightly increased.



Cook's voyages

James Cook (1729-1779) was a British explorer whose contributions to science and geography are well known.

Born in Wainwright, England, Cook entered the maritime service as an able seaman, sailing with Captain James Cook on the HMS Endeavour in 1769 and earned a reputation as a skilled navigator and explorer. He was promoted to Lieutenant in 1771 and a year later to the rank of Captain. Cook's first voyage was on the HMS Endeavour (1769-1771) to the Pacific Ocean, during which he discovered the east coast of Australia and the South Pacific.

Cook's second voyage to the South Sea (1771-1775) was on the HMS Resolution, during which he discovered the Hawaiian Islands and the continent of Antarctica. He was promoted to the rank of Captain in 1771 and to the rank of Rear-Admiral in 1775.

Cook's third voyage (1776-1779) was on the HMS Discovery, during which he discovered the North West Passage to the Pacific Ocean. He was promoted to the rank of Rear-Admiral in 1776 and to the rank of Vice-Admiral in 1779.





CORPORATE OVERVIEW



The Coat of Arms of Captain James Cook RN, FRS 1785
watercolour and leather
21.2 x 16.5 cm
Pictures Collection
nla.pic-vn3289051

ROLE

The functions of the Library are set out in of the *National Library Act 1960* (section 6). They are:

- to maintain and develop a national collection of library material, including a comprehensive collection of library material relating to Australia and the Australian people
- to make library material in the national collection available to such persons and institutions, and in such manner and subject to such conditions, as the Council determines, with a view to the most advantageous use of that collection in the national interest
- to make available such other services in relation to library matters and library material (including bibliographical services) as the Council thinks fit and, in particular, services for the purposes of:
 - i the library of the Parliament
 - ii the authorities of the Commonwealth
 - iii the Territories
 - iv the Agencies (within the meaning of the *Public Service Act 1999*)
- to cooperate in library matters (including the advancement of library science) with authorities or persons, whether in Australia or elsewhere, concerned with library matters.

The Library is one of several agencies within the Regional Australia, Local Government, Arts and Sport portfolio with responsibilities for collecting Australian cultural heritage materials and making them available to the Australian public. The Library was part of the Prime Minister and Cabinet portfolio until 14 December 2012. The Minister for the Arts, the Hon. Simon Crean MP, has responsibility for the Library. The affairs of the Library are conducted by the National Library Council, with the Director-General as the executive officer.

LEGISLATION

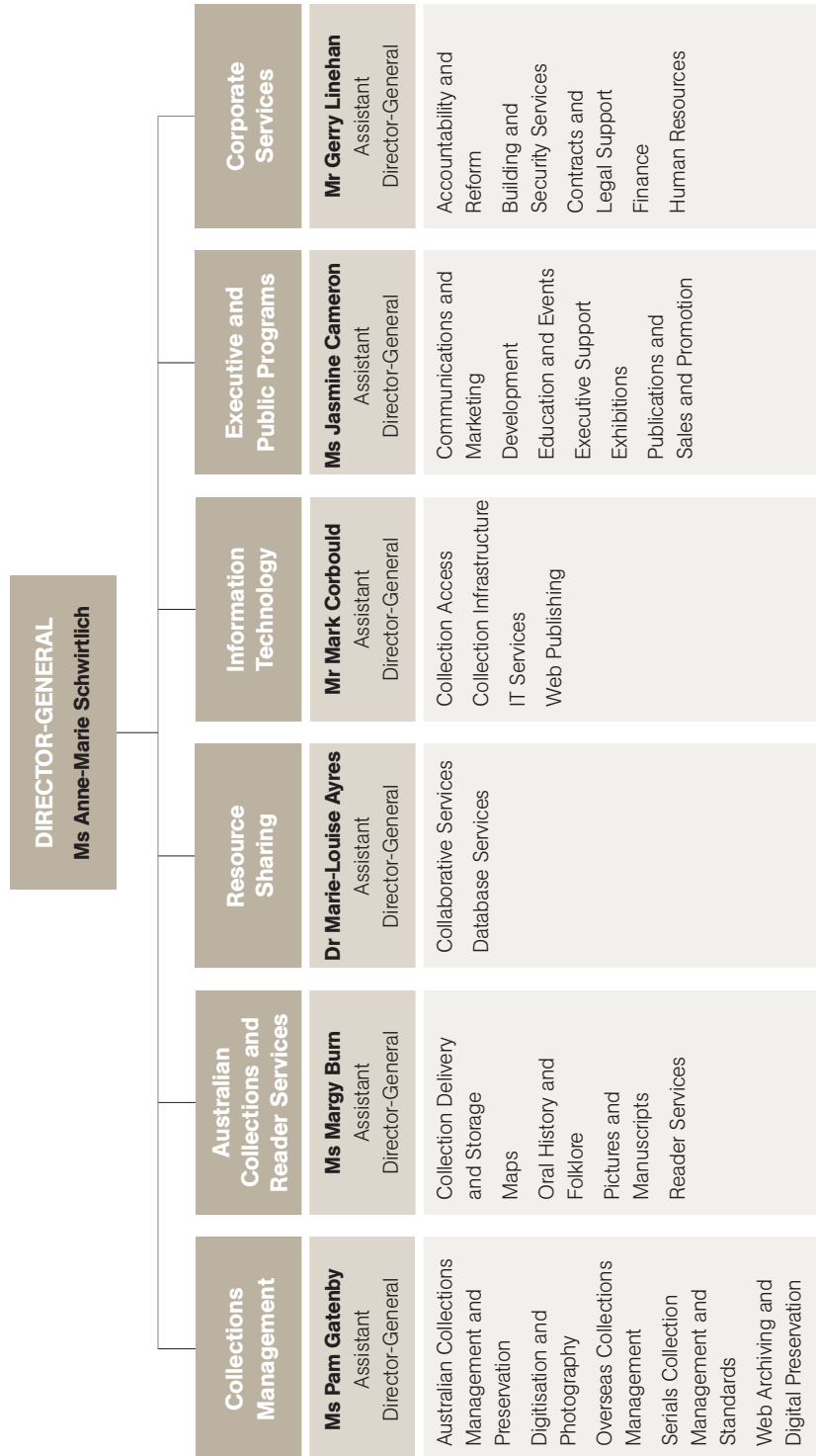
The Library was established by the *National Library Act 1960*, which defines the Library's role, corporate governance and financial management framework. As a Commonwealth statutory authority, the Library is subject to the *Commonwealth Authorities and Companies Act 1997* (CAC Act), which provides the reporting and accountability framework.

ORGANISATION

The Library's senior management structure comprises the Director-General and six Assistant Directors-General.

Figure 2.1 shows the Library's organisational and senior management structure.

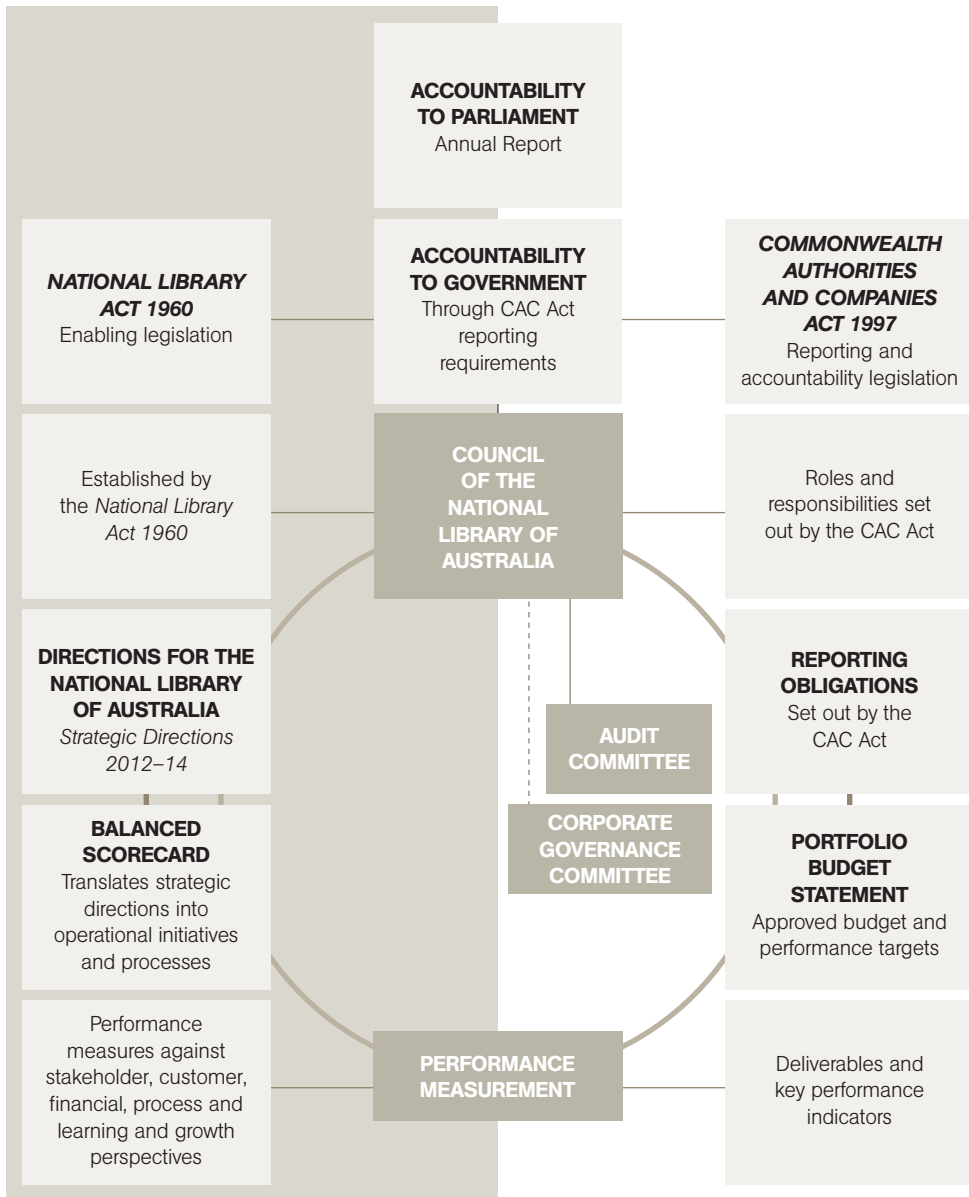
Figure 2.1: Organisational and Senior Management Structure, 30 June 2012



CORPORATE GOVERNANCE

Figure 2.2 shows the key elements of the Library's corporate governance structure.

Figure 2.2: Corporate Governance Structure, 2011–12



COUNCIL

The *National Library Act 1960* provides that a council shall conduct the affairs of the Library. The Council has 12 members, including the Director-General, one senator elected by the Senate and one member of the House of Representatives elected by the House.

At 30 June 2012, there was one vacancy on Council. Appendix A lists Council members and their attendance at Council meetings.

In 2011–12, in addition to general administrative compliance and financial matters, Council considered a range of matters, including:

- the Library's *Strategic Directions 2012–14*
- the implications and governance of new work health and safety legislation
- budget trend analysis information
- potential revenue-raising opportunities from Library activities
- new acquisitions
- the Digital Library Infrastructure Replacement (DLIR) project
- the National Cultural Policy
- the Strategic Workforce Plan
- environmental management
- community language newspaper digitisation
- the Library's Asian Collection
- building works and maintenance plans
- extension of legal deposit provisions
- new key performance indicators for 2012–13 for Australian Government arts and culture agencies.

The Council has two advisory committees: the Audit Committee and the Corporate Governance Committee.

AUDIT COMMITTEE

The role of the Audit Committee is to:

- support the Library and Council members in complying with their obligations under the *Commonwealth Authorities and Companies Act 1997*
- provide a forum for communication among Council members, senior managers and internal and external auditors
- ensure there is an appropriate ethical climate in the Library and review policies relating to internal controls and risk management.

The Audit Committee comprises a minimum of three non-executive Council members. If required, Council may appoint external members to the Audit Committee. The Council Chair and Director-General also attend meetings. Details of Audit Committee members and meeting attendance can be found at Appendix A.

In 2011–12, the Audit Committee considered a range of matters, including:

- financial statements for 2010–11
- fraud risk assessment and the Fraud Control Plan 2012–13
- harmonisation of work health and safety legislation
- Library trust-account disbursements
- internal assessment of Audit Committee performance
- internal audit schedule
- Australian National Audit Office 2011–12 financial statement audit strategy
- compliance report
- internal audit plan
- internal audits of:
 - management of capital works
 - post-implementation review of the Bookshop stock control system
 - Sales and Promotion and Bookshop annual stocktake
 - control framework maturity assessment
 - GST/FBT compliance and business continuity planning
- reports on legal services, compliance, fraud management, risk management and business continuity, contract management and training.

CORPORATE GOVERNANCE COMMITTEE

The role of the Corporate Governance Committee is to:

- evaluate Council's effectiveness in its corporate governance role
- evaluate the Director-General's performance and remuneration
- oversee the development of a list of prospective members for appointment to Council, subject to consideration and approval by the Minister.

The Corporate Governance Committee comprises three non-executive Council members—the Chair, the Deputy Chair and the Chair of the Audit Committee—and has the authority to coopt non-executive Council members.

Appendix A lists the Corporate Governance Committee members. In February 2012, the Corporate Governance Committee met to consider a Council evaluation and, in June 2012, it met to discuss the Director-General's performance.

CORPORATE MANAGEMENT GROUP

The Corporate Management Group (CMG), consisting of the Director-General and the six senior executive service (SES) staff, provides strategic and operational leadership for the Library. In particular, it monitors the achievement of objectives and strategies, oversees budget matters, develops policy, coordinates activities across the organisation and oversees a range of operational issues. CMG meets weekly.

A number of cross-organisational committees advise CMG in key areas, such as workforce planning, asset management, building works, collection development and management, events and education, exhibitions and publications.

CORPORATE PLANNING FRAMEWORK

The Balanced Scorecard continues to be the Library's principal planning support system, facilitating the integration of strategic, operational and budget planning. Since its introduction in 2000–01, the Balanced Scorecard has proven to be a successful performance management tool accepted by staff and other stakeholders. All scorecard achievements, initiatives and targets are reviewed regularly as part of strategic management planning and monitoring processes.

RISK MANAGEMENT FRAMEWORK

The Library's Risk Management Framework continues to provide effective tools for the identification and evaluation of and response to risks that may affect the collection, core business functions and resources and/or strategic decision making. The Library's Risk Management Register, which is subject to annual review, is central to this framework. The register lists risks to the Library, as well as risk-reduction strategies. These strategies are managed through established procedures and plans, such as the Collection Disaster Plan, the IT Disaster Recovery Plan, the Business Contingency Plan for Critical Building Systems and the Business Continuity Plan.

Risk management within the Library is overseen by the Library's Emergency Planning Committee, which is chaired by the Assistant Director-General, Corporate Services, and includes SES staff representing all business areas. The committee provides a clear control structure to identify, monitor, respond to and mitigate risks that may affect the Library.

Following completion of *Strategic Directions 2012–14*, the Library undertook a legal risk-management review to help safeguard the organisation against high-level risks associated with reputation, litigation and professional exposure. Although no major residual risks were discerned, the review was useful for both Trove and the Digital Library Infrastructure Replacement project.

PUBLIC ACCOUNTABILITY

EXTERNAL AND INTERNAL AUDIT

The Library's Audit Committee met three times to consider external and internal audit reports.

AUSTRALIAN NATIONAL AUDIT OFFICE REPORTS

Australian National Audit Office reports containing Auditor-General recommendations implemented by the Library during 2011–12 were:

- Green Office Procurement and Sustainable Office Management (2008–09, No. 25)
- Direct Source Procurement (2010–11, No. 11)
- Capitalisation of Software (2010–11, No. 14)
- The Protection and Security of Electronic Information Held by Australian Government Agencies (2010–11, No. 33)
- Development and Implementation of Key Performance Indicators to Support the Outcomes and Outputs Framework (2011–12, No. 5)
- Information and Communications Technology Security: Management of Portable Storage Devices (2011–12, No. 18).
- Establishment and Use of Procurement Panels (2011–12, No. 31)
- Development and Approval of Grant Program Guidelines (2011–12, No. 36).

INTERNAL AUDIT REPORTS

The Audit Committee considered a number of internal audit reports, as listed on page 23.

PARLIAMENTARY COMMITTEES AND GOVERNMENT INQUIRIES

The Library made a submission responding to the Attorney-General's public consultation paper, *Extending Legal Deposit*, and a submission responding to the National Cultural Policy Discussion Paper.

MINISTERIAL DIRECTIONS

Under section 48A of the *Commonwealth Authorities and Companies Act 1997* (CAC Act), the Minister for Finance and Deregulation (Finance Minister) may make a General Policy Order specifying an Australian Government general policy applicable to the Library, provided the Finance Minister is satisfied the Minister for the Arts has consulted the Library on the application of the policy. No General Policy Orders applying to the Library were made in 2011–12, although Council provided input into a General Policy Order proposing that the Commonwealth Fraud Control Guidelines apply to agencies operating under the CAC Act. The Australian Government general policies that apply to the Library under section 28 of the CAC Act are:

- Foreign Exchange Risk Management Policy
- Australian Government Cost Recovery Guidelines
- National Code of Practice for the Construction Industry.

LEGAL ACTION

A claim that was lodged in the ACT Supreme Court in 2003 on behalf of Wagdy Hanna and Associates Pty Ltd, seeking damages for an alleged disclosure of information in respect of a 1996 tender process for one of the Library's offsite storage facilities, remains outstanding. The court proceedings were held in December 2008, with Justice Richard Refshauge reserving his decision. The Library is awaiting the judgment.

OMBUDSMAN

During 2011–12, no issues relating to the Library were referred to the Commonwealth Ombudsman.

AUSTRALIAN HUMAN RIGHTS COMMISSION

A visitor has lodged a complaint with the Australian Human Rights Commission alleging that the Library indirectly discriminated against the person on the grounds of disability. The Library is defending the claim and its actions, asserting there has been no unlawful discrimination.

FREEDOM OF INFORMATION

The Library received and granted access to two requests under the *Freedom of Information Act 1982* (FOI Act) and a third was received on 30 June 2012.

In December 2011, the Library was advised that the Office of the Australian Information Commissioner had closed an application for a review of a Library FOI decision in 2010–11. The commissioner advised that the application was invalid and the matter is finalised.

Agencies subject to the FOI Act are required to publish information to the public as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in an annual report.

Each agency must display on its website a plan showing what information it publishes in accordance with IPS requirements. The Library complies with IPS requirements and a link to the scheme is provided on the Library's website (nla.gov.au/corporate-documents/information-publication-scheme).

INDEMNITIES AND INSURANCE PREMIUMS

The premiums under the Library's insurance coverage with Comcover encompass general liability, directors' and officers' indemnity, property loss, damage or destruction, business interruption and consequential loss, motor vehicles, personal accidents and official overseas travel.

The Library's insurance premium received an 8.8 per cent discount as a result of its performance measured by Comcover's Risk Management Benchmarking Survey. Under the terms of the insurance schedule of cover, the Library may not disclose its insurance premium price.

The Library continued to be represented at the Insurance and Risk Management Corporate Insurance Forum of cultural agencies, which holds regular meetings with Comcover to discuss insurance issues.

SOCIAL JUSTICE AND EQUITY

The Library serves a culturally and socially diverse community and aims to make its collection accessible to all. The Library's collection includes material in over 300 languages. Its programs and services are developed with an emphasis on public accessibility and adhere to the principles outlined in the Australian Government's Charter of Public Service in a Culturally Diverse Community. The Library is conscientiously implementing the charter and seeks to provide all Australians with the opportunity to access documentary resources of national significance. In particular, during 2011–12 the Library:

- provided an introductory program to 75 international students of non-English-speaking backgrounds
- provided exhibition and education tours for adults and young people with special needs, including Alzheimer's Australia, Canberra College Year 11 Special Needs Unit and senior citizens groups
- continued an ongoing customer service training program for front-of-house staff, including mental health awareness
- supported community projects, including the National Year of Reading, National Reconciliation Week, the Indigenous Literacy Project, National Simultaneous Storytime, Children's Book Week, Get Reading! and Libraries and Information Week
- supported the development of youth arts activities through events and education programs
- offered a range of assistive technologies in the reading rooms to help people with sight, hearing or mobility impairments to access the collection and use the full range of services

- commissioned Vision Australia to undertake an accessibility audit of the Trove interface; redeveloped the interface to ensure that sight-impaired users are able to fully engage with this service
- upgraded equipment to support visitors with physical disabilities, including the installation of handrails in the Theatre, the upgrade of wheelchairs and the installation of hearing loops in Library venues
- hosted a tour for organisations that represent Forgotten Australians and Former Child Migrants, as part of the events marking the second anniversary of the National Apology
- developed four short animated online videos about Library services to support user autonomy and to appeal to visual learners
- continued to offer small group instructional sessions on topics such as effective web searching and Trove for beginners
- provided gratis copies of historical photographs to support Indigenous communities celebrating the 45th anniversary of the Gurindji people's Wave Hill Walk-off and the 40th anniversary of the Aboriginal Tent Embassy
- enhanced access to 1,200 photographs relating to Indigenous country and community, with assistance from Pitjantjatjara, Larrakia, Gurindji and Arnhem Land communities, to improve captions describing people, places and activities, including names of language and clan groups
- continued to digitise photographic material for inclusion in the Pitjantjatjara Council's Ara Irititja database
- continued the project to document contemporary Indigenous dance through oral history interviews with first wave dancers, including Monica Stevens, Michael Lesley and Stephen Page, and with other Indigenous people, such as Professor Larissa Behrendt, referendum activist Uncle Ray Peckham and Gunbalanya artist Jimmy Namarnyilk
- delivered 1,100 oral history interviews as online audio, including ten interviews with 'Stalin's Poles' (Polish-Australians who were refugees in Stalinist Russia), 65 interviews with Forgotten Australians and Former Child Migrants and six interviews with Indigenous Australians about the effect of the Apology to the Stolen Generations.

SERVICE CHARTER

The Library's Service Charter sets out its commitment to users, the standards of service that users can expect and the mechanisms for providing feedback or making a complaint. Revised in 2011–12, the Service Charter is available online (nla.gov.au/service-charter) and as a print publication.

During 2011–12, the Service Charter standards were met as follows:

- 96.2 per cent of general reference inquiries were answered within standards (target 90 per cent)
- 93 per cent of collection items were delivered within standards and timeframes (target 90 per cent)
- the Library's website was available 24 hours a day for 99.9 per cent of the time (target 99.5 per cent).

The Library welcomes feedback and suggestions for service improvements. Feedback forms are placed throughout the Library and on the website (nla.gov.au/feedback). In 2011–12, 258 formal compliments and 126 formal complaints were received from users, as indicated in Tables 2.1 and 2.2.

Table 2.1: Compliments Received, 2011–12

Subject	Number	Nature
Information and online services to individuals	220	<ul style="list-style-type: none"> • quality, professionalism, responsiveness and dedication of staff • quality and speed of response to inquiries and delivery of collection material • quality of reproduction services • quality of website
Public Programs activities	35	<ul style="list-style-type: none"> • quality of tours and support for educational visits • quality of events program • quality of publications • quality of exhibitions
Facilities and support	3	<ul style="list-style-type: none"> • quality of food services • quality of Ground Floor refurbishment
Total	258	

In addition, several hundred informal compliments were received from users of the Library's Trove, Australian Newspapers and Copies Direct services.

Table 2.2: Complaints Received, 2011–12

Subject	Number	Nature
The collection	14	<ul style="list-style-type: none"> • cataloguing information for collection material • collecting of digital format material • online access to collection material
Information and online services to individuals	46	<ul style="list-style-type: none"> • access to e-resources • access to research resources • delays, misunderstandings and perceived lack of assistance relating to requesting/receiving and discharging material • reader registration processing • reproduction and inter-library lending fees • restricted access to the collection • users engaged in noisy behaviour • website redesign • wireless connectivity problems and slow response times
Public Programs activities	28	<ul style="list-style-type: none"> • content and display of exhibitions
Facilities and support	38	<ul style="list-style-type: none"> • bag restrictions in reading rooms • building works noise and related issues, including reduced access to collection material • car-parking availability • food services • handling of some security incidents • space availability in the Main Reading Room during busy periods • closure of the reading rooms over the Christmas period
Total	126	

The Library provided explanations and/or apologies in response to all complaints and undertook remedial action to address them as appropriate. Complaints relating to car parking were referred to the National Capital Authority as the responsible body.

CONSULTANCY SERVICES

The Library entered into 31 new consultancy contracts during 2011–12, at a total actual expenditure of \$741,491 (inclusive of GST). Major new consultancies involved the development of software for the Integrated Library Management System interface, the redesign of the Foyer and an energy review of lighting throughout the main building. Appendix E lists the new consultancies with an individual value of \$10,000 or more. In addition, 16 ongoing consultancy contracts were active during the same period, involving total actual expenditure of \$592,545.

ADVERTISING AND MARKET RESEARCH

Advertising and market research in excess of \$11,000 for non-recruitment and non-tender services amounted to \$72,000 (inclusive of GST), contracted to Adcorp Australia Ltd for newspaper advertising promoting the Library.

CORPORATE MANAGEMENT

Corporate management activities within the Library aim to maximise service to clients through the realisation of the full potential of staff and other available resources. In 2011–12, activities were focused on the development of requisite people skills, effective management supported by a range of tools and a safe, healthy and sustainable working environment. A major focus has been the main building, which is required to meet access and storage demands associated with a large and diverse national collection and public facility. Through participation in the Corporate Management Forum, the Library also played a part in corporate management across other collecting and portfolio agencies, displaying a supportive, collaborative and cooperative working style to other organisations.

PEOPLE MANAGEMENT

Last financial year, it was planned that a new Enterprise Agreement (EA) would be in place by mid-2011. A 'No' vote from staff on a draft EA meant that negotiations continued for some additional months. By the end of 2011, the Library had secured an EA that was strongly endorsed by staff and formally approved. The new EA has a nominal duration until mid-2014 and includes a Christmas operations and closedown provision (traded off against a slightly longer working day). The Library also implemented some affordable, modest steps to improve the pay relativity of staff and, importantly, undertook some significant projects to enhance the Library's effectiveness and efficiency, resulting in the payment of a one-off productivity dividend to staff in June 2012.

WORKFORCE PLANNING

To complement the Library's strategic directions, a Strategic Workforce Plan is developed triennially. In this reporting period, the three-year plan for 2009–11 concluded and a new plan for 2012–14 was developed.

The Strategic Workforce Plan (2012–14) identifies three priorities aimed at focusing the Library's decisions and resources on the increasing workforce demand for digital competencies and technological confidence. They are:

- building responsiveness to change and emerging digital opportunities
- building internal capability
- enhancing career and operational sustainability.

The focus in the final year of the former plan had been on finalising the development and use of consistent selection criteria in recruitment processes, improving workforce diversity, implementing an employment brand for the Library and increasing competency training in web technologies.

As in previous years, the Library's Workforce Planning Committee met quarterly to review and monitor the relevance and effectiveness of the Strategic Workforce Plan and of particular initiatives. The Library's Council also considers annually a report on workforce planning and paid particular attention to the progress of the Strategic Workforce Plan, scrutinising the workforce profile data and examining the Library's employee data in comparison with other Australian Public Service (APS) agencies.

The comparative APS data arises from Library staff who participated in the annual APS Commission State of the Service employee survey. Overall, the results reflected a positive work environment. The results are also monitored by the Workforce Planning Committee and used to inform decisions about Library staffing matters. This year, it was noted that staff showed a high level of job satisfaction, satisfaction with Library management and a strong sense of pride in working at the Library.

STAFF ENGAGEMENT

The Library's Consultative Committee continues to play an important role, as highlighted during the EA negotiations. The committee monitored the EA's option to pay a productivity payment to staff upon substantial completion of some strategic positioning projects. Other major issues that the committee considered included:

- energy and environment management
- parking arrangements in the Parliamentary Zone
- a review of IT client support services
- prevention strategies for bullying and harassment
- monitoring the number of Individual Flexibility Arrangements, whereby individual members of staff have varying employment conditions relating to remuneration, leave and hours of attendance.

REMUNERATION

In accordance with the Australian Government's regime for Principal Executive Officers, the Council determines the Director-General's remuneration. At 30 June 2012, terms and conditions of employment, such as non-salary benefits including access to motor vehicles and mobile phones for senior executive service (SES) staff, continued under common law contract.

At 30 June 2012, ten non-SES staff had enhanced benefits through Individual Flexibility Arrangements.

Table 2.3 shows the salary ranges for classifications below SES level and the number of employees at each level.

Table 2.3: Salary Ranges below SES Level and Number of Employees, 30 June 2012

Classification	Salary range (\$)	Number of employees
EL2	112,508–137,785	26
EL 1	91,316–114,972	70
APS 6	72,861–91,281	85
APS 5	64,555–68,813	81
APS 4	58,012–62,639	89
Graduate	52,816–62,639	1
APS 3	52,816–57,047	75
APS 2	45,612–51,714	53
APS 1	39,688–43,865	0
Cadet	13,572–39,688	1

As in previous years, all ongoing and long-term non-ongoing staff were required to participate in the Library's Performance Management Framework, with pay-point progression subject to achieving a satisfactory performance rating.

FRAUD RISK ASSESSMENT AND CONTROL

The Library is committed to the prevention of fraud and takes all reasonable measures to minimise the incidence of fraud in the workplace.

The Library is required to examine and update its Fraud Risk Assessment and Fraud Control Plan every two years: this review was completed in 2011–12. In accordance with the Library's Fraud Management Policy, staff must be aware of their responsibilities in relation to fraud against the Commonwealth. Fraud awareness training is required to be undertaken by all Library staff and, during 2011–12, training sessions were made available to new staff and to staff who had not attended such training in the past four years.

Fraud prevention, detection, investigation, reporting and data collection procedures are in place which, along with the Fraud Risk Assessment and Fraud Control Plan, meet the Library's needs and comply with Commonwealth Fraud Control Guidelines.

ETHICAL STANDARDS

The Library promotes and endorses the ethical behaviour of its employees by informing staff of their responsibilities and reinforcing compliance with APS Values and Code of Conduct.

This is undertaken through:

- references in the EA
- the mandatory completion by all new employees of an online induction program, which includes an APS Values and Code of Conduct module
- regular review and feedback under the Library's Performance Management Framework
- mandatory participation in fraud and ethics awareness training
- participation in and promotion of the APS Commission's Ethics Advisory Service
- supporting policy and procedures, such as the whistleblowing and fraud awareness policies
- establishing clearly identified channels and support networks for employees to raise matters of concern.

In addition to the usual reinforcement activities, in 2011–12 the Library offered the workshop, 'Governance for Senior Leaders'. The Library also invited Annwyn Godwin, Merit Protection Commissioner, to deliver a staff presentation as part of the 'Focus on Leadership' seminar series.

DISABILITY STRATEGY

The Library remains committed to the principles of the National Disability Strategy and continues to focus on improving access for people with disabilities to employment, programs, services and facilities.

To integrate disability access issues into existing strategic and business planning processes, the Library has developed a Disability Framework. The key elements of the framework include:

- providing access to information and services
- providing access to employment
- purchasing accessible services
- recognising people with disabilities as consumers of services
- consulting people with disabilities about their needs.

These elements provide the platform for continuing developments in reader and visitor services, collections management and building and security services.

In 2011–12, the Library advanced the Disability Framework by developing three sub-plans that focus on employment, procurement and services. Each sub-plan contains strategies and actions that support the Library's objective of improving access for people with disabilities to employment, programs, services and facilities. The sub-plans will also be used for future reporting.

WORKPLACE DIVERSITY

During the reporting period, the Library has taken steps to improve workforce participation in the specific diversity sectors of Aboriginal and Torres Strait Islanders and people with disabilities. A working group has been established to identify and examine initiatives related to the employment of Aboriginal and Torres Strait Islanders. The Library also participated in the APS Commission's Pathways program, which has resulted in a modest increase in the number of staff from Indigenous backgrounds.

A campaign to encourage disclosure of a known disability and the identification of workplace assistance was also undertaken. The campaign resulted in a measurable increase in the Library's workforce participation rate. An element of this initiative was to encourage staff to seek the Library's assistance, with reasonable adjustment, contributing to the organisation being a respectful and inclusive workplace.

The Library continued to promote the Mature Age Staff Strategy and encouraged retirement planning and transition-to-retirement strategies as valid choices for staff. Presentations on how to discuss retirement options were undertaken with senior leader groups and an invitation for all staff to consider their transition to retirement options was circulated.

As at 30 June 2012, 71 per cent of staff were female and 24 per cent identified as being from a culturally and linguistically diverse background.

WORK HEALTH AND SAFETY

This year saw the concentrated efforts of Council and CMG to fulfill the Library's obligations under the *Work Health and Safety Act 2011* and related regulations. In planning for the anticipated new laws, the Library established a Work Health and Safety (WHS) Action Plan based on a legislative compliance review undertaken in May 2011. The plan was used to develop and implement a WHS Management System for the Library. In May 2012, a desktop review by a WHS specialist measured and tested the new WHS Management System. A revised WHS Action Plan for 2012–13 is being developed.

In order to gauge performance against the WHS Management System, the Library reports to Council on a bi-monthly basis and provides a comprehensive annual report at the October meeting.

CMG was briefed on the new WHS legislation and its due-diligence obligations. A comprehensive report was subsequently provided to Council and the Audit Committee. Staff were provided with the opportunity to attend training in relation to their roles and responsibilities under the new WHS legislation. A comprehensive review of WHS policies was undertaken as a necessary component to establish the WHS Management System within the Library, with a particular focus on risk management, confined space, hazardous substances, plant, contractors and first aid. This resulted in the development of policies and procedures for each of these elements for the Library.

The Library's online system for reporting hazards was enhanced to include incident reporting. The arrangement provides an efficient and effective workflow to meet Comcare's reporting requirements and to report data and trends to Council, CMG and the WHS Committee. Material Safety Data Sheet software was also implemented to enhance the assessment and control of risks associated with hazardous substances and dangerous goods. The Library's WHS risk-management processes were revised in response to the extension of the legislative definition of 'workers' to include volunteers, contractors and work experience students. An online WHS induction program was introduced. New terms of reference were also introduced for the quarterly meetings of the WHS and First Aid committees.

Training courses that were offered included:

- manual handling
- dangerous goods and hazardous substances
- peer support
- mental-health first aid
- building resilience
- contractor safety for managers.

The offer of in-house influenza vaccination was taken up by 150 staff and 120 staff elected to participate in a health assessment.

The Library continued to offer staff and their families confidential counselling through the Employee Assistance Program. Regular presentations were offered on issues, including finding the right balance in life, retirement, stress management and resilience, to complement and promote this program.

WORK HEALTH AND SAFETY STATISTICS

Table 2.4: Reporting Requirements under the *Work Health and Safety Act 2011*, which Took Effect January 2012, and under the Superseded *Occupational Health and Safety Act 1991*, 30 June 2012

Section 38 occurrences	Notification and reporting of notifiable incidents	There were two notifications
Section 198 directions	Power to direct that workplace etc. not be disturbed	No directions were issued
Section 95 notices	Provisional improvement notices	No notices were issued
Section 160 investigations	Investigations addressing non-compliance and possible breaches	There were no investigations
Section 195 notices	Power to issue prohibition notices	No notices were issued
Section 191 notices	Power to issue improvement notices	No notices were issued

Note: The sections of the Act referred to in this table relate to the *Work Health and Safety Act 2011*.

During 2011–12, there were no injuries or illnesses that resulted in a claim for workers compensation. This continues the decreasing premium trend evident in 2010–11 and reflected in the declining premium rates as set out in Table 2.5.

Table 2.5: Premiums for Injuries Suffered, 2009–13 (as a percentage of wages and salaries)

Premium rates	2009–10	2010–11	2011–12	2012–13
Latest premium rates for the Library*	1.12	0.71	0.53	0.41
Premium rates for all agencies combined (for comparison)	1.25	1.20	1.41	1.77
Library premium rates as a percentage of all agencies	89.60	59.17	37.58	23.16

* As amended retrospectively by Comcare

ASSET MANAGEMENT

Collection Asset

The collection is the Library's major asset, on which many of its services are based. The total value of the collection is \$1.516 billion.

Plant and Equipment, and Software

The Asset Management Committee oversees the Library's strategic asset management plan and coordinates operational asset acquisition programs. It also develops and monitors a four-year forward asset acquisition program for strategic planning purposes and an asset disposal program for items reaching the end of their working life. Major asset acquisitions in 2011–12 included the purchase of IT equipment and infrastructure, shelving and equipment and showcases for the Treasures Gallery.

The total value of plant and equipment at 30 June 2012 was \$13.289 million.

The total value of software at 30 June 2012 was \$4.102 million.

Land and Buildings

The total value of the Library's land and buildings has been assessed at \$201.945 million, including the main building in Parkes and the repository in Hume. The strategic direction for the management of the Library's facilities is guided by the Building Works Coordinating Committee. A 15-year Strategic Management Plan is used to set directions for building works, including an annual maintenance plan and a five-year capital works program, which are reviewed each year by Council.

A Strategic Building Master Plan ensures that building works are consistent with the long-term strategic direction of the Library and underpins Library facility planning and budgeting. The plan was reviewed this year to ensure it adequately reflects the Library's future strategic directions.

In 2011–12, a number of significant capital expenditure building projects were undertaken, including:

- commissioning of plant and finalisation works for the Treasures and Exhibition galleries and Main Reading Room refurbishment
- refurbishment of the Library Bookshop
- continuation of the Fire and Mechanical Services upgrade project, which commenced in late 2009, with anticipated completion in mid-2013, in response to a review of fire services requirements; key components undertaken during the year included the installation of new mechanical services plant on the lower levels and the pressurisation of fire corridors to create safe and smoke-free exit paths
- refurbishment of the Library's five passenger lifts; elements of the existing lifts were over 40 years old and required a complete overhaul to ensure continued reliability

- completion of the initial stage of the Foyer refurbishment, including Building Code compliance works to the marble stairs and restoration of the original marble floor
- refurbishment of Level 1 office accommodation (approximately 1,750 sqm), providing a modern and flexible office environment.

A number of other capital works projects were finalised, including:

- refurbishment of the Manuscripts Reading Room, Conference Room and several collection storage areas
- installation of hearing loops in the Ferguson and Conference rooms
- installation of a heavy duty hoist in the Level 5 plant room
- replacement of the Executive Suite air conditioning plant
- installation of digital CCTV cameras in several previously unmonitored areas.

HERITAGE MANAGEMENT STRATEGY

The Library is listed on the Commonwealth Heritage List (2004) and is committed to the conservation of the Commonwealth heritage values of the main building. This includes undertaking consultation with recognised heritage specialists prior to undertaking building works in heritage-sensitive areas. In 2011–12, successful projects following consultation included the redesign of the Bookshop and the construction of the Treasures and Exhibition galleries and the new entrance to the Main Reading Room.

A review of the Library's heritage furniture was undertaken, which provided an updated Heritage Furniture Register. The resulting report provides the Library with recommendations for the future use and management of the heritage furniture collection throughout the main building. Throughout the year, 24 items of heritage furniture were restored by approved restoration contractors.

In compliance with the *Environment Protection and Biodiversity Conservation Act 1999*, the Library's Conservation Management Plan has been reviewed and will undergo a public consultation process in preparation for submission in the second half of 2012 to the Minister for Sustainability, Environment, Water, Population and Communities.

The Library's Heritage Strategy was reviewed and amended this year, with a report on performance against the strategy to be submitted to the Department of Sustainability, Environment, Water, Population and Communities next financial year.

SECURITY AND BUSINESS CONTINUITY

The Library's Emergency Planning Committee oversees all aspects of protective security and business continuity planning. It comprises senior staff with responsibility for corporate communications and the security of staff, the collection, buildings and other assets.

During 2011–12, business continuity policies and procedures were reviewed to ensure their compliance with Australian Standard AS 3745-2010: Planning for Emergencies in Facilities. The Library has almost completed an update of security procedures for the additional requirements of the recent Commonwealth Protective Security Policy Framework.

ENERGY CONSUMPTION AND ENVIRONMENTAL MANAGEMENT

The Library is committed to improving its environmental performance across all areas of its operations. To do so, it has devised an Environmental Policy and an Environmental Action Plan (EAP), which determines the Library's targets for environmental performance. The Environmental Management System helps to set, implement and review these environmental objectives and targets.

In August 2011, to further enhance performance and awareness, the Environment Management Committee was established to coordinate and achieve the Library's sustainability aims and targets. The committee meets quarterly to discuss, propose and implement a wide range of environmental initiatives across the Library, as well as to track performance against the EAP. Reports on environmental targets and performance are provided annually to Council.

The Library also aims to incorporate ecologically sustainable development principles into major projects. For example, the office refurbishment on Level 1 incorporated new workstations purchased from a company that aims to reuse, recycle or resell its products at end of life. Additionally, old carpet removed from the site was recycled and new carpets were purchased from a company that offers a take-back scheme at end of life.

In 2011–12, the Library has undertaken a number of initiatives which are expected to result in better waste management, energy savings and a reduction in the carbon footprint, including:

- completion of an audit of current waste and recycling practices that identified opportunities for improvement, including introducing organic recycling and additional recycling streams to reduce waste to landfill
- working towards accreditation with the ACTSmart Office program, a best-practice program on managing waste for organisations in the ACT
- completion of an audit of light fittings and control systems within the main building, which identified opportunities to reduce energy usage by up to 25 per cent; tenders have been called to undertake the refurbishment of three test areas in the first quarter of 2012–13
- commencement in May 2011 of a trial of broadening the temperature controls of collection storage areas at the Hume repository, with the aim of conserving energy usage and maintaining appropriate storage conditions
- installation of flow restrictors on kitchen and bathroom taps.

In comparison to the previous year (May 2010 to May 2011), the Library has reduced gas consumption by 15 per cent to 4,805,293 MJ per annum and electricity consumption by two per cent to 6,720,587 kWh per annum. The Library's water consumption has increased by seven per cent to 15,660 kL per annum. The increase is believed to relate to the high level of building works undertaken during the period.

Recycling at the Library has also increased significantly. Cardboard recycling has increased by seven per cent to 22,020 kg and paper recycling has increased by six per cent to 38,405 kg per annum. Significantly, commingle recycling has increased by 55 per cent to 10,580 kg per annum, as a result of incorporating more waste into the commingle stream. Organic recycling commenced at the end of the year, with 267 kg being recycled during the trial period.

PURCHASING

The Library maintained a focus on cost-effective contract management and procurement practices that are consistent with the Commonwealth Procurement Guidelines and supplemented by the Library's guidelines. The Library utilised the Australian National Audit Office's *Better Practice Guide: Developing and Managing Contracts* (February 2012) to assess and update its processes and for guidance. Procurement and contract templates were reviewed to ensure they continue to meet government good practice and are simple and straightforward to use. The revised templates took particular heed of the new WHS legislative responsibilities.

The major procurement activity undertaken by the Library during the year related to the Digital Library Infrastructure Replacement project and involved a two-stage approach: firstly, releasing an open Request for Proposal to inform the marketplace about the nature and scope of the Library's requirements, to encourage innovative solutions, to clarify the Library's expectations and to eliminate inappropriate bids; and secondly, providing a select Request for Tender to the bidders shortlisted from the first stage. The procurement drew interest from both domestic and international suppliers.

Other large purchasing activities involved the acquisition of motorised mobile shelving units, the refurbishment of a staffing area on Level 1 and the tender for cleaning, recycling and labour. The Library did not enter into contracts of \$100,000 or more that did not provide for the Auditor-General to have access to the contractor's premises.

GRANTS

In 2011–12, the Library operated nine grant programs.

Community Heritage Grants

The Library awarded 82 grants of up to \$15,000 each to assist community organisations to preserve and manage nationally significant cultural heritage collections. Financial support and assistance for this grants program were received from the Department of Regional Australia, Local Government, Arts and Sport Office for the Arts, the National Archives of Australia, the National Film and Sound Archive and the National Museum of Australia.

Harold White Fellowships

The Library funded seven fellowships for established writers and researchers to spend up to six months at the Library researching collection material in their areas of expertise. Fellowships were awarded to Associate Professor Chi-Kong Lai, Professor Jim Davidson, Dr Lyn Gallacher, Dr Luke Keogh, Dr Anthony Lawrence, Professor Satendra Nandan and Dr Tim Sherratt. Honorary Fellowships were awarded to Dr Andrew Selth, Dr Mary Eagle and Professor Craig Reynolds.

Japan Fellowships

Awarded to established scholars and writers to spend up to six months at the Library researching Japanese collection material, the fellowships are funded through the Harold S. Williams Trust. One fellowship was awarded to Dr Gary Hickey.

Japan Study Grants

Funded through the Harold S. Williams Trust, these grants support scholars in Japanese studies who live outside Canberra to undertake research in the Library's Japanese and western languages collections for up to four weeks. Grants were awarded to Ms Kumiko Kawashima, Dr Chiaki Ajioka and Dr Miyume Tanji.

National Folk Fellowship

With assistance from the National Folk Festival, the Library funded a four-week residency for Ms Emma Nixon and Mr Chris Stone to research original source material and to prepare a festival performance.

Norman McCann Summer Scholarships

Funded by Mrs Pat McCann, the Library awarded three scholarships of six weeks to young Australian postgraduate students Ms Michelle De Stefani, Ms Alexandra Dellios and Mr Jon Piccini to undertake research on topics in Australian history or literature. Due to the generosity of an anonymous donor, the Library was able to offer an additional scholarship, which was awarded to Ms Fiona Scotney.

Seymour Summer Scholarship

Funded by Dr John and Mrs Heather Seymour, this scholarship of six weeks supports research, preferably in biography, by a young Australian postgraduate student. The scholarship was awarded to Mr Robert O'Shea.

Kenneth Binns Travelling Fellowship

Funded by Mrs Alison Sanchez to commemorate her father, Kenneth Binns, Chief Librarian of the Commonwealth National Library from 1928 to 1947, the fellowship supports travel for professional development by Library staff in the early stages of their career. The 2012 fellowship was awarded to Ms Erika Mordek.

Friends of the National Library Travelling Fellowship

Funded by the Friends of the National Library of Australia, the fellowship provides a significant professional development opportunity for a Library staff member. The 2012 fellowship was awarded to Ms Anne Xu.

COOPERATION ON CORPORATE MANAGEMENT ISSUES WITHIN THE REGIONAL AUSTRALIA, LOCAL GOVERNMENT, ARTS AND SPORT PORTFOLIO

The Corporate Management Forum consists of senior executives with corporate management responsibilities from agencies in the Regional Australia, Local Government, Arts and Sport portfolio and a small number of non-profit agencies. The forum considers issues in the areas of human resource management, financial management, procurement, IT and facilities management, with a view to achieving economies of scale, sharing experience and encouraging best practice.

The forum met four times during 2011–12. The matters considered by the forum included:

- the Commonwealth financial accountability review
- new WHS requirements
- capital planning and funding
- collection storage
- energy management
- risk management and insurance
- enterprise agreements
- staff training
- key performance indicators for Australian Government arts and culture agencies
- shared services.

INFORMATION TECHNOLOGY

Information technology (IT) is used by the Library to facilitate and support the development of new online services and to ensure that these services are cost-effective, reliable and responsive. A focus of recent years has been on developing software to support collections held in Australian libraries and other collecting institutions through the Library's discovery and access service, Trove. The Library has also commenced a major project to replace systems used to build, preserve and deliver its digital collections. The Library uses IT to support its website and other web-publishing activities. The required IT and communication infrastructure is provided in-house.

INNOVATION

In 2011–12, the Library released an application programming interface (API) for Trove. The API provides an efficient mechanism for others to reuse the almost 300 million information resources for research and analysis and to build new online services. The Library also completed a project, funded by the Australian National Data Service, to extend Trove's infrastructure, thereby improving the discovery of researchers and research organisations and the data they produce and manage. In 2011, *The Australian Women's Weekly* spotlight site was released. The site is a trial interface for searching and browsing *The Australian Women's Weekly* in Trove.

The Library also undertook a range of IT development activities aimed at improving its services and operations. These included changes to Copies Direct, which introduced a shopping-cart facility for users ordering copies of collection items, and an updated service providing online access to time-coded oral history transcripts, audio and summaries.

During 2011–12, social networking and mobile computing were areas of active innovation at the Library, including:

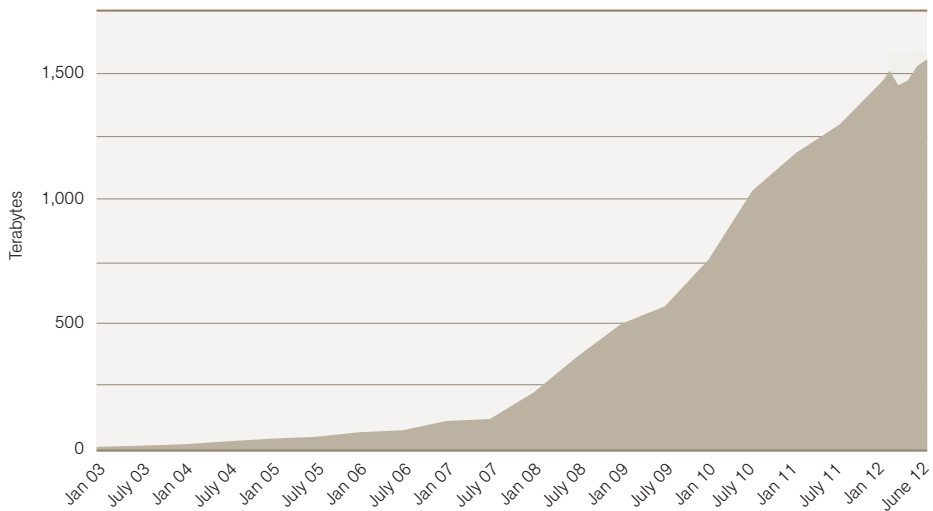
- Joining Flickr Commons, an online space where cultural institutions from around the world can post images from their collections alongside over six billion photographs submitted by the public. The Library has subsequently seen a vast increase in use of these images compared to when they were only accessible through our website. We have also received valuable information about our images through tags and identification of places and people, sometimes verified using our digitised newspapers.

- Developing a Mobile Strategy to guide the introduction of mobile services.
- Releasing mobile catalogue apps for both Apple and Android smartphones. During the first weekend after release, the iPhone catalogue app was ranked as the number one educational app in the Apple appstore.
- Increased use of social networking blogs to engage with the wider community, including *Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin*, *Page Turners* and *Paddy's Kitchen*.

INFRASTRUCTURE AND SERVICES

In 2011–12, the Library's digital collection increased in size by approximately 24 per cent and has now exceeded 1.5 petabytes of storage (see Figure 2.3). The major contributor to storage growth was the digitisation of Australian newspapers (see Figure 2.4). Australian newspapers (65 per cent) dominate the storage requirements, followed by archived web pages (19 per cent) and oral history recordings (7 per cent).

Figure 2.3: Growth in Digital Collection Storage, January 2003 to June 2012



In accordance with the Australian Government's Web Accessibility National Transition Strategy, Trove underwent an accessibility audit by Vision Australia. Following the successful completion of this work, Trove meets Level AA Success Criteria of the Web Content Accessibility Guidelines 2.0, thereby allowing more users to fully engage and participate with the service.

Reliable IT infrastructure is essential to the Library's digital storage and access services. Table 2.6 shows the year's average availability of nine key service areas. The target availability of 99.5 per cent was met for all services, except Libraries Australia, which experienced outages due to performance issues with the software component licensed by the Library and also because of storage system problems. A project to replace the software module has commenced and the storage system will be replaced in 2012.

Table 2.6: Availability of Nine Key Service Areas, 2011–12

Service	Availability (%)
Network	99.7
File and print	99.9
Email	99.9
Website	99.9
ILMS	99.6
Digital Library	99.5
Corporate Systems	100.0
Document Supply	99.8
Libraries Australia	99.3
Trove	99.5

Under its asset management program, the Library continued to replace and upgrade IT infrastructure.

Important developments in the reporting period included:

- completion of the software procurement phase of the Digital Library Infrastructure Replacement project
- provision of additional storage capacity to support the growth of the Library's digital collection and to enable a copy to be held on spinning disk, in keeping with efficient collection management and preservation processes
- decommissioning of Picture Australia and Music Australia, as part of the transition to Trove
- decommissioning of the general applications Solaris server, in response to the Library's continuing transition to Redhat Unix as the preferred web-application delivery platform, which changed how a number of smaller legacy web-based services were delivered
- procurement and configuration of equipment for an offsite Disaster Recovery Site to improve IT business continuity (email and web services) in the case of localised outages.

An energy sustainability review of the Library's computer room identified a number of energy reduction measures that can be implemented in subsequent years.

SIDNEY MYER FUN
TREASURES GALLERY SUPPORT

Cook's voyage





REPORT OF OPERATIONS



Richard Goodman (active 1807–1822)
The Resolution Table c. 1810
various timbers and ivory
73.5 x 150 x 66 cm
On permanent loan from
the David Roche Foundation

OUTCOME AND STRATEGIES

Performance reporting in this chapter is based on the Library's outcome and program structure set out in the Portfolio Budget Statement 2011–12. The Library has one outcome.

Enhanced learning, knowledge creation, enjoyment and understanding of Australian life and society by providing access to a national collection of library material.

In 2011–12, the Library achieved this outcome through three strategies:

- collecting and preserving Australia's documentary heritage
- providing access to the Library's collection
- collaborating nationally and internationally.

STRATEGY ONE

COLLECTING AND PRESERVING

The Library collects Australian printed publications under the legal deposit section of the *Copyright Act 1968* and selected materials in other formats, including oral histories, manuscripts, pictures and e-publications. The Library also harvests and archives a snapshot of the Australian (.au) internet domain.

In 2011–12, the Library will:

- implement a new international standard for the bibliographic description of library materials
- collaborate with relevant agencies to discuss the extension of legal deposit to non-print resources
- plan and design the implementation of a next-generation digital library infrastructure to support digital Australian collections.

MAJOR INITIATIVES

Implement a new international standard for the bibliographic description of library materials.

The Library has been closely involved in the development of Resource Description and Access (RDA), the new international standard for the bibliographic description of library materials. Library staff, with colleagues from the Library of Congress, the British Library and the Library and Archives Canada, have served on the international committees responsible for the development of the new cataloguing rules designed to enable libraries to manage collections in the digital, online environment. During the year, the national libraries involved agreed that RDA would be implemented in early 2013. In preparation, the Library has developed training materials and a training program to enable Australian libraries to adopt the new standard and has assessed the changes to workflows and data management systems that will be required. In addition, changes required to support RDA in Libraries Australia services have been identified and scoped; these changes will be implemented in the second half of 2012. Training will commence in late 2012.

Collaborate with relevant agencies to discuss the extension of legal deposit to non-print resources.

The legal deposit provisions of the *Copyright Act 1968* (section 201) require that the publisher of any library material published in Australia delivers a copy to the National Library. The definition of library material is currently limited to print-based publications. In response to the effect of digital technology on information dissemination, the Library has advocated for change to the legal deposit provisions to include publications such as CD-ROMs, DVDs, websites, blogs and electronic books, journals, newspapers and magazines. The Library was, therefore, pleased

when, in early 2011, the Attorney General's Department set up a working group to consider the Library's legal deposit requirements and to prepare a public consultation paper on the issue. The consultation paper, *Extending Legal Deposit* (7 March 2012), presents a model for how an extended scheme would apply to e-publications of all kinds—both online and offline in a physical carrier.

Plan and design the implementation of next-generation digital library infrastructure to support digital Australian collections.

In 2010–11, the Library commenced a project to replace digital library assets in order to meet its collecting, delivery and preservation obligations in the digital age. The Library is unable to meet its obligations with existing infrastructure. The five-year Digital Library Infrastructure Replacement (DLIR) project is coordinated by a board comprising division heads and representatives from the Library's collection management, resource sharing, IT and corporate services areas.

As part of the DLIR project, the Library will replace the existing systems that form the backbone of the Library's digital library infrastructure, namely the Digital Collections Manager, the Newspaper Collections Manager, the web-archiving system and the digital content capture system for physical carriers. Also in scope is the requirement to deliver capabilities for digital preservation, online deposit and the ability to support an extended range of digital formats.

Central to the project is the open-market procurement of pre-existing software or services to deliver the software, supplemented by in-house development of components that cannot be purchased. Implementation will commence in 2012–13 using commercial, off-the-shelf software supplemented by components developed in-house.

ISSUES AND DEVELOPMENTS

Important collection items which received preservation treatment during the year included:

- Neville Cayley watercolours and photographs of Australian birds
- Rex Nan Kivell Collection of pre-1800 parchment legal documents and manuscript fragments
- books and works of art for the exhibition, *Lewin: Wild Art*
- a letterbook from the Victorian Branch of the Imperial Federation League covering the period 1889 to 1910.

In addition, the Preservation area conducted a trial to digitise five nineteenth-century letterbooks for preservation purposes, rather than microfilming the items, which is the more traditional approach. The results of the trial will assist the Library in deciding whether to adopt digitisation as its preferred preservation reformatting strategy.

In late 2011–12, the Library completed a major review of collecting overseas publications, which recommended that, wherever possible, the Library moves away from a collecting to an access model and gives preference to digital resources over print publications. The recommendations were accepted but, subsequent to completion of the review and faced with a difficult budget

outlook, the Library decided to reduce the budget allocated to overseas collecting to free up funds for strategic priorities, such as digitisation, in tandem with moving towards a digital library model. Over the next two years, the acquisitions budget will be reduced by one third for journals and one quarter for books. This will result in the cancellation of a large number of print journals and a reduction in the number of books collected, as well as a highly selective approach to providing access to online databases. The Library's overseas priority collecting area will remain the Asia-Pacific region.

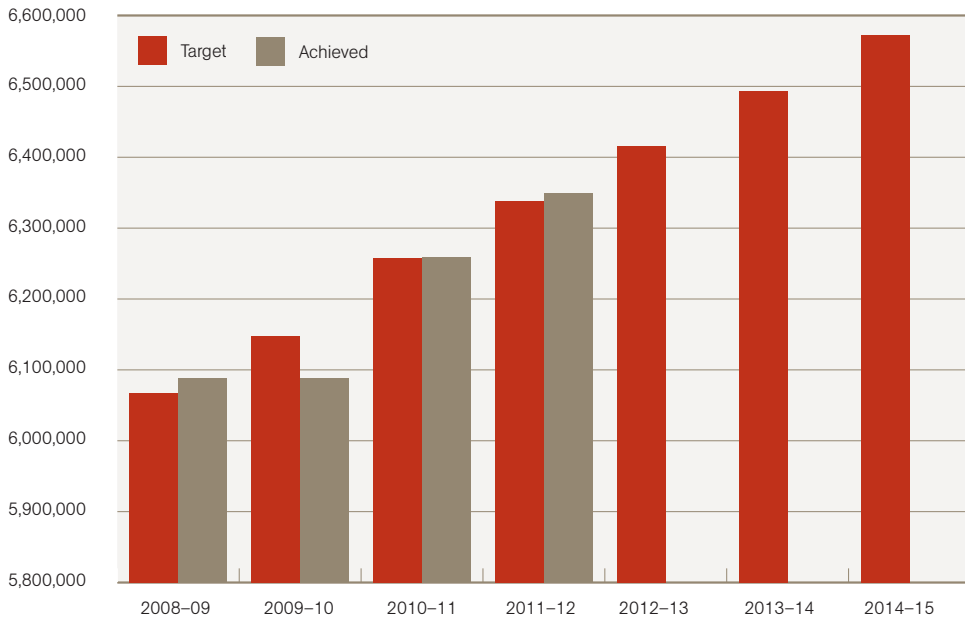
Coinciding with the review of collecting overseas publications and, after several years of work, the Library completed a review of materials received via gift and exchange arrangements from overseas institutions. The purpose of the review was to assess the effectiveness of such exchange arrangements in light of the Library's current collecting policy, the increased online availability of Australian and overseas government publications and the cost of running gift and exchange operations. During the course of the review, over 1,400 titles were assessed (75 per cent of which were cancelled) and 46 exchanges were closed. A limited number of exchanges, mainly from the Asia-Pacific region, remain open but all exchanges have been reduced in size and will take little effort to manage in future.

Throughout the year, substantial effort was invested in identifying the policy, procedures, workflows and skills required to support collecting and managing Australian digital resources, such as e-publications, which are ineligible for managing in PANDORA: Australia's Web Archive. This information is required for the development of supporting systems that will be delivered through the DLIR project. In addition, it is required to prepare the Library for the eventual implementation of extended legal deposit provisions covering digital publications.

**Table 3.1: Develop, Store and Maintain the National Collection—
Deliverables and Key Performance Indicators, 2011–12**

	Measure	Target	Achieved
Deliverables	Collection items stored and maintained [#]	6,338,000	6,350,143
	Items catalogued or indexed [#]	75,000	71,740
Key performance indicators	National collection—processing [%]	95.0	95.0
	National collection—storage [%]	95.0	95.0

Figure 3.1: Number of Collection Items Stored and Maintained



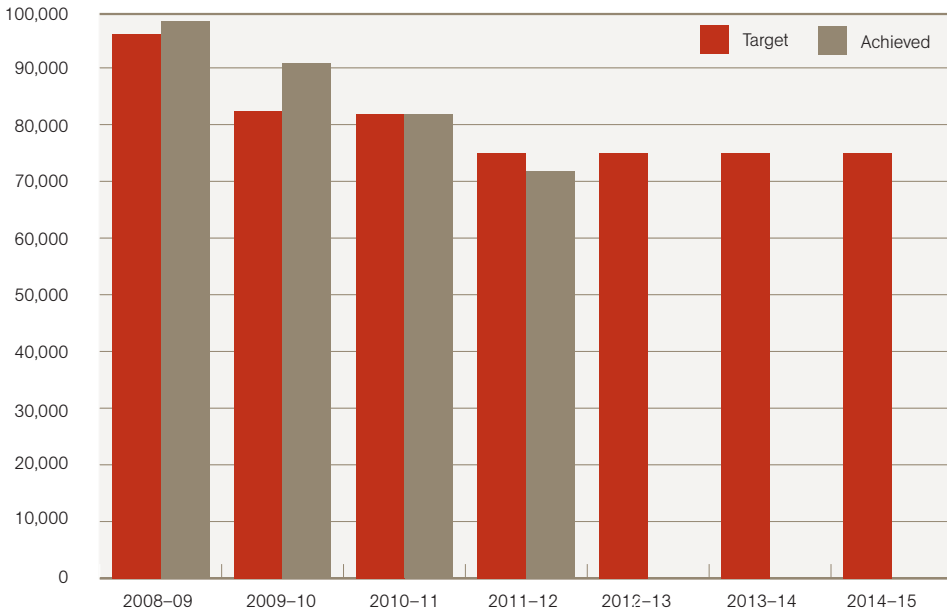
The target was met.

Table 3.2: National Collection—Storage [%]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2009-10	2011-12		2012-13	2013-14	2014-15
95.1	95.8	95.3	95.0	95.0	95.0	95.0	95.0

The target was met.

Figure 3.2: Number of Collection Items Catalogued or Indexed



The target was not met due to a number of factors, including a reduction in the number of items acquired for the Pictures Collection.

Table 3.3: National Collection—Processing [%]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2010-11	2011-12		2012-13	2013-14	2014-15
95.0	84.0	91.3	95.0	95.0	95.0	95.0	95.0

The target was met.

STRATEGY TWO

PROVIDING ACCESS

The Library provides access to its collection to all Australians through services to users in the main building and nationally through online information services. The Library provides reference and lending services to both onsite users and to those outside Canberra, via online services and the digitisation of selected resources from the Australian Collection. The Library also delivers a diverse annual program of exhibitions and events.

In 2011–12, the Library will:

- complete construction of a Treasures Gallery, which will enable the Library to permanently display its iconic, rare and important collection items to the public
- commence work on the integration of the Main and Newspapers and Microforms reading rooms
- implement improved systems and workflows to enhance the supply of copies of collection material to users.

MAJOR INITIATIVES

Complete construction of a Treasures Gallery, which will enable the Library to permanently display its iconic, rare and important collection items to the public.

Many of the Library's greatest treasures, from James Cook's *Endeavour* Journal to Edward Koiki Mabo's papers and the original draft of *Waltzing Matilda*, are on permanent display in the new Treasures Gallery. A diverse selection from the Library's overseas collections is also showcased.

The successful opening was a significant moment in the Library's history and was the culmination of over ten years of work. It would have been impossible without the support of the Australian Government and the generosity of supporters, who helped the Library to raise over \$3 million to fund the building of the gallery.

Commence work on the integration of the Main and Newspapers and Microforms reading rooms.

In June 2011, following completion of renovations in the Main Reading Room associated with the construction of the Treasures Gallery, the next stage of reading room improvements was planned to be the integration of the Newspapers and Microforms Reading Room, moving it from the current location on Lower Ground 1 to the Main Reading Room. After further consideration, it has been decided instead to prioritise integration of special collections reading rooms. As a first stage, in October 2011, the Pictures and Manuscripts reading rooms were integrated into a renovated reading room, providing a single service point on Level 2 for access to these collections. In January 2012, work began on the feasibility of developing an enlarged integrated

reading room for access to rare and special collection materials, including manuscripts, pictures, maps, rare books, sheet music, ephemera and oral history recordings. The decision was taken to locate the new reading room on Level 1, in compliance with the provisions of the Strategic Building Master Plan. A design brief for the new reading room has been completed.

Implement improved systems and workflows to enhance the supply of copies of collection material to users.

A major project to redevelop Copies Direct, the online requesting service for clients wishing to order copies of collection material, was undertaken. The redeveloped service is easy to use, has improved functionality, including a shopping-cart facility for multiple item orders, and better security for online payment. The redevelopment has also improved workflow processes for staff. Since the redevelopment, almost 10,000 Copies Direct orders have been placed and the new service has received an overwhelmingly positive response from users.

ISSUES AND DEVELOPMENTS

A major project to transfer pre-2010 Australian print collections into separate sequences for monographs and journals was completed, resulting in compaction of collections and more efficient use of available onsite storage space. The project has created enough additional storage space in the main building to defer the requirement for an extension to the Library's offsite facility in Hume until at least 2015.

A quality assurance review of the Ask a Librarian enquiry service showed strong adherence to the Library's performance guidelines, with 98 per cent of the responses judged as using 'excellent or good' language and tone, 95 per cent providing an 'excellent or good' answer, 94 per cent meeting the one-hour time limit for preparing responses and 96 per cent being answered within a week (exceeding the Service Charter guideline of 90 per cent). These results suggest that users benefit from a consistent-quality service delivered from staff answering research and information enquiries in different branches across the Library.

A new inventory management system was implemented in the Bookshop and Sales and Promotion sections. The Library Bookshop refurbishment and upgrade of the online shop has contributed to an increase in sales over the previous year.

The Library published 23 new titles promoting the Library's collection. The titles are sold through more than 1,650 outlets in Australia and New Zealand and online. The book accompanying the exhibition, *Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin*, was represented in the weekly Nielsen Top 20 sales list for Independent Booksellers on six occasions and the print run of 5,000 sold out. Two previously published titles received national recognition:

- author Jenny Gall and Joanna Karmel, Senior Editor, Publications, won the Fellowship of Australian Writers' Barbara Ramsden Award, which acknowledges the combined effort of author and editor for a book of quality writing, for *In Bligh's Hand: Surviving the Mutiny on the Bounty*
- extracts from *Australian Backyard Explorer* by Peter Macinnis have been selected for use in a Primary English Teaching Association Australia publication that supports primary school educators of English and literacy across the curriculum.

The Library's Volunteer Program expanded with the opening of the Treasures Gallery and the Exhibition Gallery in late 2011. Volunteers assist the Library by providing daily gallery tours, as well as behind-the-scenes and building-art tours, providing front-of-house assistance on weekends and public holidays and working on a range of other projects.

Volunteers make a significant contribution to improving access to the collection. In 2011–12, for example, a volunteer with specialist aviation experience completed a data spreadsheet of over 70,000 aerial photographs, enabling the information to be accessed through the Library's catalogue. Through this and other volunteer projects, the Library can now provide catalogue access to over 800,000 Australian, Papuan and Antarctic aerial images, exposing previously hidden collection material and resulting in higher use of the collection.

POSITIONING PROJECTS

Some 30 projects aimed at improving access to the collection and streamlining workflows were carried out during the year, with the assistance of one-off project funding. These included:

- preparing pictures for digitisation
- creating online lists to aid discovery of some high-profile performing-arts ephemera
- digitising 140,000 pages of oral history transcripts, which can now be delivered electronically, rather than as photocopies
- trialing digitisation and delivery of non-English-speaking community newspapers
- developing system applications and processes to allow staff to undertake maintenance of the Library Management System without the need for IT support
- converting the Chinese card catalogue entries for access through the online catalogue
- delivering a standards-based IT project that enables interoperability between the inter-library loans management system and the catalogue and eliminates the need for double-keying records in both systems
- producing a series of online instructional videos answering frequently asked questions about Library services
- undertaking a detailed review of the Libraries Australia business environment
- identifying a suitable platform to record, maintain and interrogate information about over 400 potential contributors to Trove
- reviewing the file formats used in physical format digital publications in the Library's collection, with a view to documenting characteristics.

All the projects achieved their aims and enabled important progress in priority areas of activity.

Cataloguing

The completion of projects to catalogue several large collections improved access for users. Completed projects included the Riley Collection of material about the Australian labour movement from the 1890s to the 1960s, the Symphony Australia Collection of Australian

musical works from 1912 to the 1970s and the Marcie Muir Collection of Australian children's literature.

As part of the ongoing program to improve workflows and processes that support collection processing and cataloguing, the Library has started to use publisher-generated bibliographic data, instead of recreating this data. Publishers and distributors produce data routinely to manage stock. The data is compliant with ONIX (Online Information eXchange), an international standard for representing and communicating book industry product information in electronic form. A number of Australian publishers have agreed to provide ONIX records for forthcoming publications for use in the Library's catalogues. The Library will seek to broaden the program to include more publishers, as it offers productivity savings and is an efficient way to collaborate with the publishing sector.

Digitisation

Through the Australian Newspaper Digitisation Program, the Library has digitised over seven million newspaper pages, consisting of almost 70 million articles. This year, the number and range of regional newspaper titles has been greatly expanded to include titles such as *The Singleton Argus* and *The Dubbo Liberal and Macquarie Advocate* (NSW); *The Zeehan and Dundas Herald* (Tas.); *The Darling Downs Gazette and General Advertiser* and *Charleville Times* (Qld); *Warrnambool Standard* and *The Colac Herald* (Vic.); *Border Watch* (SA) and *The Daily News* (WA). Two hundred and eighty individual newspaper titles have now been digitised and are freely available for all Australians to search online.

The number of organisations that contribute funding towards digitising local newspapers continues to grow. In 2011–12, a consortium of 11 New South Wales public libraries contributed funding, in addition to:

- Tasmanian Archive and Heritage Office
- State Library of Western Australia
- State Library of Victoria
- Western Plains Cultural Centre (Dubbo)
- Hawkesbury Library Service
- Ballarat and District Genealogical Society
- Stonnington History Centre (Melbourne)
- Gilgandra Shire Council
- Friends of Battye Library (WA).

A statement of acknowledgment is made available from every related page and article view in Trove.

During 2011–12, the Library undertook a focused project to trial the digitisation of non-English-speaking community newspapers. The following titles were selected:

- *Adelaidaer Deutsche Zeitung* (1851–1862)

- *Süd-Australische Zeitung* (1859–1874)
- *Il Giornale Italiano* (1932–1940)
- *Meie Kodu* (1949–1954), which was generously funded by the Estonian Archives in Australia.

Following a community led online fundraising campaign, on International Women's Day (8 March 2012), the Library launched digitised issues of *The Dawn: A Journal for Australian Women*, Australia's first feminist journal.

Throughout the year, 16,236 items were digitised, drawn from pictures, maps, manuscripts, music and printed material. Significant items included:

- a selection of early Canberra maps, in anticipation of the Centenary of Canberra
- a selection of First and Second World War maps
- 230 Japanese woodblock *kuchi-e* prints
- Symphony Australia concert touring schedules and itineraries
- the Peter Dombrovskis archive of 3,580 photographs of Australian wilderness landscapes
- a collection of hotel, cruise ship and Christmas menus.

Acquisitions

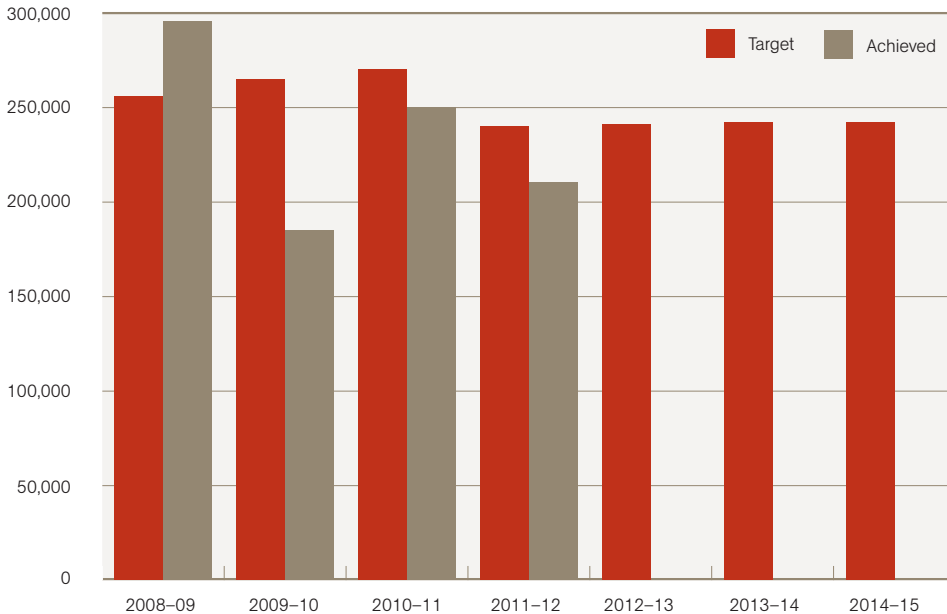
The Library acquired many interesting and significant materials during the year. A selection of notable acquisitions is listed in Appendix J.

PERFORMANCE

Table 3.4 shows deliverables and key performance indicators in relation to providing access to the national collection and other documentary resources in 2011–12.

Table 3.4: Provide Access to the National Collection and Other Documentary Resources—Deliverables and Key Performance Indicators, 2011–12

	Measure	Target	Achieved
Deliverables	Physical collection items delivered to users [#]	240,000	210,297
	Website access—pageviews [#] (millions)	364	352
Key performance indicators	Collection access—Service Charter [%]	100.0	100.0
	National collection delivered [% growth]	0	-16.0
	Website access—pageviews [% growth]	7.0	4.0

Figure 3.3: Number of Physical Collection Items Delivered to Users

The target was not met. A matching increase in use of online resources suggests users prefer the immediacy and convenience of digital collections. Increased charges for inter-library loans and document supply also contributed to this decline.

Table 3.5: National Collection Delivered [% growth]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2009-11	2011-12		2012-13	2013-14	2014-15
10.1	-3.5	-12.3	-16.0	0	1.0	1.0	1.0

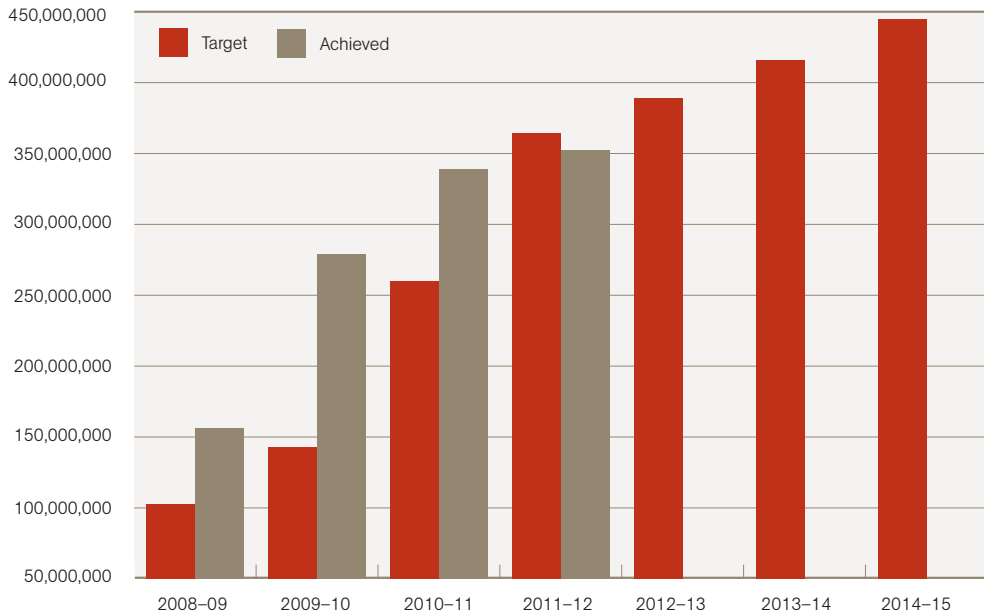
The target was not met.

Table 3.6: Collection Access—Service Charter [%]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2009-11	2011-12		2012-13	2013-14	2014-15
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

The Service Charter standards for reference enquiries responded to, collection delivery and website availability were achieved.

Figure 3.4: Website Access—Number of Pageviews



The target was not met. While the use of the Library’s website has not declined, for the first time the projected annual growth (seven per cent) in access to the Library’s online services through the website was not achieved. The reduced overall growth is a result of a substantial reduction (approximately 40 per cent) in internet search engine referrals to the Library catalogue. The Library continues to see strong growth in the use of Trove (up some 30 per cent) and generally steady growth in other online services. Modest growth of seven per cent has been forecast for the next few years and it should be noted that the Library’s website is heavily used compared to those of other libraries and government departments.

Table 3.7: Website Access—Pageviews [% growth]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2009-11	2011-12		2012-13	2013-14	2014-15
63.3	78.1	22.0	4.0	7.0	7.0	7.0	7.0

The target was not met.

STRATEGY THREE

COLLABORATION

The Library aims to collaborate nationally and internationally to ensure that Australians have access to the information resources they need on a professional and personal level to undertake their research, study and lifelong learning and to understand and appreciate Australia's history and culture. The Library's services are designed so that they are accessible to all Australians.

The Library works in partnership with other collecting institutions to improve online services and to develop common standards, sharing expertise and knowledge. In addition, the Library represents the interests of the Australian library sector nationally and internationally.

In 2011–12, the Library will:

- continue to work collaboratively with National and State Libraries Australasia (NSLA) on a series of major projects known as Reimagining Libraries, which aim to transform services offered by the national, state and territory libraries to better meet the needs of Australians for access to library services in the digital age
- continue a major oral history project, funded by the Department of Families, Housing, Community Services and Indigenous Affairs, to record the story of the Forgotten Australians and Former Child Migrants
- improve our national collection discovery service, Trove, and extend Trove to include journal articles and licensed e-resources
- improve the performance of Libraries Australia, a national resource-sharing service, by redeveloping the search interface
- participate in and contribute to the work of international library bodies, including the Committee of Principals, the Conference of Directors of National Libraries and the International Federation of Library Associations.

MAJOR INITIATIVES

Continue to work collaboratively with NSLA on a series of major projects known as Reimagining Libraries, which aim to transform services offered by the national, state and territory libraries to better meet the needs of Australians for access to library services in the digital age.

The Library produced a second edition of *Guidelines for Library Staff Assisting Donors to Prepare Their Personal Digital Archives for Transfer to NSLA Libraries*. The revised version incorporates valuable feedback from member institutions, assisting libraries to liaise with donors about preparing and managing personal digital archives. The guidelines are a useful starting kit

for conversations with potential donors—in 2012 it was the most-downloaded publication from the NSLA website.

In another project, an electronic accessioning costing tool for manuscripts was developed to assist NSLA libraries to cost and better understand each of the tasks which comprise the processing workflow. Staff record the time taken for each task (such as receipt, registration, rehousing and cataloguing) into the spreadsheet, which automatically calculates the cost of the activity according to staff level. Results are providing a more precise understanding of the complexities involved in accessioning and are creating opportunities for potential efficiencies.

The Library also commenced a project to reinvigorate the approach to collecting significant Australian websites for inclusion in PANDORA: Australia's Web Archive. Over the next few years, the aim will be to implement more sophisticated and flexible software to support more efficient collecting and user-friendly delivery options for presenting search results. As well as continuing to select individual websites and conducting larger-scale collecting by type of publication, such as government websites, a new collaborative approach to selecting important websites on contemporary issues, such as the Australian mining boom, will be pursued and the results presented as curated collections. In March 2012, the Library held a successful workshop attended by representatives from NSLA libraries to discuss the implementation of the revised collecting strategy.

Scoping work commenced on options to allow Trove users to reach copy order services offered by NSLA libraries. This project builds on the Library's successful redevelopment of its Copies Direct service (and exposure of the Copies Direct option in Trove) and the lightweight approach to e-resource authentication, which allows Australian libraries to add data to their 'profile' on Australian Libraries Gateway, affecting what can be viewed and accessed via Trove.

Continue a major oral history project, funded by the Department of Families, Housing, Community Services and Indigenous Affairs, to record the story of the Forgotten Australians and Former Child Migrants.

The interviewing stage of the project is drawing to a close, with 230 interviews commissioned and 172 interviews completed so far. Where interviewees have granted permission, 104 interviews have been made available in full online. The interviews document a diverse range of experiences of being in out-of-home care and of the complexities of the lifelong effect of those childhood experiences. Interviews were also commissioned with welfare professionals, employees in homes, politicians and advocates, providing context and insights into the policies and systems of care. Interviewees were selected to represent a range of demographic factors and experiences and interviews were conducted across Australia. The project has also resulted in the addition of significant archival collections, self-published autobiographies and ephemera.

Improve our national collection discovery service, Trove, and extend Trove to include journal articles and licensed e-resources.

Almost 300 million resources are now available through Trove. Many of these resources are high-quality journal articles included in licensed datasets. Trove users who are members of libraries subscribing to these datasets can access individual articles via Trove at their local libraries or by including their library membership details in their Trove profile.

The Library's program for integrating its successful format-specific discovery services into Trove is now complete. Picture Australia, which provided an indispensable starting point for Australians seeking online images of their country and its culture, was decommissioned as a separate service in June 2012, as was Music Australia, which provided a 'one-stop shop' for users interested in Australian musicians and printed and recorded music. All Picture Australia and Music Australia content is now available through Trove. The consolidation of these and other format-specific services, such as the Register of Australian Archives and Manuscripts and Australia's Research Online, allows the Library to concentrate its resources in a single service, ensuring that new service developments are available to all users, regardless of their field of interest.

In a major achievement, the Library developed an application programming interface that allows NSLA and other libraries, researchers and vendors to copy Trove records to include in their own services. A state library, for example, can request all Trove user annotations and comments on an item held in its collection and display them in its local discovery services. Trove newspaper articles or digitised pictures relating to a particular state, region or locality can be retrieved and displayed in local systems to contextualise collections held locally. Researchers can interrogate the vast body of newspaper text to determine trends in the use of particular words or groups of words indicating themes or concerns. Data can be 'mashed' with other sources, such as geospatial data. This development means that Trove now acts as a truly interactive web space, where users can find resources, learn how to access them directly and comment on, interact with and re-use them for their own 'boutique' developments.

Improve the performance of Libraries Australia, a national resource-sharing service, by redeveloping the search interface.

Following an intensive review of the Libraries Australia business environment—including a survey to which more than 360 member institutions responded about their local priorities and workflows—the Libraries Australia Search Redevelopment project commenced, with the specifications phase completed during the financial year. Search is central to the Libraries Australia service array and is used daily by over 1,000 libraries. During 2011–12, the current software supporting the service reached capacity and the redeveloped service, due to be delivered in 2013, will offer Libraries Australia members significant workflow and timeliness improvements. The redeveloped Search service will leverage existing Trove infrastructure, further consolidating the Library's development effort and maximising returns on Trove investment.

Participate in and contribute to the work of international library bodies, including the Committee of Principals, the Conference of Directors of National Libraries and the International Federation of Library Associations.

The Director-General attended the annual congress of the International Federation of Library Associations (IFLA) and the annual Conference of Directors of National Libraries (CDNL), held in Puerto Rico in August 2011. The Director-General participated in meetings of the IFLA National Libraries Section and discussion groups within CDNL on issues of mutual interest to national libraries, including the collecting and management of digital collections.

In August 2011, the Assistant Director-General, Collections Management, participated in a meeting of the Committee of Principals, the international library body responsible for overseeing development of Resource Description and Access, the new descriptive cataloguing rules.

ISSUES AND DEVELOPMENTS

Trove use is almost two-thirds higher than last financial year, with just under 50,000 user visits per day; Trove traffic now accounts for almost 60 per cent of the Library's total bandwidth. Use of mobile devices to access Trove has quadrupled. With seven per cent (and rapidly rising) of all searches now conducted on smartphones and other mobile devices, optimising Trove services for these devices is a high development priority. Trove users continue to embrace the many Web 2.0 and social media options that allow them to interact with Trove content. Users routinely correct more than 100,000 lines of text daily—two dedicated individuals have each corrected over one million lines of text—and new Trove lists are being created in their hundreds each month. Trove's Twitter followers have quadrupled over the course of the year, with more than 2,100 individuals following Trove's tweets, which connect current events with Trove collection items, especially historical newspaper articles. Recent tweets have encompassed subjects ranging from the deaths of Margaret Whitlam, Murray Rose and Jimmy Little, to the trials that formed the basis of the ABC's popular *Australia on Trial* series, to stories of hardy women giving birth in uncongenial circumstances.

The coverage and quality of the Australian National Bibliographic Database (ANBD) were substantially improved during the year. Several state and university libraries added large batch loads of records or provided large files to refresh information on their library holdings. It was particularly pleasing to see a large number of records, generated partly as a result of the Reimagining Libraries Description and Cataloguing Project, start to flow through to the ANBD. Combined with inclusion of large datasets from publishers and international libraries, such as the Library of Congress, this significantly improved Australian libraries' access to high-quality records to support their collection management and other workflows. Data quality was enhanced using duplicate detection software against a number of different match keys; almost 500,000 duplicate records were removed in a 12-month period.

The NSLA Consortium achieved the first stage of its core set vision. Eight high-quality e-resources are available to all registered patrons of NSLA libraries, both onsite and from the place of their choice, and good progress is being made on adding products to the core set. In a sign of the value that NSLA libraries place on the consortium, members agreed to substantially increase their contribution to the Library's administration costs, ensuring the consortium's long-term sustainability.

The Executive Committee of the Electronic Resources Australia (ERA) Consortium undertook a review of the consortium and sought feedback from Australian libraries on its findings and recommendations. The review was valuable in informing consideration of ERA's purpose, values and sustainability.

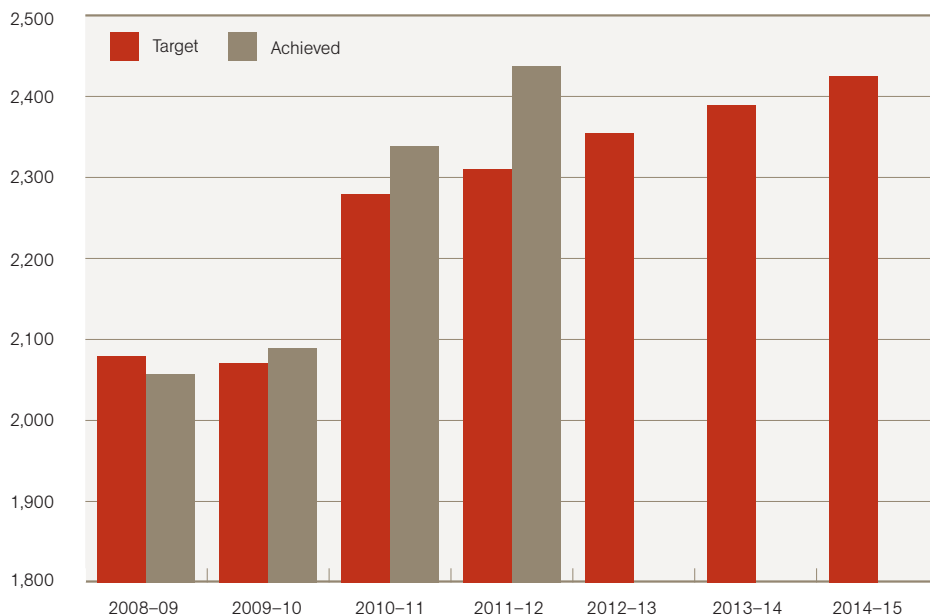
PERFORMANCE

Table 3.8 shows deliverables and key performance indicators in relation to providing and supporting collaborative projects and services in 2011–12.

**Table 3.8: Provide and Support Collaborative Projects and Services—
Deliverables and Key Performance Indicators, 2011–12**

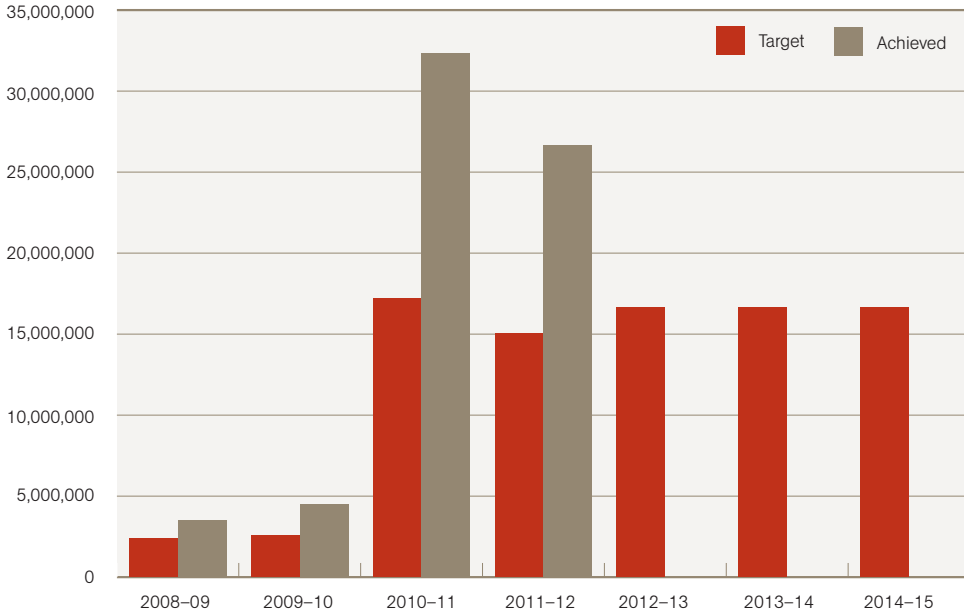
	Measure	Target	Achieved
Deliverables	Agencies subscribing to key collaborative services [#]	2,310	2,437
	Records/items contributed by subscribing agencies [#] (millions)	15.059	26.645
Key performance indicators	Collaborative services standards and timeframes [%]	97.0	98.0

Figure 3.5: Number of Agencies Subscribing to Key Collaborative Services



The target was exceeded due to an increase in the number of subscribers to ERA.

Figure 3.6: Number of Records and Items Contributed by Subscribing Agencies



The increase in the number of items that were contributed by subscribing agencies is the result of a significant increase in the number of newspaper articles contributed to Trove and to several large batch loads of records added to the ANBD.

Table 3.9: Collaborative Services Standards and Timeframes [%]

Achieved			Achieved	Target	Target		
2008-09	2009-10	2009-11	2011-12		2012-13	2013-14	2014-15
99.0	97.8	96.6	98.0	97.0	97.0	97.0	97.0

Service standards and timeframes were exceeded, due largely to completion of a project to review and renew Libraries Australia help pages, with a resulting reduction in Libraries Australia enquiries.



Two informational panels with text, likely describing the manuscripts displayed above.





FINANCIAL STATEMENTS



Abraham Ortelius
(cartographer, 1527–1598)
*A New Description of America, or the
New World (Americae sive novi orbis,
nova descriptio)* 1587
hand-coloured copperplate engraving
34 x 46.5 cm
Maps Collection
nla.map-rm2099

AUDITED FINANCIAL STATEMENTS

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INDEPENDENT AUDITOR'S REPORT

To the Minister for the Arts

I have audited the accompanying financial statements of the National Library of Australia and the consolidated entity for the year ended 30 June 2012, which comprise: a Statement by Council, the Director-General and Chief Financial Officer; the Statement of Comprehensive Income; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Schedule of Contingencies; and Notes comprising a Summary of Significant Accounting Policies and other explanatory information. The consolidated entity comprises the National Library of Australia and the Trust Accounts it controlled at the year's end or from time to time during the financial year.

Council's Responsibility for the Financial Statements

The Council Members of the National Library of Australia are responsible for the preparation of the financial statements that give a true and fair view in accordance with the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, including the Australian Accounting Standards, and for such internal control as is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the National Library of Australia's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the National Library of Australia's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Council Members, as well as evaluating the overall presentation of the financial statements.

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

Independence

In conducting my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Opinion

In my opinion, the financial statements of the National Library of Australia and the consolidated entity:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, including the Australian Accounting Standards; and
- (b) give a true and fair view of the matters required by the Finance Minister's Orders including the National Library of Australia's and the consolidated entity's financial positions as at 30 June 2012 and of their financial performance and cash flows for the year then ended.

Australian National Audit Office

S. Buchanan

Serena Buchanan
Audit Principal

Delegate of the Auditor-General

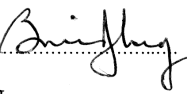
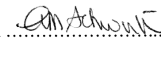
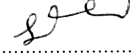
Canberra
6 August 2012

Statement by Council, Director-General and Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2012 are based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, as amended.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the National Library of Australia and the consolidated entity will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Council of the National Library of Australia.

Signed 	Signed 	Signed 
B. Long Council Member	A. Schwirtlich Director-General	G. Linehan Chief Financial Officer
3 August 2012	3 August 2012	3 August 2012

NATIONAL LIBRARY OF AUSTRALIA
Statement of Comprehensive Income
for the period ended 30 June 2012

	Notes	Consolidated		NLA	
		2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
EXPENSES					
Employee benefits	3A	39,182	36,016	39,182	36,026
Supplier	3B	17,100	16,214	17,015	16,118
Grants	3C	603	514	535	469
Depreciation and amortisation	3D	19,392	19,029	19,392	19,029
Write-down and impairment of assets	3E	136	167	135	133
Losses from asset sales	3F	-	-	-	2
Other expenses	3G	27	42	27	42
Total expenses		76,440	71,982	76,286	71,819
LESS:					
OWN-SOURCE INCOME					
Own-source revenue					
Sale of goods and rendering of services	4A	8,907	7,780	8,867	8,053
Interest	4B	2,988	3,333	2,645	2,999
Royalties	4C	246	268	234	260
Other revenue	4D	5,480	3,867	4,091	4,414
Total own-source revenue		17,621	15,248	15,837	15,726
Gains					
Sale of assets	4E	3	58	3	-
Other	4F	3	7	3	7
Total gains		6	65	6	7
Total own-source income		17,627	15,313	15,843	15,733
Net cost of services		58,813	56,669	60,443	56,086
Revenue from Government	4G	48,989	49,105	48,989	49,105
Deficit		(9,824)	(7,564)	(11,454)	(6,981)
OTHER COMPREHENSIVE INCOME					
Changes in asset revaluation surplus		86,811	3,385	86,811	3,385
Total comprehensive income (loss)		76,987	(4,179)	75,357	(3,596)

The above statement should be read in conjunction with the accompanying notes.

NATIONAL LIBRARY OF AUSTRALIA

Balance Sheet

as at 30 June 2012

	Notes	Consolidated		NLA	
		2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
ASSETS					
Financial Assets					
Cash and cash equivalents	5A	5,443	6,224	5,015	5,750
Trade and other receivables	5B	1,467	2,143	1,329	2,005
Other investments	5C	46,587	47,166	40,610	41,500
Other financial assets	5D	869	661	877	2,058
Total financial assets		54,366	56,194	47,831	51,313
Non-Financial Assets					
Land and buildings	6A, C	201,945	194,511	201,945	194,511
National Collection, property, plant and equipment	6B, C	1,503,389	1,426,788	1,503,389	1,426,788
Intangibles	6D, E	30,172	25,987	30,172	25,987
Inventories	6F	2,107	2,018	1,936	1,824
Other non-financial assets	6G	1,733	1,875	1,733	1,875
Total non-financial assets		1,739,346	1,651,179	1,739,175	1,650,985
Total assets		1,793,712	1,707,373	1,787,006	1,702,298
LIABILITIES					
Payables					
Suppliers	7A	3,590	5,561	3,590	5,546
Grants	7B	31	24	11	20
Other payables	7C	1,281	1,022	1,281	1,022
Total payables		4,902	6,607	4,882	6,588
Provisions					
Employee provisions	8	12,279	11,001	12,279	11,001
Total provisions		12,279	11,001	12,279	11,001
Total liabilities		17,181	17,608	17,161	17,589
Net assets		1,776,531	1,689,765	1,769,845	1,684,709
EQUITY					
Contributed equity		50,270	40,491	50,270	40,491
Reserves		314,812	228,001	314,812	228,001
Retained surplus		1,411,449	1,421,273	1,404,763	1,416,217
Total equity		1,776,531	1,689,765	1,769,845	1,684,709

The above statement should be read in conjunction with the accompanying notes.

NATIONAL LIBRARY OF AUSTRALIA
Statement of Changes in Equity (Consolidated)
for the period ended 30 June 2012

	Retained earnings		Asset revaluation surplus		Contributed equity / capital		Total equity	
	2012	2011	2012	2011	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance								
Balance carried forward from previous period	1,421,273	1,428,837	228,001	224,616	40,491	30,748	1,689,765	1,684,201
Adjusted opening balance	1,421,273	1,428,837	228,001	224,616	40,491	30,748	1,689,765	1,684,201
Comprehensive income								
Other comprehensive income	-	-	86,811	3,385	-	-	86,811	3,385
Surplus (Deficit) for the period	(9,824)	(7,564)	-	-	-	-	(9,824)	(7,564)
Total comprehensive income	(9,824)	(7,564)	86,811	3,385	-	-	76,987	(4,179)
Transactions with owners								
Contributions by owners								
Equity injection	-	-	-	-	9,779	9,743	9,779	9,743
Sub-total transactions with owners	-	-	-	-	9,779	9,743	9,779	9,743
Closing balance as at 30 June	1,411,449	1,421,273	314,812	228,001	50,270	40,491	1,776,531	1,689,765

Statement of Changes in Equity (NLA)
for the period ended 30 June 2012

	Retained earnings		Asset revaluation surplus		Contributed equity / capital		Total equity	
	2012	2011	2012	2011	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance								
Balance carried forward from previous period	1,416,217	1,423,198	228,001	224,616	40,491	30,748	1,684,709	1,678,562
Adjusted opening balance	1,416,217	1,423,198	228,001	224,616	40,491	30,748	1,684,709	1,678,562
Comprehensive income								
Other comprehensive income	-	-	86,811	3,385	-	-	86,811	3,385
Surplus (Deficit) for the period	(11,454)	(6,981)	-	-	-	-	(11,454)	(6,981)
Total comprehensive income	(11,454)	(6,981)	86,811	3,385	-	-	75,357	(3,596)
Transactions with owners								
Contributions by owners								
Equity injection	-	-	-	-	9,779	9,743	9,779	9,743
Sub-total transactions with owners	-	-	-	-	9,779	9,743	9,779	9,743
Closing balance as at 30 June	1,404,763	1,416,217	314,812	228,001	50,270	40,491	1,769,845	1,684,709

The above statements should be read in conjunction with the accompanying notes.

NATIONAL LIBRARY OF AUSTRALIA
Cash Flow Statement
for the period ended 30 June 2012

	Notes	Consolidated		NLA	
		2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
OPERATING ACTIVITIES					
Cash received					
Receipts from Government		48,989	49,146	48,989	49,146
Sales of goods and rendering of services		9,849	8,664	9,808	8,941
Interest		3,410	3,120	3,068	2,821
Net GST received		1,973	1,541	1,973	1,541
Other		2,897	1,508	2,894	647
Cash received on behalf of others		271	296	271	296
Total cash received		67,389	64,275	67,003	63,392
Cash used					
Employees		(38,826)	(37,958)	(38,826)	(37,958)
Suppliers		(19,742)	(15,169)	(19,672)	(15,016)
Other		(562)	(523)	(511)	(472)
Total cash used		(59,130)	(53,650)	(59,009)	(53,446)
Net cash from (used by) operating activities	9	8,259	10,625	7,994	9,946
INVESTING ACTIVITIES					
Cash received					
Proceeds from sales of property, plant and equipment		15	615	15	5
Investments		58,011	26,997	56,782	26,829
Total cash received		58,026	27,612	56,797	26,834
Cash used					
Purchase of property, plant and equipment		(13,794)	(17,052)	(13,794)	(17,052)
Purchase of intangibles		(5,618)	(6,812)	(5,618)	(6,812)
Investments		(57,433)	(22,028)	(55,893)	(20,650)
Total cash used		(76,845)	(45,892)	(75,305)	(44,514)
Net cash from (used by) investing activities		(18,819)	(18,280)	(18,508)	(17,680)
FINANCING ACTIVITIES					
Cash received					
Contributed equity		9,779	9,743	9,779	9,743
Total cash received		9,779	9,743	9,779	9,743
Net cash from (used by) financing activities		9,779	9,743	9,779	9,743
Net increase (decrease) in cash held		(781)	2,088	(735)	2,009
Cash and cash equivalents at the beginning of the reporting period		6,224	4,136	5,750	3,741
Cash and cash equivalents at the end of the reporting period	5A	5,443	6,224	5,015	5,750

The above statement should be read in conjunction with the accompanying notes.

NATIONAL LIBRARY OF AUSTRALIA
Schedule of Commitments
as at 30 June 2012

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
BY TYPE				
Commitments receivable				
Net GST recoverable on commitments	301	648	301	648
Other ¹	1,557	1,603	1,557	1,603
Total commitments receivable	1,858	2,251	1,858	2,251
Commitments payable				
Capital commitments				
Buildings	759	2,102	759	2,102
Property, plant and equipment	96	59	96	59
Intangibles	44	-	44	-
Collections ²	266	988	266	988
Total capital commitments	1,165	3,149	1,165	3,149
Other commitments				
Operating leases ³	781	1,606	781	1,606
Other ⁴	3,398	4,405	3,398	4,405
Total other commitments	4,179	6,011	4,179	6,011
Total commitments payable	5,344	9,160	5,344	9,160
Net commitments by type	3,486	6,909	3,486	6,909
BY MATURITY				
Commitments receivable				
One year or less	1,431	1,644	1,431	1,644
From one to five years	427	607	427	607
Total commitments receivable	1,858	2,251	1,858	2,251
Commitments payable				
Capital commitments				
One year or less	1,137	3,066	1,137	3,066
From one to five years	28	83	28	83
Total capital commitments	1,165	3,149	1,165	3,149
Operating lease commitments				
One year or less	761	885	761	885
From one to five years	20	721	20	721
Total operating lease commitments	781	1,606	781	1,606
Other commitments				
One year or less	2,135	2,712	2,135	2,712
From one to five years	1,263	1,693	1,263	1,693
Total other commitments	3,398	4,405	3,398	4,405
Total commitments payable	5,344	9,160	5,344	9,160
Net commitments by maturity	3,486	6,909	3,486	6,909

NB: Commitments are GST inclusive where relevant.

¹ Other commitments receivable primarily consist of future year grant funding receivable from the Department of Regional Australia, Local Government, Arts and Sport to support the Community Heritage Grants program and amounts receivable in future years from a catering contract with an external supplier in relation to the cafes within the Library.

² Collection commitments represent contracts for the purchase of collection items.

³ Operating leases included are effectively non-cancellable and comprise: lease for warehouse which expires in May 2013 and an exhibition workshop which expires in November 2013 with no contingent commitments remaining; and agreements for the provision of motor vehicles to senior executive officers.

⁴ Other commitments primarily consist of the provision of computer services, security, legal services, cleaning, building maintenance and postal services with a contingent component of \$1,321,677.

The above statement should be read in conjunction with the accompanying notes.

NATIONAL LIBRARY OF AUSTRALIA
Schedule of Contingencies
as at 30 June 2012

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Contingent assets				
Claims for damages or costs	2	3	2	3
Total contingent assets	<u>2</u>	<u>3</u>	<u>2</u>	<u>3</u>
Contingent liabilities				
Claims for damages or costs	-	1,318	-	1,318
Total contingent liabilities	<u>-</u>	<u>1,318</u>	<u>-</u>	<u>1,318</u>
Net contingent assets (liabilities)	<u>2</u>	<u>(1,315)</u>	<u>2</u>	<u>(1,315)</u>

Details of each class of contingent liabilities and contingent assets listed above are disclosed in Note 10: Contingent Liabilities and Assets, along with information on significant contingencies that cannot be quantified.

The above schedule should be read in conjunction with the accompanying notes.

Table of Contents - Notes to the Financial Statements

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Note 1: Summary of Significant Accounting Policies

1.1 Objective of the National Library of Australia

The National Library of Australia (NLA) is an Australian Government controlled entity. It is a not-for-profit entity. The objective of the NLA is to ensure Australians have access to a national collection of library material to enhance learning, knowledge creation, enjoyment and understanding of Australian life and society.

The NLA is structured to meet a single outcome:

Outcome 1: Enhanced learning, knowledge creation, enjoyment and understanding of Australian life and society by providing access to a national collection of library material.

The continued existence of the NLA in its present form and with its present program is dependent on Government policy and on continuing funding by the Parliament for the NLA's administration and programs.

1.2 Basis of Preparation of the Financial Report

The financial statements are general purpose financial statements and required by clause 1(b) of Schedule 1 to the *Commonwealth Authorities and Companies Act 1997*.

The financial statements have been prepared in accordance with:

- Finance Minister's Orders (FMOs) for reporting periods ending on or after 1 July 2011; and
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The NLA and Consolidated financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial statements are prepared in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the FMOs, assets and liabilities are recognised in the NLA and Consolidated balance sheet when and only when it is probable that future economic benefits will flow to the entity or a future sacrifice of economic benefits will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under executor contracts are not recognised unless required by an accounting standard. Liabilities and assets that are unrecognised are reported in the schedule of commitments or the schedule of contingencies.

Unless an alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the NLA and Consolidated statement of comprehensive income when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

1.3 Principles of Consolidation

The consolidated financial statements are those of the economic entity, comprising the NLA (parent entity) and the Library's Trust Accounts. Details of the Trust Accounts may be found at Note 18. The accounts of the Library's Trust Accounts are prepared for the period 1 July 2011 to 30 June 2012 using accounting policies consistent with those of the NLA. The effects of transactions and balances between entities are eliminated in full.

1.4 Significant Accounting Judgements and Estimates

The valuation of the National Collection as at 30 June 2012, was undertaken by the Australian Valuation Office and due to the extent and diversity of the National Collection, a valuation of an appropriate sample was considered as the only practicable means of providing a reliable valuation. Consequently the valuation involved a stratified random sampling of the collections. The statistical sampling methodology was developed by the University of Western Australia, Statistical Consulting Group. The aim of the stratification was to group items that are similar in nature; the way in which they are stored; and approximate value.

The valuation methods adopted for the collection are by market based evidence if a market exists for items in the collection or, in the absence of market based evidence, depreciated replacement cost if the cost of the item can be measured reliably. Those collections for which market based evidence was adopted included: rare books; rare maps, atlases and globes; the general collection; music scores; and ephemera. Market based evidence was sought from a range of sources including dealers in antiquarian material, book sellers, specialist dealers and auction sites. Actual acquisition costs over the past three years for the general collection and the music collection were used to provide a guide as to the purchase price for items. Collections for which depreciated replacement cost methodology was adopted because of the absence of market based evidence included: aerial photographs; modern map sheets and microform. The cost of items in the collection where no available market evidence was available was achieved by assessing costs from the providers and suppliers of such material. For the valuation overall the statisticians estimated that there was a relative standard error of 6.73%.

Other than the valuation of the National Collection no accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

1.5 New Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

No accounting standard has been adopted earlier than the application date as stated in the standard. Of the new standards, amendments to standards and interpretations issued by the Australian Accounting Standards Board that are applicable to the current reporting period, none have had a material financial impact on the NLA.

Future Australian Accounting Standard Requirements

Of the new standards, amendments to standards and interpretations issued by the Australian Accounting Standards Board that are applicable to future reporting periods, none will have a material financial impact on the NLA.

1.6 Revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- the NLA retains no managerial involvement or effective control over the goods;
- the revenue and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to the NLA.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits associated with the transaction will flow to the NLA.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. Allowances for impairment are made when collectability of the debt is no longer probable.

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration received in the course of the ordinary activities of the NLA are recognised as revenue at their fair value when the asset qualifies for recognition unless received from another Government agency or authority as a consequence of a restructuring of administrative arrangements (refer note 1.8).

Revenue from Government

Funding received or receivable from the Department of Regional Australia, Local Government, Arts and Sport (appropriated to the Department as a CAC Act body payment item for payment to the National Library) is recognised as Revenue from Government, unless they are in the nature of an equity injection. Grants received from Government entities are included in Other Revenue, Note 4D.

Parental Leave Payments Scheme

Where amounts received under the Parental Leave Payments Scheme by the NLA have not yet been paid they are presented gross as cash and a liability (payable). The total amount received under this scheme was \$23,844 (2011: Nil).

1.7 Gains

Other Resources Received Free of Charge

Resources received free of charge are recognised as gains when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition and they were not received in the course of the ordinary activities of the NLA, or from another Government agency or authority as a consequence of a restructuring of administrative arrangements.

Sale of Assets

Gains from disposal of non-current assets are recognised when control of the asset has passed to the buyer.

1.8 Transactions with the Government as Owner

Equity Injections

Amounts that are designated as equity injections for a year are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Australian Government agency or authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed entity.

Other Distributions to Owners

The FMOs require that distributions to owners be debited to contributed equity unless it is in the nature of a dividend.

1.9 Employee Benefits

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits due within 12 months of the end of the reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave, as all sick leave is non-vesting and the average sick leave taken in the future years by employees of the NLA is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the NLA's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. The NLA recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

Employees of the NLA are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or a superannuation fund compliant with the *Superannuation Industry (Supervision) Act 1993*

nominated by the employee. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme. The liability for the defined benefit schemes is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported by the Department of Finance and Deregulation as an administered item.

The NLA makes employer contributions to the CSS, PSS and PSSap superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Australian Government of the superannuation entitlements of the NLA's employees. Employer contributions to superannuation funds nominated by the employee are made at the same rate as those of the PSSap. The NLA accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

1.10 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of leased assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where an asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract and a liability is recognised at the same time and for the same amount. The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.11 Borrowing Costs

All borrowing costs are expensed as incurred.

1.12 Cash

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash on hand and deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

1.13 Financial Assets

AASB 139 *Financial Instruments: Recognition and Measurement* requires financial assets to be classified in the following categories:

- at fair value through profit or loss;
- held-to-maturity investments;
- available-for-sale financial assets; and
- loans and receivables.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. The NLA currently only holds financial assets that are classified as loans and receivables.

Financial assets are recognised and derecognised upon trade date.

Effective Interest Method

The effective interest method is a method of calculating the amortised cost of a financial asset (or financial liability) and of allocating interest income (or expense) over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts (or cash payments) over the expected life of the financial asset (or financial liability), or where appropriate a shorter period. Income is recognised on an effective interest rate basis except for financial assets at fair value through profit or loss.

Loans and Receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period. If there is objective evidence that an impairment loss has been incurred for loans and receivables the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. In these circumstances the carrying amount is reduced by way of an allowance account and the loss is recognised in the statement of comprehensive income.

1.14 Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Other Financial Liabilities

Other financial liabilities, including borrowings are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis (refer to Note 1.13).

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that goods or services have been received and irrespective of having been invoiced.

1.15 Contingent Liabilities and Contingent Assets

Contingent liabilities and contingent assets are not recognised in the balance sheet, but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset, or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable, but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

1.16 Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to restructuring.

1.17 National Collection, Property, Plant and Equipment

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the balance sheet, except for purchases costing less than \$1,500 (GST exclusive), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). The purchase of library material regardless of the amount, other than serials, is capitalised as part of the National Collection, which is a heritage and cultural asset.

Revaluations

Fair values for each class of assets are determined as shown in the following table.

Asset Class	Fair value measured at:
Land	Land upon which the National Library building stands: highest and best use with recognition of the restrictive zoning within the Parliamentary Triangle and the inability of the asset to be disposed due to legislation or Government policy. Other land: market selling price.
Building	Depreciated replacement cost recognising that the National Library building is a special purpose heritage building. Reproduction costs for the Library's Repository.
Leasehold improvements	Depreciated replacement cost.
Plant and equipment	Where there is an identifiable recognised market - Current market price and where there is no identifiable recognised market (i.e. specialised assets) - Depreciated replacement cost.
National Collection (tangible components)	Depreciated replacement cost and comparable market transactions.

Following initial recognition at cost, property, plant and equipment and the National Collection are carried at fair values less subsequent accumulated depreciation and accumulated impairment losses. Valuations were conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially with the assets' fair value as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments were made on a class basis. Any revaluation increment was credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets were recognised in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class. Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation and Amortisation

Depreciable property, plant and equipment are written-off to the estimated residual values over their estimated useful lives to the Library, using in all cases the straight-line method of depreciation. Leasehold improvements are amortised on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Depreciation/amortisation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

	<u>2012</u>	<u>2011</u>
Building and building improvements	10 to 200 years	10 to 200 years
Leasehold improvements	Lease term	Lease term
Plant and equipment	1 to 25 years	1 to 25 years
National Collection - tangible	50 to 825 years	50 to 825 years

Impairment

All assets were assessed for impairment at 30 June 2012. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment is made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows and the asset would be replaced if the NLA were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further economic benefits are expected from its use or disposal.

Heritage and Cultural Assets

The Library's collection assets consist of a comprehensive range of materials relating to the history and culture of Australia and of selected overseas publications. The collections have been developed over the years since 1901 when the Library was established as the Commonwealth Parliamentary Library. The *National Library Act 1960* provides the Library with a mandate to build a national collection of library material, including a comprehensive collection of Library material relating to Australia and the Australian people. Australian materials collected include print publications in the form of books, maps, sheet music, and ephemeral materials like posters and leaflets; and unpublished materials such as manuscripts, pictures and oral history and folklore recordings (refer to note 1.18). The overseas collection of publications provides a strong base to support research especially in the fields of South East and East Asia studies and the social sciences and the humanities. The Australian and overseas print collections are augmented by extensive microform holdings and digital resources (refer to note 1.18).

The NLA's curatorial policy can be accessed from <http://www.nla.gov.au/policy/cdp/> and the preservation policies may be accessed from <http://www.nla.gov.au/policy/prespol.html>.

1.18 Intangibles

The Library's intangibles comprise purchased software and internally developed software for internal use and heritage and cultural assets forming part of the National Collection in the form of digitised collections, archived web pages, oral history collections and digital photographs. The threshold for the recognition of software assets is \$2,000 (GST exclusive). The purchase of intangible library material regardless of the amount, other than serials, is capitalised as part of the National Collection, which is a cultural and heritage asset.

Software assets are carried at cost less accumulated amortisation and accumulated impairment loss. As at 30 June 2012 heritage and cultural assets are held at cost.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the Library's software ranges between 2 and 15 years (2010-11: 2 to 10 years). The intangible Library collections are not amortised as their useful lives have been determined as indefinite. The useful lives of these collections are reviewed annually to determine whether events and circumstances continue to support an indefinite useful life assessment for that collection.

All intangible assets were assessed for indications of impairment as at 30 June 2012.

Heritage and Cultural Assets

The description of the National Collection and references to curatorial and preservation policies are disclosed in note 1.17.

1.19 Inventories

Inventories held for sale are valued at the lower of cost and net realisable value. Inventories held for distribution are valued at cost, adjusted for any loss of service potential.

Costs incurred in bringing each item of inventory to its present location and condition are assigned as follows:

- stores – purchase cost on a first-in-first-out basis; and
- finished goods and work-in-progress – cost of direct materials and labour plus attributable costs that are capable of being allocated on a reasonable basis.

Inventories acquired at no cost or nominal consideration are initially measured at current replacement cost as at the date of acquisition.

1.20 Taxation

The NLA is exempt from all forms of taxation except fringe benefits tax and the goods and services tax (GST).

Revenues, expenses and assets are recognised net of GST except:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- for receivables and payables.

1.21 Foreign Currency

Transactions denominated in a foreign currency are converted at the rate of exchange at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at the balance date. Associated currency gains or losses are not material.

Note 2: Events After the Reporting Period

Subsequent to balance date a judgement in favour of the Library was received in respect of a claim against the Library by an unsuccessful tenderer, which had previously been recorded as a contingent liability. Further information in respect of this matter may be found at Note 10.

Other than the above matter there are no events after the reporting date that will materially affect the financial statements

Consolidated		NLA	
2012	2011	2012	2011
\$'000	\$'000	\$'000	\$'000

Note 3: Expenses**Note 3A - Employee Benefits**

Wages and salaries	28,898	27,569	28,898	27,579
Superannuation:				
Defined contribution plans	1,604	1,440	1,604	1,440
Defined benefit plans	3,450	3,446	3,450	3,446
Leave and other entitlements	5,056	3,214	5,056	3,214
Separation and redundancies	7	112	7	112
Other employee benefits	167	235	167	235
Total employee benefits	39,182	36,016	39,182	36,026

Note 3B - Suppliers**Goods and Services**

Access to external databases and records	283	335	283	335
Building services	3,329	3,275	3,329	3,275
Collection preservation	181	135	181	135
Communications	288	316	288	316
Computer services and supplies	1,092	1,098	1,092	1,098
Contractors and consultants	2,094	2,064	2,082	2,021
Cost of goods sold	972	779	935	773
Freight and postage	365	288	365	288
Insurance	521	386	521	386
Magazine and newspaper subscriptions	3,000	3,246	3,000	3,246
Non asset furniture and equipment	787	418	787	418
Non asset software	30	29	30	29
Other	302	449	302	438
Promotion of Library services	1,231	646	1,216	619
Promotional publications	179	169	176	169
Stationary , printing and office machine consumables and repairs	593	479	593	479
Training	394	406	392	406
Travel and subsistence	519	556	503	547
Total goods and services	16,160	15,074	16,075	14,978

Goods and services are made up of:

Provision of goods - external parties	4,967	4,571	4,926	4,565
Rendering of services - related entities	1,332	1,380	1,332	1,380
Rendering of services - external parties	9,861	9,123	9,817	9,033
Total goods and services	16,160	15,074	16,075	14,978

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 3B – Suppliers (cont)				
Other supplier				
Operating lease rentals - external parties:				
Minimum lease payments	766	815	766	815
Workers compensation expenses	174	325	174	325
Total other supplier expenses	940	1,140	940	1,140
Total supplier expenses	17,100	16,214	17,015	16,118

Note 3C - Grants

Public sector:				
Australian Government entities (related entities)	37	-	37	-
Private sector:				
Non-profit organisations	444	418	444	418
Individuals	122	96	54	51
Total grants	603	514	535	469

Grants to non-profit organisations support Australian community organisations to preserve significant documentary heritage collections. Grants to individuals are provided to scholars and writers to work on materials held in the National Collection.

Note 3D - Depreciation and Amortisation

Depreciation:				
Plant and equipment	2,219	1,977	2,219	1,977
Heritage and cultural assets	12,024	11,936	12,024	11,936
Buildings	3,742	3,746	3,742	3,746
Total depreciation	17,985	17,659	17,985	17,659
Amortisation:				
Leasehold improvements	6	6	6	6
Intangibles:				
Computer software	1,401	1,364	1,401	1,364
Total amortisation	1,407	1,370	1,407	1,370
Total depreciation and amortisation	19,392	19,029	19,392	19,029

Note 3E - Write-Down and Impairment of Assets

Asset write-downs and impairment from:				
Write-down - Inventory	102	139	101	105
Bad and doubtful debts expense - Receivables for goods and services	1	6	1	6
Write-offs - Plant and equipment	24	16	24	16
Write-offs - Intangibles - Software	9	6	9	6
Total write-down and impairment of assets	136	167	135	133

	Consolidated		NLA	
	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000

Note 3F – Losses from Asset Sales**Property, plant and equipment:**

Proceeds from sale	-	-	-	(5)
Carrying value of assets sold	-	-	-	7
Selling expense	-	-	-	-
Total losses from asset sales	-	-	-	2

Note 3G – Other Expenses

Fringe Benefit Tax (Non-remuneration)	27	42	27	42
Total other expenses	27	42	27	42

Note 3H – Operating Expenditure for Heritage and Cultural assets†

Operating expenditure	18,995	18,509	18,979	18,203
Total	18,995	18,509	18,979	18,203

†Operating expenditure for heritage and cultural assets is contained within the Statement of Comprehensive Income, however it is not disclosed as a separate item. It is merely a different representation of expenditure already reported in Note 3A to 3G relating to heritage and cultural assets.

Note 4: Income**OWN SOURCE REVENUE**Note 4A – Sale of Goods and Rendering of Services

Provision of goods - related entities	3	1	3	1
Provision of goods - external parties	1,797	1,408	1,746	1,397
Rendering of services - related entities	451	466	451	466
Rendering of services - external parties	6,656	5,905	6,667	6,189
Total sale of goods and rendering of services	8,907	7,780	8,867	8,053

Note 4B – Interest

Deposits	2,988	3,333	2,645	2,999
Total interest	2,988	3,333	2,645	2,999

Note 4C – Royalties

Other	246	268	234	260
Total royalties	246	268	234	260

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Resources received free of charge - Collection material	2,598	2,369	2,598	2,369
Grants and other non-reciprocal payments by other entities	1,308	611	1,308	611
Donations	1,382	844	-	-
Other revenue	192	43	185	1,434
Total other revenue	5,480	3,867	4,091	4,414

Note 4D – Other Revenue

Resources received free of charge - Collection material

Grants and other non-reciprocal payments by other entities

Donations

Other revenue

Total other revenue

During 2011-12 the Library received the following grants totalling \$975,000 where the expenditure is specifically for a future financial year:

Grantor	Purpose and conditions of the grant	Amount
Department of Regional Australia, Local Government, Arts and Sport	Funds were provided to be used for the 2012 Community Heritage Grants Program. To assist in meeting both the costs of the grants and the administration of the program.	\$530,000
Department of Regional Australia, Local Government, Arts and Sport	Funds were provided to support the digitisation of a significant collection of historic glass plate negatives.	\$385,000
National Archives of Australia	Funds were provided to be used for the 2012 Community Heritage Grants Program to assist in meeting both the costs of the grants and the administration of the program.	\$20,000
National Film and Sound Archive	Funds were provided to be used for the 2012 Community Heritage Grants Program to assist in meeting both the costs of the grants and the administration of the program.	\$20,000
National Museum of Australia	Funds were provided to be used for the 2012 Community Heritage Grants Program to assist in meeting both the costs of the grants and the administration of the program.	\$20,000

Separate to the funding identified in the above table, funding of \$21,886 was received from the United States Embassy during 2011-12 to fund an oral history project and the grant was only partially discharged with \$20,320 remaining.

Grants recognised as income in a previous reporting period and where the associated conditions were discharged in 2011-12 financial year total \$1,078,384 (2010-11: \$1,704,939).

The Library also receives donations to its Trust Funds which are detailed at Note 18.

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
GAINS				
<u>Note 4E – Sale of Assets</u>				
Property, plant and equipment				
Proceeds from sale	15	615	15	-
Carrying value of assets sold	(12)	(557)	(12)	-
Net gain from sale of assets	3	58	3	-
<u>Note 4F – Other Gains</u>				
Sale of plant and equipment under the capitalisation threshold - proceeds	3	7	3	7
Total other gains	3	7	3	7
<u>Note 4G – Revenue from Government</u>				
Department of Regional Australia, Local Government, Arts and Sport				
CAC Act body payment item	20,415	-	20,415	-
Department of the Prime Minister and Cabinet				
CAC Act body payment item	28,574	49,105	28,574	49,105
Total revenue from Government	48,989	49,105	48,989	49,105
Note 5: Financial Assets				
<u>Note 5A – Cash and Cash Equivalents</u>				
Cash on hand or on deposit	5,443	6,224	5,015	5,750
Total cash and cash equivalents	5,443	6,224	5,015	5,750
<u>Note 5B – Trade and Other Receivables</u>				
Goods and services:				
Goods and services - related entities	17	6	17	6
Goods and services - external parties	495	468	495	468
Total receivables for goods and services	512	474	512	474

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 5B – Trade and Other Receivables (cont)				
Other receivables:				
GST receivable from Australian Taxation Office	402	705	402	705
Interest	544	966	406	828
Other	11	-	11	-
Total other receivables	957	1,671	819	1,533
Total trade and other receivables (gross)	1,469	2,145	1,331	2,007
Less Impairment allowance account:				
Goods and services	(2)	(2)	(2)	(2)
Total impairment allowance account	(2)	(2)	(2)	(2)
Total trade and other receivables (net)	1,467	2,143	1,329	2,005

Receivables are expected to be recovered in:

No more than 12 months	1,467	2,143	1,329	2,005
Total trade and other receivables (net)	1,467	2,143	1,329	2,005

Receivables are aged as follows:

Not overdue	1,115	1,682	977	1,544
Overdue by:				
0 to 30 days	206	192	206	192
31 to 60 days	141	186	141	186
61 to 90 days	5	84	5	84
More than 90 days	2	1	2	1
Total receivables (gross)	1,469	2,145	1,331	2,007

The impairment allowance is aged as follows:

Overdue by:				
31 to 60 days	-	-	-	-
61 to 90 days	1	1	1	1
More than 90 days	1	1	1	1
Total impairment allowance account	2	2	2	2

**Reconciliation of the Impairment Allowance Account (consolidated):
Movements in relation to 2012**

	Goods and services \$'000	Other receivables \$'000	Total \$'000
Opening balance	(2)	-	(2)
Amounts written off	(1)	-	(1)
Amounts recovered and reversed	-	-	-
Increases/decrease recognised in net surplus	1	-	1
Closing balance	(2)	-	(2)

Reconciliation of the Impairment Allowance Account (consolidated) (cont):**Movements in relation to 2011**

	Goods and services \$'000	Other receivables \$'000	Total \$'000
Opening balance	(2)	-	(2)
Amounts written off	(3)	-	(3)
Amounts recovered and reversed	-	-	-
Increases/decrease recognised in net surplus	3	-	3
Closing balance	(2)	-	(2)

Consolidated		NLA	
2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000

Note 5C – Other Investments

Fixed term deposit with bank	46,587	47,166	40,610	41,500
Total other investments	46,587	47,166	40,610	41,500

Other investments are expected to be recovered in:

No more than 12 months	46,587	47,166	40,610	41,500
Total other investments	46,587	47,166	40,610	41,500

Note 5D – Other Financial Assets

Accrued revenues	869	661	877	2,058
Total other financial assets	869	661	877	2,058

All other financial assets are expected to be recovered in less than 12 months.

Note 6: Non-Financial Assets**6A – Land and Buildings**

Land at fair value	15,935	15,935	15,935	15,935
Buildings:				
Work in progress	2,073	479	2,073	479
Fair value	183,913	178,084	183,913	178,084
Total buildings and land	201,921	194,498	201,921	194,498
Leasehold improvements:				
Fair value	24	13	24	13
Total leasehold improvements	24	13	24	13
Total land and buildings	201,945	194,511	201,945	194,511

No indicators of impairment were found for land and buildings. The National Library building (\$176,747,000) and land (\$15,000,000) upon which it stands is a special purpose building, which may not be disposed of without prior Ministerial approval. No land or buildings are expected to be sold or disposed of within the next 12 months.

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
6B – National Collection, Property, Plant and Equipment				
Heritage and cultural:				
National collection (at fair value)	1,490,100	1,437,629	1,490,100	1,437,629
Accumulated depreciation	-	(23,778)	-	(23,778)
Total heritage and cultural	1,490,100	1,413,851	1,490,100	1,413,851
Other property, plant and equipment:				
Fair value	17,417	15,045	17,417	15,045
Accumulated depreciation	(4,128)	(2,108)	(4,128)	(2,108)
Total other property, plant and equipment	13,289	12,937	13,289	12,937
Total property, plant and equipment	1,503,389	1,426,788	1,503,389	1,426,788

All revaluations were conducted in accordance with the revaluation policy at Note 1. The effective date for all revaluations was 30 June 2012. The revaluations were conducted by independent valuers from the Australian Valuation Office.

A revaluation increment of \$5,257,000 for buildings (2010-11: increment of \$3,386,000); an increment of \$380 for leasehold improvements (2010-11: decrement of \$1,000); and an increment of \$81,554,000 for the tangible cultural and heritage collection (2010-11: n/a) were passed to the asset revaluation reserve by class and included in the equity section of the balance sheet.

No indicators of impairment were found for property, plant and equipment.

Note 6C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment (2011-12) (Consolidated only, as this is the same as the parent entity)

	Land \$'000	Buildings \$'000	Total land and buildings \$'000	Heritage and cultural \$'000	Other property, plant and equipment \$'000	Total \$'000
As at 1 July 2011						
Gross book value	15,935	178,576	194,511	1,437,629	15,045	1,647,185
Accumulated depreciation / amortisation	n/a	-	-	(23,778)	(2,108)	(25,886)
Net book value 1 July 2011	15,935	178,576	194,511	1,413,851	12,937	1,621,299
Additions:						
By purchase or internally developed	-	5,925	5,925	5,170	2,699	13,794
By donation/gift/at no cost	-	-	-	1,549	-	1,549
Revaluations and impairments recognised in other comprehensive income	-	5,257	5,257	81,554	-	86,811
Depreciation / amortisation expense	-	(3,748)	(3,748)	(12,024)	(2,219)	(17,991)
Capitalised depreciation	-	-	-	-	(92)	(92)
Disposals:						
Other	-	-	-	-	(36)	(36)
Net book value 30 June 2012	15,935	186,010	201,945	1,490,100	13,289	1,705,334
Net book value as of 30 June 2012 represented by:						
Gross book value	15,935	186,010	201,945	1,490,100	17,417	1,709,462
Accumulated depreciation / amortisation	-	-	-	-	(4,128)	(4,128)
Net book value 30 June 2012	15,935	186,010	201,945	1,490,100	13,289	1,705,334

Capitalised depreciation: Where the use of a non-current asset contributes towards the development of a new non-current asset, the associated depreciation expense is capitalised and forms part of the carrying amount of the new asset. In such situations the capitalised depreciation is excluded from the depreciation charge recognised in the statement of comprehensive income.

Note 6C (con'd): Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment (2010-11) (Consolidated only, as this is the same as the parent entity)

	Land \$'000	Buildings \$'000	Total land and buildings \$'000	Heritage and cultural \$'000	Other property, plant and equipment \$'000	Total \$'000
As at 1 July 2010						
Gross book value	15,935	170,269	186,204	1,432,337	10,736	1,629,277
Accumulated depreciation / amortisation	n/a	-	-	(11,842)	-	(11,842)
Net book value 1 July 2010	15,935	170,269	186,204	1,420,495	10,736	1,617,435
Additions:						
By purchase or internally developed	-	8,674	8,674	4,029	4,349	17,052
By donation/gift/at no cost	-	-	-	1,263	-	1,263
Revaluations and impairments recognised in other comprehensive income	-	3,385	3,385	-	-	3,385
Depreciation / amortisation expense	-	(3,752)	(3,752)	(11,936)	(1,977)	(17,665)
Capitalised depreciation	-	-	-	-	(148)	(148)
Disposals:						
Other	-	-	-	-	(23)	(23)
Net book value 30 June 2011	15,935	178,576	194,511	1,413,851	12,937	1,621,299
Net book value as of 30 June 2011 represented by:						
Gross book value	15,935	178,576	194,511	1,437,629	15,045	1,647,185
Accumulated depreciation / amortisation	-	-	-	(23,778)	(2,108)	(25,886)
Net book value 30 June 2011	15,935	178,576	194,511	1,413,851	12,937	1,621,299

Capitalised depreciation: Where the use of a non-current asset contributes towards the development of a new non-current asset, the associated depreciation expense is capitalised and forms part of the carrying amount of the new asset. In such situations the capitalised depreciation is excluded from the depreciation charge recognised in the statement of comprehensive income.

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 6D – Intangibles				
Computer software:				
Internally developed - in progress	53	546	53	546
Internally developed - in use	5,347	4,348	5,347	4,348
Purchased	7,163	6,932	7,163	6,932
Accumulated amortisation	(8,461)	(7,163)	(8,461)	(7,163)
Total computer software	4,102	4,663	4,102	4,663
Other intangibles:				
Heritage and cultural - National Collection	26,070	21,324	26,070	21,324
Total other intangibles	26,070	21,324	26,070	21,324
Total Intangibles	30,172	25,987	30,172	25,987

No indicators of impairment were found for intangible assets.

No material intangible assets are expected to be sold or disposed of within the next 12 months.

Note 6E: Reconciliation of the Opening and Closing Balances of Intangibles (2011-12) (Consolidated only, as this is the same as the parent entity)

	Computer software - internally developed \$'000	Computer software - purchased \$'000	Heritage and cultural \$'000	Total \$'000
As at 1 July 2011				
Gross book value	4,894	6,932	21,324	33,150
Accumulated amortisation	(2,082)	(5,081)	-	(7,163)
Net book value 1 July 2011	2,812	1,851	21,324	25,987
Additions				
By purchase or internally developed	575	297	4,746	5,618
Amortisation	(776)	(625)	-	(1,401)
Capitalised amortisation	-	(23)	-	(23)
Disposals:				
Other	-	(9)	-	(9)
Net book value 30 June 2012	2,611	1,491	26,070	30,172
Net book value as of 30 June 2012 represented by:				
Gross book value	5,400	7,163	26,070	38,633
Accumulated amortisation	(2,789)	(5,672)	-	(8,461)
Net book value 30 June 2012	2,611	1,491	26,070	30,172

Capitalised amortisation: Where the use of a non-current asset contributes towards the development of a new non-current asset, the associated amortisation expense is capitalised and forms part of the carrying amount of the new asset. In such situations the capitalised amortisation is excluded from the amortisation charge recognised in the statement of comprehensive income.

Note 6E: (Cont'd) Reconciliation of the Opening and Closing Balances of Intangibles (2010-11) (Consolidated only, as this is the same as the parent entity)

	Computer software - internally developed \$'000	Computer software - purchased \$'000	Heritage and Cultural \$'000	Total \$'000
As at 1 July 2010				
Gross book value	4,050	6,835	15,682	26,567
Accumulated amortisation	(1,600)	(4,397)	-	(5,997)
Net book value 1 July 2010	2,450	2,438	15,682	20,570
Additions				
By purchase or internally developed	1,022	148	5,642	6,812
Amortisation expense	(655)	(709)	-	(1,364)
Capitalised amortisation	-	(25)	-	(25)
Disposals:				
Other	(5)	(1)	-	(6)
Net book value 30 June 2011	2,812	1,851	21,324	25,987
Net book value as of 30 June 2011 represented by:				
Gross book value	4,894	6,932	21,324	33,150
Accumulated amortisation	(2,082)	(5,081)	-	(7,163)
Net book value 30 June 2011	2,812	1,851	21,324	25,987

Capitalised amortisation: Where the use of a non-current asset contributes towards the development of a new non-current asset, the associated amortisation expense is capitalised and forms part of the carrying amount of the new asset. In such situations the capitalised amortisation is excluded from the amortisation charge recognised in the statement of comprehensive income.

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 6F – Inventories				
Inventories held for sale:				
Work in progress	270	237	270	205
Finished goods	1,810	1,727	1,639	1,565
Total inventories held for sale	2,080	1,964	1,909	1,770
Inventories held for distribution:				
Work in progress	5	8	5	8
Finished goods	22	46	22	46
Total inventories held for distribution	27	54	27	54
Total inventories	2,107	2,018	1,936	1,824

Inventories are categorised as follows:

No more than 12 months	973	1,013	928	947
More than 12 months	1,134	1,005	1,008	877
Total inventories	2,107	2,018	1,936	1,824

During 2011-12 \$972,000 (2010-11: \$779,000) of inventory held for sale was recognised as an expense upon sale and \$179,000 (2010-11: \$169,000) of inventory held for distribution was recognised as an expense upon use. The value of inventory held at fair value less cost to sell is \$186,000 (2010-11: \$166,000).

Note 6G - Other Non-Financial Assets

Prepayments	1,733	1,875	1,733	1,875
Total other non-financial assets	1,733	1,875	1,733	1,875
Total other non-financial assets are expected to be recovered in:				
No more than 12 months	1,659	1,833	1,659	1,833
More than 12 months	74	42	74	42
Total other non-financial assets	1,733	1,875	1,733	1,875

No indicators of impairment were found for other non-financial assets.

Note 7: Payables

Note 7A - Suppliers

Trade creditors and accruals	3,590	5,561	3,590	5,546
Total supplier payables	3,590	5,561	3,590	5,546
Supplier payables are expected to be settled within 12 months:				
Related entities	124	107	124	107
External parties	3,466	5,454	3,466	5,439
Total supplier payables	3,590	5,561	3,590	5,546

All supplier payables are current and settlement is usually made net 30 days.

	Consolidated		NLA	
	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000

Note 7B – Grants

Private sector: Individuals	31	24	11	20
Total grants	31	24	11	20

All grants payables are current.

The grant liability is recognised because grant recipients have met the conditions of the grants but are yet to be paid.

Note 7C – Other Payables

Wages and Salaries	937	712	937	712
Superannuation	140	114	140	114
Prepaid income / unearned income	198	196	198	196
Other	6	-	6	-
Total other payables	1,281	1,022	1,281	1,022

All other payables are expected to be settled within the next 12 months.

Note 8: Provisions**Note 8 – Employee Provisions**

Leave	12,279	11,001	12,279	11,001
Total employee provisions	12,279	11,001	12,279	11,001

Employee provisions are expected to be settled in:

No more than 12 months	3,056	2,881	3,056	2,881
More than 12 months	9,223	8,120	9,223	8,120
Total employee provisions	12,279	11,001	12,279	11,001

	Consolidated		NLA	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 9: Cash Flow Reconciliation				
Reconciliation of cash and cash equivalents as per Balance Sheet to the Cash Flow Statement				
Cash and cash equivalents as per:				
Cash flow statement	5,443	6,224	5,015	5,750
Balance sheet	5,443	6,224	5,015	5,750
Difference	-	-	-	-
Reconciliation of net cost of services to net cash from operating activities:				
Net cost of services	(58,813)	(56,669)	(60,443)	(56,086)
Add revenue from Government	48,989	49,105	48,989	49,105
Adjustments for non-cash items				
Depreciation / amortisation	19,392	19,029	19,392	19,029
Loss/(Gain) on disposal of assets	30	(36)	30	24
Write-down from revaluation - plant and equipment	-	-	-	-
Resources received free of charge - goods	(2,598)	(2,369)	(2,598)	(2,369)
Notional expenditure	1,165	1,279	1,165	1,279
Changes in assets / liabilities				
(Increase) / decrease in net receivables	468	(255)	1,857	(1,611)
(Increase) / decrease in inventories	(89)	(182)	(112)	(149)
(Increase) / decrease in prepayments	142	(82)	142	(82)
Increase / (decrease) in employee provisions	1,278	(194)	1,278	(194)
Increase / (decrease) in supplier payables	(1,971)	1,261	(1,956)	1,253
Increase / (decrease) in prepayments received	2	17	2	20
Increase / (decrease) in grant payables	7	(7)	(9)	(1)
Increase / (decrease) in other payables	257	(272)	257	(272)
Net cash from / (used by) operating activities	8,259	10,625	7,994	9,946
Non-cash financing and investing activities				
National Collection material received free of charge	1,549	1,263	1,549	1,263
Total Non-Cash Financing and Investing	1,549	1,263	1,549	1,263

Note 10: Contingent Liabilities and Assets

	Guarantees		Indemnities		Claims for damages or costs		Total	
	2012	2011	2012	2011	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Contingent assets								
Balance from previous period	-	-	-	-	3	3	3	3
Assets recognised	-	-	-	-	(1)	-	(1)	-
Total contingent assets	-	-	-	-	2	3	2	3
Contingent liabilities								
Balance from previous period	-	-	-	-	1,318	1,318	1,318	1,318
Re-measurement	-	-	-	-	(1,318)	-	(1,318)	-
Total contingent liabilities	-	-	-	-	-	1,318	-	1,318
Net contingent assets (liabilities)					2	(1,315)	2	(1,315)

Quantifiable Contingencies

The Schedule of Contingencies in the financial report shows a contingent asset of \$1,692 (2010-11: \$2,552) as at 30 June 2012 and this represents a recovery of an overpayment from a former member of staff.

As disclosed in the 2010-11 financial statements the Library had received a claim for damages from an unsuccessful tenderer. The Library denied liability and defended the claim. The quantum of the claim was \$1,318,014 and also included a claim for interest on the damages. The claim for interest was disclosed as an unquantifiable contingency as if the claim had been successful the interest rate used to calculate the payment would have been determined by the Court. A judgement in favour of the Library was made on 3 August 2012 and consequently based on this judgement there is no longer a requirement to recognise a contingent liability.

Unquantifiable Contingencies

The Library had no significant unquantifiable contingencies.

Significant Remote Contingencies

The Library had no significant remote contingencies.

Note 11: Remuneration of Council Members

The number of Council members of the Library included in these figures are shown below in the relevant remuneration bands:

\$0 - \$29,999	10	12
\$30,000 to \$59,999	1	-
Total	11	12

Total remuneration received or due and receivable by the Council members of the Library **\$139,203** **\$113,858**

Parliamentary members of Council do not receive any remuneration from the Library for their service on Council. The above disclosure excludes the Director-General, who is an executive member of the Council and whose remuneration is disclosed in Note 13. These payments are determined by the Remuneration Tribunal and paid in accordance with Sections 13 and 17A of the *National Library Act 1960*.

Note 12: Related Party Disclosures**Transactions with Council members or Council member related entities**

No members of the Council have, since the end of the previous financial year, received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of remuneration received or due and receivable by Council members shown in the financial statements) by reason of a contract made by the Library with the Council member or an entity in which she/he has a substantial financial interest. The Library does not make any loans to members of Council or their related entities.

Controlled Entities – Library Trust Accounts

The Library provides administrative support services to the Library's trust accounts during the year free of charge. The activities funded by the trust accounts support the functions of the Library.

Note 13: Senior Executive Remuneration**Note 13A – Senior Executive Remuneration Expenses for the Reporting Period**

	Consolidated		NLA	
	2012	2011	2012	2011
	\$	\$	\$	\$
Short-term employee benefits:				
Salary	1,061,123	986,595	1,061,123	986,595
Annual leave accrued	104,615	84,007	104,615	84,007
Performance bonuses	41,367	54,008	41,367	54,008
Motor vehicle and other allowances	189,377	220,999	189,377	220,999
Total short-term employee benefits	1,396,482	1,345,609	1,396,482	1,345,609
Post-employment benefits:				
Superannuation	207,030	192,996	207,030	192,996
Total post-employment benefits	207,030	192,996	207,030	192,996
Other long-term benefits				
Long-service leave	99,158	31,258	99,158	31,258
Total other long-term benefits	99,158	31,258	99,158	31,258
Termination benefits	-	-	-	-
Total employee benefits	1,702,670	1,569,863	1,702,670	1,569,863

Notes:

- Note 13A was prepared on an accrual basis and therefore the performance bonus disclosed above differs from the cash 'Bonus paid' in Note 13B.
- Note 13A excludes acting arrangements and part-year service where remuneration expensed was less than \$150,000.

Note 13B – Average Annual Reportable Remuneration Paid to Substantive Senior Executives during the Reporting Period

2012						
Average annual reportable remuneration	Senior Executives ¹ No.	Reportable salary ² \$	Contributed superannuation ³	Reportable allowances ⁴	Bonus Paid ⁵ \$	Total \$
Total reportable remuneration:						
\$150,000 to \$179,999	1	136,685	14,730	-	-	151,415
\$180,000 to \$209,999	4	165,771	33,094	-	-	198,865
\$210,000 to \$239,999	2	140,066	74,226	-	-	214,292
\$270,000 to \$299,999	1	244,399	34,362	-	-	278,761
Total	8					
2011						
Average annual reportable remuneration	Senior Executives ¹ No.	Reportable salary ² \$	Contributed superannuation ³	Reportable allowances ⁴	Bonus Paid ⁵ \$	Total \$
Total reportable remuneration:						
less than \$150,000	1	64,918	12,855	-	-	77,773
\$150,000 to \$179,999	1	129,449	34,921	-	-	164,370
\$180,000 to \$209,999	3	140,392	53,574	-	2,000	195,966
\$210,000 to \$239,999	4	154,167	51,831	-	22,252	228,250
Total	9					

Notes:

1. This table reports substantive senior executives who received remuneration during the reporting period. Each row is an averaged figure based on headcount for individuals in the band.
2. 'Reportable salary' includes the following: a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column); and b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits). Senior executives are not in receipt of exempt foreign employment income paid by the Library.
3. The 'contributed superannuation' amount is the average actual superannuation contributions paid to senior executives in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per the individuals' payslips.
4. 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.
5. 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The 'bonus paid' within a particular band may vary between financial years due to various factors such as individuals commencing with or leaving the entity during the financial year. Other than the Director General, from the 2011-12 financial year no Senior Executives are eligible to be paid a bonus.
6. While various salary sacrifice arrangements were available to senior executives the only salary sacrifice arrangements entered into was for superannuation and these salary sacrifice benefits are reported in the 'Contributed superannuation' column.

Note 13C – Other Highly Paid Staff

2012						
Average annual reportable remuneration ¹	Staff No.	Reportable salary ² \$	Contributed superannuation ³	Reportable allowances ⁴	Bonus Paid ⁵ \$	Total \$
Total reportable remuneration:						
\$150,000 to \$179,999	3	132,642	21,369	-	-	154,011
Total	3					
2011						
Average annual reportable remuneration ¹	Staff No.	Reportable salary ² \$	Contributed superannuation ³	Reportable allowances ⁴	Bonus Paid ⁵ \$	Total \$
Total reportable remuneration:						
\$150,000 to \$179,999	3	127,850	21,007	24	5,000	153,881
Total	3					

Notes:

- This table reports staff: a) who were employed during the reporting period; b) whose reportable remuneration was \$150,000 or more for the reporting period; and c) were not required to be disclosed in Tables A, B or Council member disclosures. Each row is an averaged figure based on headcount for individuals in the band.
- 'Reportable salary' includes the following: a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column); and b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits). Staff are not in receipt of exempt foreign employment income paid by the Library.
- The 'contributed superannuation' amount is the average actual superannuation contributions paid to staff in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per the individuals' payslips.
- 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.
- 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The payment of bonuses to non-executive staff has ceased and as a consequence no bonuses were received by staff included in this note during financial year 2011-12.
- While various salary sacrifice arrangements were available to staff including superannuation, motor vehicle and expense payment fringe benefits, none of the staff reported above took advantage of these arrangements.

Consolidated		NLA	
2012	2011	2012	2011
\$'000	\$'000	\$'000	\$'000

Note 14: Remuneration of Auditors**The fair value of services provided:**

Financial statement audit services	76	75	76	75
	76	75	76	75

No other services were provided by the Auditor-General.

	Consolidated		NLA	
	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000

Note 15: Financial Instruments

Note 15A – Categories of Financial Instruments

Financial Assets

Loans and receivables:

Cash on hand or deposit	5,443	6,224	5,015	5,750
Receivables for goods and services	510	472	510	472
Interest receivable	544	966	406	828
Fixed Term Deposit with Bank	46,587	47,166	40,610	41,500
Accrued revenue	869	661	877	2,058
Total	53,953	55,489	47,418	50,608
Carrying amount of financial assets	53,953	55,489	47,418	50,608

Financial Liabilities

At amortised cost

Supplier payables	3,590	5,561	3,590	5,546
Grants payable	31	24	11	20
Other	6	-	6	-
Total	3,627	5,585	3,607	5,566
Carrying amount of financial liabilities	3,627	5,585	3,607	5,566

Note 15B – Net Income and Expense from Financial Assets

Loans and receivables

Interest revenue	2,988	3,333	2,645	2,999
Net gain/(loss) loans and receivables	2,988	3,333	2,645	2,999
Net gain/(loss) from financial assets	2,988	3,333	2,645	2,999

Note 15C – Fair values of financial instruments

The net fair value of each class of the Library's financial assets and liabilities equal the carrying amount for both current and preceding reporting periods.

Financial assets

The net fair values of cash, deposits on call, interest bearing deposits and non-interest-bearing monetary financial assets approximate their carrying amounts. None of the classes of financial assets are readily traded on organised markets in standardised form.

Financial liabilities

The net fair value for finance lease liabilities are based on discounted cash flows using current interest rates for liabilities with similar risk profiles.

The net fair values for trade creditors and grant liabilities, which are short term in nature, are approximated by their carrying amounts. None of the classes of financial liabilities are readily traded on organised markets in standardised form.

Note 15D - Credit risk

The Library is exposed to minimal credit risk as the majority of loans and receivables are cash. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables and accrued revenue (2011-12: \$1,381,000 and 2010-11: \$1,135,000). The Library has assessed the risk of default on payment and has allocated \$2,000 in 2011-12 (2010-11: \$2,000) to an impairment account.

The Library manages its credit risks by limiting the provision to credit to qualifying organisations. In addition, the Library has policies and procedures in place to guide and monitor the recovery of overdue debt.

The Library holds no collateral to mitigate against credit risk.

Credit quality of financial instruments (consolidated only) not past due or individually determined as impaired

	Not past due nor impaired	Not past due nor impaired	Past due or impaired	Past due or impaired
	2012	2011	2012	2011
	\$'000	\$'000	\$'000	\$'000
Cash on hand or deposit	5,443	6,224	-	-
Receivables for goods and services	158	11	354	463
Interest receivable	544	966	-	-
Fixed Term Deposit with Bank	46,587	47,166	-	-
Accrued revenue	869	661	-	-
Total	53,601	55,028	354	463

Ageing of financial assets that are past due but not impaired for 2012

	0 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Receivables for goods and services	206	141	5	2	354
Total	206	141	5	2	354

Ageing of financial assets that are past due but not impaired for 2011

	0 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Receivables for goods and services	192	186	84	1	463
Total	192	186	84	1	463

Note 15E - Liquidity risk

The Library's financial liabilities are payables. The exposure to liquidity risk is based on the notion that the Library will encounter difficulties in meeting obligations associated with financial liabilities. This is highly unlikely due to Government funding and mechanisms available to the Library and internal policies and procedures that have been put into place to ensure that there are appropriate resources to meet its financial obligations.

Note 15F - Market risk

The Library holds basic financial instruments that do not expose it to certain market risks. The Library is exposed to minimal 'currency risk' and is not exposed to 'other price risk' or 'interest rate risk'.

Note 16: Financial Assets Reconciliation

	Notes	Consolidated		NLA	
		2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Financial assets as per balance sheet		54,366	56,194	47,831	51,313
Less: non-financial instrument components:					
Other receivables	5B	413	705	413	705
Total non-financial instrument components					
Total financial assets as per financial instruments note		53,953	55,489	47,418	50,608

Note 17: Compensation and Debt Relief

The Library has not made (2010-11: Nil) or provided for any provisions in relation to compensation and debt relief, including either act of grace payments; waivers of debt owed to the Library; payments made under the Compensation for Detriment caused by Defective Administration; payments approved under ex-gratia programs or payments made under special circumstances relating to APS employment pursuant to section 73 of the *Public Service Act 1999*.

Note 18: Trust Money Controlled by the Library

The Library operates a number of trust funds to account for donations and income from the application of donated funds. These funds operate under formal trust arrangements; are only able to be used in accordance with the terms of trusts, which are for the purposes of the Library; and these moneys are also recognised in the primary financial statements. The following is a brief comment on each fund currently in operation:

	2012 \$'000	2011 \$'000
(a) The Morris West Trust Fund was funded by the author Morris West. The fund is used for the publication of material owned by the Library.		
Balance carried forward from previous year	433	443
Receipts during the year	17	86
Interest received	24	24
Available for payments	474	553
Payments made	(14)	(120)
Balance carried forward to next year	460	443
(b) The General Trust Fund comprises donations received for general purposes or where no purpose is specified by the donor.		
Balance carried forward from previous year	3,901	2,633
Receipts during the year	216	1,419
Interest received	194	179
Available for payments	4,311	4,231
Payments made	(1,443)	(330)
Balance carried forward to next year	2,868	3,901

	2012 \$'000	2011 \$'000
(c) The Kenneth Baillieu Myer Trust is a bequest from the late Kenneth Baillieu Myer for the purposes of the Kenneth Myer Annual Oration as held by the Library and for such other purpose as may be considered appropriate by the Director-General.		
Balance carried forward from previous year	22	27
Receipts during the year	5	1
Interest received	1	1
Available for payments	28	29
Payments made	(5)	(7)
Balance carried forward to next year	23	22
(d) The E.A. & V.I. Crome Trust is a bequest by the late E.A. Crome for the maintenance of and addition to the E.A. & V.I. Crome collection.		
Balance carried forward from previous year	78	107
Receipts during the year	-	-
Interest received	4	6
Available for payments	82	113
Payments made	-	(35)
Balance carried forward to next year	82	78
(e) The Acquisition Trust Fund comprises donations received specifically for the acquisition of library material.		
Balance carried forward from previous year	118	110
Receipts during the year	1,100	1
Interest received	29	7
Available for payments	1,247	118
Payments made	-	-
Balance carried forward to next year	1,247	118
(f) The H.S. Williams Trust is a bequest from the late Harold S. Williams for the maintenance of and addition to the H.S. Williams collection.		
Balance carried forward from previous year	231	237
Receipts during the year	85	50
Interest received	12	10
Available for payments	328	297
Payments made	(32)	(66)
Balance carried forward to next year	296	231
(g) The Dame Mary Gilmore Trust is a bequest from the late Dame Mary Gilmore for the maintenance, preservation and protection of the Dame Mary Gilmore diaries.		
Balance carried forward from previous year	15	15
Receipts during the year	-	-
Interest received	1	-
Available for payments	16	15
Payments made	-	-
Balance carried forward to next year	16	15

	2012 \$'000	2011 \$'000
(h) The Nora Heysen Trust Account is a specific bequest from the late Nora Heysen for the provision of scholarships for the study of aspects of the art of Hans Heysen or his contribution to the artistic culture of Australia; or to further the study of the art of Hans Heysen; or to promote and perpetuate the standing of Hans Heysen.		
Balance carried forward from previous year	200	210
Receipts during the year	23	1
Interest received	11	11
Available for payments	234	222
Payments made	(20)	(22)
Balance carried forward to next year	214	200
(i) The Ray Mathew and Eva Kollsman Trust is a bequest from the late Eva Kollsman to encourage Australian writers to work on or with the National Collection; for the acquisition and indexing of the works and papers of Australian writers as part of the National Collection; or to promote Australian writing through publications, exhibitions and public events.		
Balance carried forward from previous year	1,141	1,068
Receipts during the year	-	27
Interest received	65	61
Available for payments	1,206	1,156
Payments made	(10)	(15)
Balance carried forward to next year	1,196	1,141

Note 19: Reporting of Outcomes

The Library is structured to meet one outcome:

Outcome 1: Australians have access to a national collection of library material to enhance learning, knowledge creation, enjoyment and understanding of Australian life and society.

Note 19A – Net Cost of Outcome Delivery (Consolidated)

	Outcome 1		Total	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Expenses	76,440	71,982	76,440	71,982
Own Source Income	17,627	15,313	17,627	15,313
Net cost of outcome delivery	58,813	56,669	58,813	56,669

	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Note 20: Net Cash Appropriation Arrangements				
Total comprehensive income less depreciation / amortisation expenses previously funded through revenue appropriations ⁽¹⁾	89,011	7,757	87,381	8,340
Plus : depreciation/amortisation expenses previously funded through revenue appropriation	<u>12,024</u>	11,936	<u>12,024</u>	11,936
Total comprehensive income (loss) - as per the Statement of Comprehensive Income	<u>76,987</u>	<u>(4,179)</u>	<u>75,357</u>	<u>(3,596)</u>

⁽¹⁾ From 2010-11, the Government introduced net cash appropriation arrangements and in respect of the Library as a collection institution, revenue appropriations for depreciation expenses for the National Collection were ceased. The Library instead receives a separate Collection Development Acquisition Budget provided through an equity appropriation to fund additions to the National Collection.



Bankia
The genus *Bankia* is a member of the Proteaceae family. It is characterized by its woody stems, large green leaves, and distinctive red flower spikes. The plant is native to Australia and is a common sight in its natural habitat.

Bankia
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APPENDICES



Marian Ellis Rowan (1848–1922)
Barringtonia sp. with Larva 1916
gouache and watercolour
73.3 x 55.8 cm
Pictures Collection
nla.pic-an23621170

APPENDIX A

THE COUNCIL OF THE NATIONAL LIBRARY OF AUSTRALIA AND ITS COMMITTEES

COUNCIL

Chair



The Hon. James J. Spigelman AC, BA (Hons) (Sydney), LLB (Hons) (Sydney)

Non-executive member, New South Wales
 Chair, Australian Broadcasting Corporation
 Appointed on 29 June 2010 for a three-year term until 28 June 2013
 Resigned from the Council with effect from 30 June 2012
 Attended six of six meetings

Deputy Chair



Professor John Hay AC, BA (Hons) (WA & Cambridge), MA (Cambridge), PhD (WA), LL.D (Qld), DU (QUT), LittD (Deakin), DLitt (WA), FAIM, FAHA, FACE, FQA

Non-executive member, Queensland
 Chair, Australian Learning and Teaching Council
 Chair, Board of Trustees, Queensland Art Gallery
 Chair, Martin Institute
 Chair, Queensland Institute for Medical Research
 Reappointed on 15 May 2011 for a three-year term until 14 May 2014
 Resigned from the Council with effect from 30 June 2012
 Attended three of six meetings

Members



The Hon. Dick Adams MP

Non-executive member, Tasmania
 Federal Member for Lyons
 Elected by the House of Representatives on 13 May 2011
 for a three-year term until 12 May 2014
 Attended five of six meetings



Mr Richard Eccles BA (ANU), MA (NSW)

Non-executive member, Australian Capital Territory
Deputy Secretary, Department of Regional Australia, Local Government,
Arts and Sport

Appointed on 29 September 2011 for a three-year term until
28 September 2014

Attended three of five eligible meetings



Ms Jane Hemstrich BSc (Hons) (London), FCA, FAICD

Non-executive member, Victoria
Non-executive Director, Victorian Opera
Non-executive Director, Santos Ltd
Non-executive Director, Tabcorp Holdings Ltd
Non-executive Director, Commonwealth Bank of Australia
Non-executive Director and Deputy Chairman, The Global Foundation
Appointed on 29 June 2010 for a three-year term until 28 June 2013
Attended four of six meetings



Senator Gary Humphries BA, LLB (ANU)

Non-executive member, Australian Capital Territory
Senator for the Australian Capital Territory
Elected by the Senate on 1 July 2011 for a three-year term
until 30 June 2014

Attended three of six meetings



Ms Mary Kostakidis BA, Dip. Ed. (Sydney)

Non-executive member, New South Wales
Member, Sydney Peace Foundation Advisory Panel
Board member, Sydney Theatre Company
ResMed Foundation

Appointed on 12 November 2009 for a three-year term
until 11 November 2012

Attended five of six meetings



Mr Brian Long FCA

Non-executive member, New South Wales
Deputy Chairman, Network Ten Holdings Ltd
Non-executive Director, Commonwealth Bank of Australia
Chairman, Audit Committee and Member of the Council of the
University of NSW

Chairman, United Way Australia
Director, Cantarella Brothers Pty Ltd
Reappointed on 12 November 2009 for a third three-year term
until 11 November 2012

Attended four of six meetings



**Mr Kevin McCann AM, BA, LLB (Hons) (Sydney),
LLM (Harvard), FAICD**

Non-executive member, New South Wales
Chair, National Library of Australia Foundation Board
Member, University of Sydney Senate
President (NSW) and Board member, Australian Institute of
Company Directors
Member, Corporate Governance Committee, Australian Institute of
Company Directors
Member, Evans and Partners Advisory Board
Chairman, Origin Energy Limited
Chairman, Macquarie Group Limited and Macquarie Bank Limited
Director, BlueScope Steel Limited
Reappointed on 15 December 2008 for a second three-year term
until 14 December 2011

Attended three of three eligible meetings



Dr Nonja Peters BA (Hons), PhD (WA)

Non-executive member, Western Australia
Senior Lecturer and Director, History of Migration Experiences Centre,
Curtin University Sustainability Policy Institute

Appointed on 20 May 2010 for a three-year term until 19 May 2013

Attended six of six meetings



Ms Deborah Thomas Dip. Fine Art (Monash), MAICD

Non-executive member, New South Wales
Director, Media, Public Affairs and Brand Development,
ACP Magazines Pty Ltd

Board member, Surf Life Saving Foundation

Board member, Taronga Conservation Society Australia

Member, Cancer Australia Advisory Committee

Reappointed on 12 November 2009 for a second three-year term
until 11 November 2012

Attended six of six meetings



**Ms Anne-Marie Schwirtlich, BA (Hons)(Macquarie),
Dip. Information Management (NSW)**

Director-General and executive member, Australian Capital Territory

Appointed on 9 February 2011 and commenced on 11 March 2011

for a five-year term until 8 February 2016

Attended six of six meetings

Meetings

Council met on:

- 5 August 2011
- 7 October 2011
- 2 December 2011
- 3 February 2012
- 13 April 2012
- 1 June 2012.

AUDIT COMMITTEE

Chair

Mr Brian Long

Non-executive member of Council
 Appointed to the Committee 6 June 2003
 Reappointed as Chair and member of the
 Committee 5 February 2010
 Attended three of three meetings

Members

Professor John Hay AC

Deputy Chair of Council
 Appointed to the Committee 5 June 2009
 and reappointed 5 February 2010
 Attended two of three meetings

Ms Deborah Thomas

Non-executive member of Council
 Appointed to the Committee 5 February 2010
 Attended three of three meetings

Ms Jane Hemstritch

Appointed to the Committee
 2 December 2011
 Attended nil of one eligible meeting

Mr Geoff Knuckey

External member
 Appointed to the Committee 1 May 2012
 Attended nil of nil eligible meetings

Other Council members attended meetings as follows:

- The Hon. James J. Spigelman AC (three)
- Ms Anne-Marie Schwirtlich (three)
- The Hon. Dick Adams MP (one)
- Dr Nonja Peters (one).

Terms of Reference

The Audit Committee's terms of reference are to:

- a. help the Library and members of Council to comply with obligations under the *Commonwealth Authorities and Companies Act 1997*
- b. provide a forum for communication between the members of Council, senior managers of the Library and the Library's internal and external auditors
- c. satisfy itself that there is an appropriate ethical climate in the Library and review policies relating to internal controls and management of risks.

Meetings

The Audit Committee met on:

- 5 August 2011
- 2 December 2011
- 13 April 2012.

CORPORATE GOVERNANCE COMMITTEE

Chair

Professor John Hay AC

Deputy Chair of Council

Attended one of two meetings

Members

The Hon. James J. Spigelman AC

Chair of Council

Attended two of two meetings

Mr Brian Long

Chair of Audit Committee

Attended two of two meetings

Ms Deborah Thomas

Non-executive member of Council

Attended two of two meetings

Terms of Reference

The Corporate Governance Committee's terms of reference are to:

- a. evaluate the effectiveness of Council in its role in corporate governance
- b. evaluate the performance and remuneration of the Director-General
- c. oversight the development of a list of prospective members for appointment to Council, subject to consideration and approval by the Minister.

Meetings

The Corporate Governance Committee met on:

- 3 February 2012
- 1 June 2012.

APPENDIX B

NATIONAL LIBRARY OF AUSTRALIA FOUNDATION BOARD

Chair

Mr Kevin McCann AM

Members

Ms Jasmine Cameron

National Library of Australia

Ms Doreen Mellor (until 1 May 2012)

National Library of Australia

Mrs Cathy Pilgrim (from 2 May 2012)

National Library of Australia

Ms Anne-Marie Schwirtlich

National Library of Australia

Ms Deborah Thomas

National Library of Australia Council

The Lady Ebury

Ms Lorraine Elliott

Ms Julia King

Ms Janet McDonald AO

Secretariat

Development Office

National Library of Australia

Terms of Reference

At the 2 December 2011 meeting, Council endorsed changing the name of the Development Council to the Foundation Board and also agreed to revised terms of reference, as follows:

- a. to provide advice on Library fundraising targets
- b. to provide assistance and advice on major fundraising campaigns, events and associated activities
- c. to assist in obtaining funds from a variety of sources, including the business and philanthropic sectors
- d. to encourage individual members to personally contribute or actively secure amounts required for nominated Library fundraising appeals.

Council also agreed that the Foundation Board will continue its close association with Council through regular reporting and through a member of Council being either a member or Chair of the Foundation Board. The number of Foundation Board members was increased to provide scope for a range of advocacy approaches to optimise the level of support generated, including:

- a. commitment by members to either secure funds or to make individual donations
- b. capacity and willingness to collectively pursue and generate major corporate support
- c. capacity and willingness to collectively pursue and generate major philanthropic support
- d. ability to facilitate engagement with potential supporters across Australia and gain their commitment to supporting the Library.

APPENDIX C

NATIONAL LIBRARY OF AUSTRALIA COMMITTEES

Three committees provide advice to the Library:

- Libraries Australia Advisory Committee
- Fellowships Advisory Committee
- Community Heritage Grants Steering Committee.

LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Ms Anne Horn

Deakin University

Members

Ms Liz Burke

Murdoch University

Dr Alex Byrne (from February 2012)

State Library of New South Wales

Mr Peter Conlon (from February 2012)

Queanbeyan City Library

Ms Pamela Gatenby

National Library of Australia

Ms Noelle Nelson (until December 2011)

State Library of New South Wales

Mr Ben O'Carroll (from February 2012)

Queensland Department of Premier
and Cabinet

Ms Ann Ritchie

Australian Library Journal

Ms Anne-Marie Schwirtlich

National Library of Australia

Ms Rosa Serratore

National Meteorological Library

Mr Geoff Stempel

Public Library Services (South Australia)

Ms Monika Szunejko (until December 2011)

State Library of Western Australia

Mr Chris Taylor (until December 2011)

University of Queensland

Mr Andrew Wells

University of New South Wales

Secretariat

Resource Sharing Division

National Library of Australia

Terms of Reference

The Libraries Australia Advisory Committee provides advice on strategic and policy issues affecting the delivery of the Libraries Australia service, the broad direction of service development and changes occurring in the library community that are likely to affect services.

FELLOWSHIPS ADVISORY COMMITTEE

Chair

Professor John Hay AC, FAHA

National Library of Australia Council

Members

Professor Graeme Clarke AO, FAHA

Australian Academy of the Humanities

Dr Patricia Clarke OAM, FAHA

Australian Society of Authors

Ms Anne-Marie Schwirtlich

National Library of Australia

Emeritus Professor Rod Home AM, FAHA

Australian Academy of Science

Professor Julie Marcus

Independent Scholars Association of Australia

Professor Pat Jalland FASSA

Australian Academy of the Social Sciences

Professor Joyce Kirk

Australian Library and Information Association

Secretariat

Australian Collections and Reader Services Division

National Library of Australia

Terms of Reference

The Fellowships Advisory Committee's terms of reference are to make recommendations to the Council on the award and administration of fellowships and scholarships.

COMMUNITY HERITAGE GRANTS STEERING COMMITTEE

Chair

Ms Jasmine Cameron

National Library of Australia

Members

Ms Kim Brunoro

Department of Regional Australia, Local Government, Arts and Sport

Ms Helen Walker

National Archives of Australia

Ms Helen Kon

National Museum of Australia

Ms Meg Labrum

National Film and Sound Archive

Ms Dianne Dahlitz

National Library of Australia

Ms Rosemary Turner

National Library of Australia

Secretariat

Executive and Public Programs Division

National Library of Australia

Terms of Reference

The Community Heritage Grants Steering Committee provides advice and direction on matters associated with the Community Heritage Grants program, including policy and administration. It also facilitates the exchange of information about the program between the Library and funding partners.

APPENDIX D

KEY SUPPORTING POLICIES AND DOCUMENTS

Information about the Library's functions, objectives, policies and activities can be found in the documents listed below. Most policy documents are available on the Library's website.

Legislation

Commonwealth Authorities and Companies Act 1997

National Library Act 1960

National Library Regulations (1994)

Portfolio Budget Statement

Public Service Act 1999

Strategic and Operational

Balanced Scorecard

Building Long Term Strategic Management Plan (2009)

Business Continuity Framework (2012)

IT Strategic Plan (2012–15)

Risk Management Register (2011)

Social Media Policy (2010–12)

Strategic Directions 2012–14

Strategic Workforce Plan (2012–14)

Collection

Collection Development Policy (2008)

Cataloguing

Cataloguing Authority Control Policy (2011)

Cataloguing Policy (2011)

E-resources

Acceptable Use of Information and Communications Technology Policy (2011)

Collection Digitisation Policy (2009)

Preservation

Collection Disaster Plan (2012)

Digital Preservation Policy (2012)

Policy on Participation in Cooperative Microfilming Projects with Other Institutions (2010)

Policy on Preservation Copying of Collection Materials (2007)

Preservation Policy (2009)

Service Charter

Policy on Handling Complaints and Other User Feedback (2011)

Service Charter (2011)

Reader Services

Code of Conduct for Readers and Visitors (2011)

Information and Research Services Policy (2011)

Corporate Services

Disability Framework (2011)

Enterprise Agreement (2011–14)

Environmental Management System (2011)

Fraud Control Plan (2012–13)

Protective Security Policy and Procedures (2006)

User Charging Policy (2011)

Public Programs

Events Policy (2011)

Exhibitions Loans Policy (2011)

Exhibitions Policy (2011)

Learning Policy (2011)

Policy on Sponsorship and Fundraising (2006)

Publications Policy (2012)

Volunteer Program Policy (2010)

APPENDIX E

CONSULTANCY SERVICES

The following table shows new consultancy services with an individual value of \$10,000 or more that were let in 2011–12, the nature of the consultancy, its value or estimated value, the selection process and justification of the decision to use the consultancy.

Table E.1: Consultancy Services Engaged, 2011–12

Consultant	Purpose
AdminIntelligence Pty Ltd	Review human resource system configuration and provide advice on and develop enhancements to existing processes
Ashurst (formerly Blake Dawson)	General legal advice
Bendelta Pty Ltd	Assist in the development of the Strategic Workforce Plan (2012–14)
Clayton Utz	General legal advice
Cunningham Martyn Design Pty Ltd	Design services for Foyer, amenities, cloak room and stair refurbishment
Dimension Data Aust Pty Ltd	IT Data Centre energy assessment
GHD Pty Ltd	Assessment of the marble facade of the main building
Interiors Australia	Fitout design services for the Level 1 office space
Jakeman Business Solutions Pty Ltd	Review of the Library's Protective Security Policy
Jillian Adams	Development of post-Forgotten Australians project recording plan and feasibility study
John Raineri and Associates	Review of lighting in the main building
Leo Monus	Development of software for Android mobile catalogue application
Norman Disney and Young	Mechanical investigation of chiller plant
Oxide Interactive Pty Ltd	Tailoring of a customer relationship management system for Trove
Paul Tilse Architects	Architectural services for new storage area
Risk and Continuity Management Pty Ltd	Review of the Library's Business Continuity Plan
Steven McPhillips	Analyse and develop aspects of Voyager and ILMS software systems interface
Teaspoon Consulting Pty Ltd	Analyse and develop aspects of Voyager and ILMS software systems interface
Terri Janke and Co.	Legal advice on copyright, licensing and Indigenous culture protocols
ValueEdge Consulting Pty Ltd	Undertake a value review of two management units
Total	

The following justifications are the rationales for the decisions to undertake consultancies:

A—skills currently unavailable within organisation

B—need for specialised or professional skills

C—need for independent research or assessment.

*Values are GST inclusive

Contract price (\$)*	Selection process	Justification (see above note)
\$11,000	Direct sourcing	B
\$44,383	Open tender	B
\$32,115	Direct sourcing	A&B
\$99,925	Open tender	B
\$156,860	Direct sourcing	B
\$16,056	Direct sourcing	B
\$21,912	Open tender	B
\$64,350	Open tender	B
\$21,340	Direct sourcing	B
\$10,000	Direct sourcing	A&B
\$97,000	Select tender	B
\$22,000	Direct sourcing	B
\$10,000	Open tender	B
\$12,298	Direct sourcing	B
\$13,866	Direct sourcing	B
\$18,634	Select tender	B
\$51,650	Direct sourcing	A&B
\$48,950	Direct sourcing	A&B
\$21,233	Direct sourcing	B
\$35,905	Direct sourcing	B
\$809,477		

APPENDIX F

STAFFING OVERVIEW

With the exception of the Director-General, all Library staff are employed under the *Public Service Act 1999*. Conditions of employment for staff below the Senior Executive Service (SES) level are contained in the Library's Enterprise Agreement 2011–14. Some staff received enhanced benefits through an Individual Flexibility Arrangement.

At 30 June 2012, the Library had 398 full-time and part-time ongoing staff, 66 full-time and part-time non-ongoing staff and 24 casual staff. Refer to Table F.1 for more details.

The average full-time equivalent staffing level for 2011–12 was 429, compared to 438 in 2010–11.

Staff Distribution

Table F.1: Staff Distribution by Division, 30 June 2012

Division	Ongoing		Non-ongoing			Total 2011–12	Total 2010–11
	Full time	Part time	Full time	Part time	Casual		
Collections Management	128	27	5	8	13	181	172
Australian Collections and Reader Services	79	21	12	16	7	135	122
Resource Sharing	27	1	1	0	0	29	33
Information Technology	35	5	3	1	1	45	42
Executive and Public Programs	33	11	9	3	1	57	52
Corporate Services	28	3	6	2	2	41	40
Total	330	68	36	30	24	488	461

Staff Classification

Table F.2: Ongoing and Non-ongoing Full-time and Part-time Staff by Classification and Gender, 30 June 2012

Classification	Ongoing				Non-ongoing						Total 2011–12		Total 2010–11	
	Full time		Part time		Full time		Part time		Casual		M	F	M	F
	M	F	M	F	M	F	M	F	M	F				
Statutory office holder	0	0	0	0	0	1	0	0	0	0	0	1	0	1
SES Band 1	2	4	0	0	0	0	0	0	0	0	2	4	2	4
EL 2	11	15	0	0	0	0	0	0	0	0	11	15	13	14
EL 1	30	29	3	5	0	1	0	0	1	1	34	36	33	39
APS 6	17	42	1	17	1	4	1	1	0	1	20	65	19	57
APS 5	17	36	1	14	4	1	1	6	0	1	23	58	20	51
APS 4	17	49	0	12	0	6	0	2	2	1	19	70	17	63
Graduate	0	1	0	0	0	0	0	0	0	0	0	1	0	2
APS 3	13	38	0	9	0	9	1	4	1	0	15	60	16	57
APS 2	1	7	0	6	4	5	4	10	7	9	16	37	12	40
APS 1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Cadet	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Total	108	222	5	63	9	27	7	23	11	13	140	348	133	328
Grand total	330		68		36		30		24		488		461	

Note: Table is based on paid employees. Employees on long-term leave for more than 12 weeks are not included.

SES Staff Movements

Dr Marie-Louise Ayres was promoted to Assistant Director-General, Resource Sharing, on 29 August 2011.

Dr Warwick Cathro, Assistant Director-General, Resource Sharing and Innovation, retired 15 March 2012. Dr Cathro had been on extended leave since 14 June 2011.

Equal Employment Opportunity

Table F.3: Staff by Equal Employment Opportunity Group and APS Classification, 30 June 2012

Classification	Male	Female	Total	Indigenous peoples	People with disabilities	Culturally and linguistically diverse background
Statutory office holder	0	1	1	0	0	1
SES Band 1	2	4	6	0	1	0
EL 2	11	15	26	0	1	4
EL 1	34	36	70	0	3	11
APS 6	20	65	85	0	4	14
APS 5	23	58	81	2	0	18
APS 4	19	70	89	0	4	25
Graduate	0	1	1	1	0	0
APS 3	15	60	75	1	6	25
APS 2	16	37	53	0	0	17
APS 1	0	0	0	0	0	0
Cadet	0	1	1	1	0	0
Total	140	348	488	5	19	115

Note: Data for equal employment opportunity groups are based on information supplied voluntarily by staff.

Staff Training

The Library develops an annual Staff Training Plan.

The plan is developed through consultation with all areas of the Library and includes priorities identified through the Library's Strategic Workforce Plan, division business plans and the individual performance development plans of staff.

Staff undertook development opportunities via internal and external programs, including seminars, workshops and on-the-job training and placements. Training opportunities covered Library technical skills, such as cataloguing, digital publications and preservation, as well as capability development in oral communication and management skills, procurement, writing and strategic planning. Diversity training was also undertaken, including disability confidence and Indigenous cultural awareness training.

The Library continues to use an e-learning induction activity for new staff and developed a new online module in 2011–12 to assist staff in understanding the Library's work health and safety (WHS) environment. The online induction modules complement the Library's face-to-face induction sessions and strengthen important messages about the Library's workplace and APS Values.

In 2011–12, there was a strong focus on WHS training for staff and managers. The training covered the new framework, the responsibilities of all stakeholders and how they relate to the workplace. Health and wellbeing activities focused on psychological health and how to build personal resilience. Designated staff updated or received certification to be officers in first aid, WHS and workplace harassment.

The total training and development expenditure, excluding staff time, was \$389,415. The number of training days undertaken by staff is set out in Table F.4.

Table F.4: Training Days, 2011–12

Classification	Male	Female	Total
SES	15	14	29
EL 1–2	161	208	369
APS 5–6	143	317	460
APS 1–4	80	424	504
Total	399	963	1,362

APPENDIX G

GIFTS, GRANTS AND SPONSORSHIPS

SUBSTANTIAL COLLECTION MATERIAL DONATIONS

Ms Robyn Archer AO	Dr Michael Kassler
Professor David Armstrong AO	Mr Lou Klepac OAM
Ms Elizabeth Bates	Dr Phillip Law AC
Ms Jane Campion	Mr Roger McDonald
Mrs Julie Carver	Mr Ian Mason
Dr Patricia Clarke OAM	Ms Penelope Mlakar
Lady Anna Cowen	Mr Alan Moir
The family of Sir James and Lady Margaret Darling	Mr George Ogilvie AM
Ms Merrell Davis OAM	Ms Jacqueline Pascarl
Professor Niki Ellis	Mr Geoffrey Pryor
Dr Andrew Ford	Ms Diane Romney
Sir James Gobbo AC	Ms Jane Sullivan
Professor Alexander Grishin	Mr Gareth Thomas
Dr Jamie Kassler	Ms Josephine Wittenburg

GRANTS

Department of Regional Australia, Local Government, Arts and Sport Office for the Arts	National Cultural Heritage Account
National Archives of Australia	National Film and Sound Archive
	National Museum of Australia

SPONSORSHIPS

Australian Capital Tourism (<i>Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin</i>)	Faber-Castell (Australia) Pty Ltd (<i>Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin</i>)
The Brassey of Canberra	Forrest Hotel and Apartments
Dataflex (<i>Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin</i>)	Leighton Holdings Limited (<i>Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin</i>)
Etihad Airways (<i>Handwritten: Ten Centuries of Manuscript Treasures from Staatsbibliothek zu Berlin</i>)	McCormick Foods Australia (Treasures Gallery)

BEQUESTS

The Estate of Dr H.C. Coombs	The Estate of Mr Harold S. Williams
The Estate of Mr John Anthony (Tony) Gilbert	

SUPPORT A BOOK PROGRAM

Dr Diana Carroll

FELLOWSHIPS

Friends of the National Library of Australia (Friends of the National Library Travelling Fellowship)	Mrs Alison Sanchez (Kenneth Binns Travelling Fellowship)
Mrs Pat McCann (Norman McCann Summer Scholarship)	Dr John Seymour and Dr Heather Seymour AO (Seymour Summer Scholarship)

OTHER PROJECTS

Australian Capital Tourism (ENLIGHTEN)	Mr Kevin McCann AM (<i>Mapping Our World: Terra Incognita to Australia</i>)
Mr John B. Fairfax AO (<i>The Canberra Times</i> digitisation)	Origin Foundation (<i>Mapping Our World: Terra Incognita to Australia</i>)
Friends of the National Library of Australia (<i>The Canberra Times</i> digitisation)	Questacon (<i>The Canberra Times</i> digitisation)
Dr Stephen Holt (<i>The Canberra Times</i> digitisation)	Mrs Alison Sanchez (Kenneth Binns Lecture)
	Mr Stephen Yorke (<i>The Canberra Times</i> digitisation)

APPENDIX H

NATIONAL LIBRARY OF AUSTRALIA FUND

The National Library of Australia Fund, launched in 2009, helps the Library to manage, describe, preserve, digitise and deliver our documentary heritage collections to the widest-possible audience, both online and from the main building.

National Library of Australia Fund donors are acknowledged at the following gift levels:

- Platinum Patron—gifts of \$100,000 and above
- Gold Patron—gifts of \$50,000 and above
- Silver Patron—gifts of \$25,000 and above
- Bronze Patron—gifts of \$10,000 and above
- Patron—gifts of \$1,000 and above
- Donor—gifts up to \$1,000

The Library gratefully acknowledges the generosity and support of patrons and donors. Listed below are patrons who have given to the fund since its inception in 2009 and donors who have given during 2011–12.

SILVER PATRONS

Dr Ron Houghton DFC and Mrs Nanette Houghton

One supporter has donated anonymously at this level

BRONZE PATRONS

Associate Professor Noel Dan AM and Mrs Adrienne Dan

Ms Jane Hemstrich

One supporter has donated anonymously at this level.

PATRONS

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Mr Sam Bartone	Ms Jane Needham SC
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Mrs Phoebe Bischoff OAM	Dr Melissa A. Perry QC
Mrs Josephine Calaby	Mrs Pamela Pickering
Emeritus Professor David Carment AM	Professor Alan Robson AM
Dr Patricia Clarke OAM	Miss Kay Rodda
Mr Victor Crittenden OAM	Professor Michael Roe
Ms Lauraine Diggins	Ms Chris Ronalds AM, SC
The Lady Ebury	Mrs Margaret S. Ross AM
Dr Suzanne Falkiner	Rotru Investments Pty Ltd for Mrs Eve Mahlab AO
Mr Andrew Freeman	Ms Anne-Marie Schwirtlich and Mr Stephen Yorke
Ms Jan Fullerton AO	The Reverend Garth Shaw
Ms Christina Goode PSM	Mr William Thorn and Mrs Angela Thorn
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Ms Anna Katzmann	Mr Gerald Walsh MA
Dr Terry Kirk and Professor Joyce Kirk	Ms Lucille Warth
Ms Marjorie Lindenmayer	Ms Laura Wells
Dr Jan Lyall PSM	Mrs Joy Wheatley
Ms Janet Manuell SC	Mr A.G.D White OAM
Mrs Vacharin McFadden	Dr Michael W. Young
Mr Peter McGovern AM	<i>Five supporters have donated anonymously at this level</i>
Capt. Paul J. McKay	

DONORS

Alexandra Club, Melbourne
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Mrs Patricia Allen
Mrs Margaret Astbury
Ms Virginia Berger
Ms Baiba Berzins
Mr Udai N. Bhati
Mr Richard Blavins
Ms Emily Booker
Mr John Brook
Ms Allison Brouwer
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Mrs Svetlana Manns
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Emeritus Professor Isabel McBryde AO
Dr Ken McCracken
Dr Donald F. McMichael AM
Dr Stephen McNamara
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Mrs Mary Mitchell
Ms Marion Newman
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Mrs Elaine Pearson
Ms M.E. Phillips
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Mr Bryce Ponsford
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Mrs Dorothy Prescott OAM and
Mr Victor Prescott
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Mrs Anne S. Prins
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Mr John Quaid
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Mrs Maria Spyropoulos
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Ms Helen White
Miss Helen Woodger
*Twenty-two supporters have donated
anonymously at this level*

APPENDIX I

TREASURES GALLERY

TREASURES GALLERY APPEAL

The generosity and support of many individuals and organisations has made possible a new permanent exhibition space within the Library. The Treasures Gallery, which opened in October 2011, showcases selections from the Library's significant, rare and often surprising collections. Early maps and atlases, books, manuscripts, paintings, drawings, photographs and objects all feature in the Treasures Gallery—from James Cook's *Endeavour* journal to William Bligh's list of mutineers, from Patrick White's glasses to an original manuscript for *Waltzing Matilda*. Since opening, the Treasures Gallery has quickly become an important part of Australia's cultural life.

Treasures Gallery Partners are acknowledged at the following gift levels:

- Principal Treasures Gallery Partner—\$1 million and above
- Platinum Treasures Gallery Partner—\$250,000 and above
- Gold Treasures Gallery Partner—\$100,000 and above
- Silver Treasures Gallery Partner—\$50,000 and above
- Bronze Treasures Gallery Partner—\$25,000 and above
- Opal Treasures Gallery Partner—\$10,000 and above
- Jade Treasures Gallery Partner—\$5,000 and above
- Amber Treasures Gallery Partner—up to \$5,000

The individuals and organisations listed below have collectively contributed more than \$3 million to the Treasures Gallery Appeal since it commenced in 2001. Many other individual supporters also contributed generously through the Exhibitions Donation Box. The Library gratefully acknowledges and appreciates their generosity and vision. With the opening of the Treasures Gallery in 2011, this appeal is now closed.

PRINCIPAL TREASURES GALLERY PARTNER

The Ian Potter Foundation

PLATINUM TREASURES GALLERY PARTNERS

AAMI Limited

John T. Reid Charitable Trusts

Sidney Myer Fund

GOLD TREASURES GALLERY PARTNERS

ActewAGL*

Dr James Bettison and Ms Helen James

Professor Henry Ergas

Harold Mitchell Foundation

Macquarie Group Foundation

Mr Kevin McCann AM

Thyne Reid Foundation

SILVER TREASURES GALLERY PARTNER

Friends of the National Library of Australia

BRONZE TREASURES GALLERY PARTNERS

Mr James Bain AM and Mrs Janette Bain

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Mr Philip Flood AO and Mrs Carole Flood

GHD Pty Ltd*

Dr Kenneth Moss AM and Mrs Glennis Moss

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Ms Cynthia Anderson

Dr Desmond Bright and Dr Ruth Bright AM

Mr Michael Heard and Mrs Mary Heard

Mr Robert Hill-Ling AO and
Mrs Rosemary Hill-Ling OAM

Mrs Claudia Hyles

Mr Baillieu Myer AC and Mrs Sarah Myer

Miss Kay Rodda

Mrs Mary Louise Simpson

Mr John Uhrig AC and Mrs Shirley Uhrig

*One supporter donated anonymously at
this level*

AMBER TREASURES GALLERY PARTNERS

Mr Karl Alderson	Mr Clyde Cameron AO	Professor Frank Fenner AC, CMG, MBE
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Dr Pamela Bell OAM	Mr G. Colson	Ms Sylvia Glanville
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Ashurst (formerly Blake Dawson Waldron)	Mr Brian Davidson	Ms Tracey Hind
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Mr Warwick Bradney	Mr Norman Dickins	Dr Stephen Holt
Mrs Mary Brennan	Ms Rita Dodson	Mrs J.M. Hooper
Sir Ron Brierley	Ms Naomi Doessel	Mr Neville Horne and Mrs Noreen Horne
Mr John H. Brook	Ms Chris Dormer	Dr Ron Houghton DFC and Mrs Nanette Houghton
Ms Megan Brown	Ms Melanie Drake	Dr Anthea Hyslop
Dr Robert Brown	Mr Ian Dudgeon and Mrs Kay Stoquart	In memory of Mr Reginald Fox and Mrs Phyllis Fox
Dr Thomas Brown AM	Mr Peter Duffy	In memory of Mr Noel Potter
Dr Geoffrey A. Burkhardt	Ms Jeanette Dunkley	Mr Ashton Johnston
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Ms Michelle Nichols	Mrs Florine Simon	Ms Eve White
Ms Margaret Nixon	Ms Jill Smith	Mr Richard White
Mr John Oliver and Mrs Libby Oliver	Mrs Jane Smyth	Professor Robin Woods AM
Mrs Janette Owen	Mr Gavin Souter AO and Mrs Ngaire Souter	Words Discussion Group
Mr Angus Paltridge and Mrs Gwen Paltridge	Mr David Sparrow	<i>Four supporters donated anonymously at this level</i>
Ms Penny Pardoe-Matthews	Mr Peter Spyropoulos	

* Indicates contributors who supplied goods and/or services

TREASURES GALLERY SUPPORT FUND

Individuals and organisations who contribute to the Treasures Gallery Support Fund help the Library to put Australians in touch with Australia's greatest treasures and the story of our nation's journey. The fund enables the Library to produce imaginative access programs, provide opportunities for exploring the Treasures Gallery online and respond to inquiring young minds by developing education initiatives based on the gallery.

In 2011–12, the following people generously assisted the Library to achieve these goals:

Dr Marion Amies

Mr Udai N. Bhati

Dr Desmond Bright and Dr Ruth Bright AM

Mr Robert Hill-Ling AO and Mrs Rosemary Hill-Ling OAM

Mrs J.M. Hooper

Ms Katherine Hunter

Dr Ruth S. Kerr OAM

Mrs Pamela Robinson

Dr Maxine Rochester

Mr Alan Rose AO and Mrs Helen Rose

Mrs Nea Storey

Ms Mary-Louise Weight

One supporter donated anonymously to this fund.

APPENDIX J

NOTABLE ACQUISITIONS

In 2011–12, the Library continued an active program of acquiring Australian and overseas publications in print and digital form.

In April 2012, the second bulk harvest of Australian Government websites, conducted under whole-of-government information and communication technology arrangements to collect freely available government web content, was completed. The harvest collected approximately 800 website domains, which will be accessible through PANDORA: Australia's Web Archive.

A collaborative project with PANDORA partners commenced to develop collections of websites relating to Australia's early twenty first century resources boom and to the Murray–Darling Basin. This ongoing project aims to represent the political, social, economic and cultural issues associated with the collecting themes and will be accessible to researchers as curated collections via PANDORA.

A copy of *Australian Folk Songs and Bush Ballads Enhanced E-book PART ONE* was purchased to assist with understanding the issues associated with collecting and providing access to complex e-publications. The publication includes video content and comes in a number of different versions, each presenting different issues on how to manage ongoing access.

A number of interesting older and rare publications were acquired during the year, in addition to contemporary overseas publications and mainstream Australian publications acquired under legal deposit provisions. Highlights included:

- *Ongeluckige voyage, van't schip Batavia, nae de Oost-Indien* (1649), a rare Utrecht edition of François Pelsaert's account of his voyage along the West Australian coast to Batavia, which completes the Library's holdings of all early editions of Pelsaert's account
- a rare copy of one of Pedro Fernandez de Quirós' memorials, printed for presentation to the King and Court of Spain (August 1608), in which Quirós replies to objections made to his proposal for settlement of the southern lands; the Quirós memorials are important foundation documents of Australian history
- a copy of Johann Friedrich Meckel's *Ornithorhynchi paradoxi: Descriptio anatomica* (1826), the first monograph on the Australian platypus
- *Xin bian hong wei bing zi liao* (*A New Collection of Red Guard Publications*), an outstanding 112-volume collection of reprinted Red Guard newspapers from the Chinese Cultural Revolution period (1966–1976)
- *Thai Cigarette Cards: The Ramayana*, a complete set of 150 cigarette cards depicting characters from the ancient Sanskrit epic, the Ramayana

- numerous publications and an archive of websites from Japan relating to the March 2011 earthquake, tsunami and Fukushima Daiichi Nuclear Power Plant disaster
- two rare propaganda publications from Cambodia, donated by a retired diplomat: *Images du Kampuchea Democratique (Pictures of Democratic Kampuchea)* (1976), depicting the idyllic life of the Cambodian people under the Khmer Rouge, and *Norodom Sihanouk en zone libre du Cambodge* (1988), showing Norodom Sihanouk's visits to the Sihanoukist resistance during the period of the Vietnamese occupation of Cambodia
- volumes 4 and 5 (January–December 1838) of *Jugend-Blatter: Monatschrift zur Forderung wahrer Bildung*, a German children's magazine with woodcut illustrations of Australian and South Pacific views, including a print of James Cook being welcomed to Tahiti and of Jean-François de Galaup La Pérouse and his men engaged in combat.

The Library continued to provide online access to key historical resources, including:

- *Making of the Modern World, Part II, 1851–1914*, which supplements Part I, 1450–1850
- *JSTOR Arts and Sciences X Collection*, adding to the Library's existing subscription for the Arts and Sciences collections I–IX
- *Complete Dictionary of Scientific Biography*, via the Gale Virtual Reference Library.

Acquisitions for the Manuscripts Collection included:

- the papers of entertainer Tex Morton, pioneer aviator Maude Lores Bonney, director George Ogilvie, composer Paul Grabowsky and the Mackay family of pastoralists, and a substantial addition to the papers of former Governor-General Sir Zelman Cowen
- a small collection of letters from French scientists and expeditioners Joseph Paul Gaimard and Jean Rene Constant Quoy, adding to holdings related to the navigator Louis de Freycinet.

Highlights of the acquisitions for the Pictures Collection included:

- *Chrysanthemums* (c. 1890), an expressive oil floral study by Ellis Rowan, which complements the Library's extensive collection of the artist's watercolours
- a pencil portrait of the artist Fred Williams by John Brack
- a series of photographs by Sidney Nolan of the 1952 Queensland drought
- *Ceremony* (1900), a pen-and-ink drawing by Tommy McRae
- Ian Abdulla's colourful diptych *Living along the River Murray* (2008)
- a tapestry commissioned in honour of Kenneth Myer AC by his siblings and family, woven by the Australian Tapestry Workshop and donated by its foundation.

Many notable Australians were interviewed for the Oral History Collection, including entertainer Julie Anthony, climate scientist Barrie Pittock, politicians Carmen Lawrence, Amanda Vanstone and Bob Hawke, Paralympian swimmer Anne Brunell, adventurer and explorer Colin Putt, 1967 Referendum activist Uncle Ray Peckham and Chief Justice Murray Gleeson.

Australian Generations, a four-year oral history project funded by the Australian Research Council, documented attitudes in Australian society and extended the Library's partnering and data-sharing capabilities. A new project was commissioned to elicit opinions and views of people affected by coal seam gas mining.

Noteworthy acquisitions for the Maps Collection included:

- two pairs of celestial/terrestrial floor globes, manufactured by J. & W. Cary, showing the period of charting immediately after James Cook and Matthew Flinders
- *Indiae Orientalis nova descriptio*, published by the Dutch firm Jansson in 1630, the earliest map covering south-east Asia to include traces of Willem Jansz's 1605 *Duyfken* voyage
- a consignment of 600 sales plans, parish maps and allotment drawings from the 1840s to the 1880s, mainly of southern New South Wales and Victoria
- several important declassified map series relating to Australian military, peacekeeping and humanitarian activities over the past 20 years, including topographic maps of East Timor and mapping used by Australian personnel during a United Nations operation in Somalia.

Cook's

Captain James Cook FRS RN
navigator whose explorations
continued to reshape the world
Born in 1728
as an 18th
Royal Navy
mariner
and a
1780
and a
Cook's



James Cook
1728-1779





GLOSSARY AND INDEXES



William Hodges (1744–1797)
Portrait of a Maori Chieftain c. 1773
chalk; 54.3 x 37.4 cm
Pictures Collection
nla.pic-an2720518

GLOSSARY

Balanced Scorecard	A strategic management tool
gigabyte	1,000 megabytes of data storage capacity
Libraries Australia	A service providing information about items held by Australian libraries, used by Australian libraries for automated cataloguing and inter-lending; see librariesaustralia.nla.gov.au
logarithmic scaling	A scale of measurement in which equal distances on the scale represent equal ratios of increase (for example, with logarithmic scale to the base of 10, the numbers 10, 100 and 1,000 are shown separately by equal distances on the graph)
outcomes	The results, impacts or consequences of actions by the Australian Government on the Australian community
PANDORA: Australia's Web Archive	A web archive established by the Library in 1996; see pandora.nla.gov.au
performance	The proficiency of an agency or authority in acquiring resources economically and using those resources efficiently and effectively in achieving planned outcomes
performance targets	Quantifiable performance levels or changes in level to be attained by a specific date
petabyte	1,000 terabytes
quality	Relates to the characteristics by which customers or stakeholders judge an organisation, product or service
reference service	Services provided by the Library that assist users to understand and navigate the information environment to pursue independent self-directed research
Reimagining Libraries	An initiative of National and State Libraries Australasia, in which the Library is working with the state and territory libraries and the National Library of New Zealand to transform its library services to better meet user needs in the digital age
terabyte	1,000 gigabytes of data storage capacity
Trove	A national discovery service implemented by the Library in November 2009, providing a single point of access to a wide range of traditional and digital content from Australian collections and global information sources

SHORTENED FORMS

AASB	Australian Accounting Standards Board
ANBD	Australian National Bibliographic Database
API	application programming interface
APS	Australian Public Service
CAC Act	<i>Commonwealth Authorities and Companies Act 1997</i>
CSS	Commonwealth Superannuation Scheme
CDNL	Conference of Directors of National Libraries
CMG	Corporate Management Group
DLIR	Digital Library Infrastructure Replacement
EA	Enterprise Agreement
EAP	Environmental Action Plan
ERA	Electronic Resources Australia
FBT	fringe benefits tax
FMOs	Finance Minister's Orders
FOI Act	<i>Freedom of Information Act 1982</i>
GST	goods and services tax
IFLA	International Federation of Library Associations
ILMS	Integrated Library Management System
IPS	Information Publication Scheme
IT	information technology
NLA	National Library of Australia
NSLA	National and State Libraries Australasia
ONIX	Online Information eXchange
PSS	Public Sector Superannuation Scheme
PSSap	PSS accumulation plan
RDA	Resource Description and Access
SES	senior executive staff
WHS	work health and safety

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While not required of statutory authorities, this report also selectively complies with the Department of the Prime Minister and Cabinet's *Requirements for Annual Reports* approved on 28 June 2012 by the Joint Committee of Public Accounts and Audit under subsections 63(2) and 70(2) of the *Public Service Act 1999*.

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